

2019 FAQ Winter Wonderland

Event Details

Friday, January 25 and Saturday, January 26

Rain date- Friday, February 15 and Saturday, February 16

Come dressed to play at the unique Winter Wonderland experience in Bond Park. Over the course of two days, Snow My Yard will make snow for you to enjoy on the popular sledding slope. Pre-registration is required. Only registered snow tubers will be permitted in the tubing area. Snow Tubes are provided. In the event of unfavorable conditions, this event will be rescheduled for February 15-16.

SINGLE RIDER SNOW TUBING (AGE 5 & UP)

Fees: \$19 per person

119725 Jan 25 4-4:45 p.m.

119726 Jan 25 5-5:45 p.m.

119727 Jan 25 7-7:45 p.m.

119728 Jan 25 8-8:45 p.m.

119730 Jan 26 10-10:45 a.m.

119731 Jan 26 12-12:45 p.m.

119732 Jan 26 1-1:45 p.m.

119736 Jan 26 3-3:45 p.m.

119733 Jan 26 4-4:45 p.m.

PARENT CHILD SNOW TUBING (AGE 5 & YOUNGER)

Fees: \$35 per parent/child pair

119729 Jan 26 9-9:45 a.m.

119734 Jan 26 6-6:45 p.m.

GENERAL QUESTIONS REGARDING REGISTRATION

Q: How much is it?

A: Registration fees are \$19 per snow tuber per session. If you are not snow tubing you do not need to register. If you do not register you will not be permitted in the snow tubing area.

Q: I want to have a birthday party and invite children from my neighborhood. How do I do that?

A: Enjoy a snow tubing birthday party with up to 15 of your friends during any of our Winter Wonderland Sessions, space permitting. Register in person at Bond Park Community Center. Fees: \$299 per group

GENERAL QUESTIONS REGARDING THE DAY OF

Q: How early do we need to arrive to check in?

A: Plan on arriving about 15 minutes prior to your scheduled session. A parent will need to sign a waiver at the time of sign in for their own children under the age of 18.

Q: Where is the best place to park?

A: Please park at the Boathouse and use the greenway. Check-in will be at the bottom of the snow tubing hill this year.

Q: Can I bring my own sled?

A: No, snow tubes will be provided. Do not bring your own sled or tube. You will not be permitted to use it.

Q: Will my children be able to ride together?

A: No, tubes are for one person. Single riders only for safety reasons.

Q: Will I be able to ride with my child?

A: Only in our parent/child session. This is reserved for children 5 years old and younger. During the

Q: In the parent/child session does it always have to be the same parent riding?

A: No. The adult riding with the child can change through-out the session. The session pass is for the child, not the adult. Adults will not be permitted to ride alone.

Q: Will I be able to take pictures?

A: Yes, there will be a designated spectator zone to the side of the slopes. You will be able to take pictures from this area. We will also have Scala Photography on-site to take professional pictures that you will be able to order following the event weekend.

Q: Will I be able to assist my child on and off the tubes?

A: If you are registered snow tubers you will be able to assist your child on and off the tubes. If you are not registered you will be required to stay in the spectator area. We will have volunteers who will be able to assist your child as needed.

Q: How big is the snow tubing hill?

A: There are two snow tubing hills. The big hill is approximately 50-75 feet long and a shorter slope is about 15-25 feet.

Q: How is the snow made?

A: The snow is made by Snow My Yard from bags of ice, finely crushed, and blown on the hill to simulate snow.

Q: What do I need to bring with me?

A: Bring clothes you don't mind getting wet in the snow or muddy at the bottom as the snow melts. You may also want to bring a change of clothes/shoes and a towel for your trip home. Wear clothes appropriate for the weather and plan on wearing one more layer than you think is needed. You can always take layers off if needed. Smiles and great attitudes are always a bonus!

Q: What if it is warm, rainy or too cold.

A: The snow will be around up to 60 degrees and it will be a bit slushier and still great fun to tube. Otherwise we will have snow tubing no matter how cold it is, so dress one layer more than you think you need. We will make weather cancellation and postponing decisions the day prior or on an as needed basis.

EVENT CANCELLATION/ RESCHEDULES/ OR CHANGED MINDS

Q: What happens if the event is cancelled?

A: We will notify you by email if we need to cancel the event. Please make sure you have an updated email address on file. We will also update an automatic voice mail message with event details. Call (919) 462-3970 for up to the minute details. You can also check www.townofcary.org and view the Winter Wonderland page for event updates as well.

Q: If the event is cancelled will it be rescheduled?

A: The "rain date" is February 15-16. Session times will remain the same. So if you are registered for the 3rd session on Friday, you will automatically be registered for the 3rd session on Friday the 15th.

Q: My session was cancelled because it is was too warm, will my session be rescheduled.

A: We will only reschedule the entire event not individual sessions. If your session is cancelled and there is an opportunity to put you in another session we will try to do so. You will receive a refund if your session is cancelled and not rescheduled.

Q: What if I can't make the reschedule date?

A: We will work with you to provide a refund or a credit to your account following the Withdrawal and Refund Policy as stated in the Program Guide. Withdrawal notice should be received by February 8th for the reschedule date.

Q: I have two kids registered and my son has a game and can no longer go. Can I give his ticket to my daughter's friend?

A: No. Registration spots are not transferable. You are welcome to withdraw your child and your friend is welcome to register for the event if there is space still available. If space is not available your space will be given to the next person on the waitlist or opened for general registration. Refunds and account credits will be given according to the Withdrawal and Refund Policy as stated in the Program Guide.

Q: How do I get a refund?

A: Refunds will be provided according to the Withdrawal and Refund Policy as stated in the Program Guide.

Registration fees are 100% refundable when the department cancels the activity. A participant wishing to withdrawal from a class that has not been cancelled by the department must provide a written request at least one week before the schedule start of the class.

They may receive 100% credit to the family's account (valid for 1 year), may request a Cary PRCR Gift Card (valid for 3 years from the date of last use), or may request a refund minus a minimum of \$5 administrative fee per participants per class. Within the week before the start of a class,

refund/credits/gift cards will not be given except for verified medical/hardship cases. Refund for payments made by check will be processed three weeks after the payment date.

Q: To whom do I provide feedback?

A: Please provide event feedback to Andrew Marsden at andew.marsden@townofcary.org