

AMC Boston Chapter Ski Committee

Trip fees and costs tips and procedures 2025

- 1. Fees are paid via the Outdoor Connector (OC) - here's how to set them up**
 - a. In the Registration screen of your event in the OC check the "No Waitlist" box
 - b. Click on the Enter Costs button
 - c. Click on the +Add button for various and/or different cost levels associated with your trip (ie; different costs for AMC members vs non-members)
- 2. Applicants must pay the fees immediately**
 - a. Stripe (no longer PayPal) is our new payment processing program
 - b. Stripe charges 2.9% and \$.30 per transaction and we need to figure these costs into all fees we are charging
- 3. Refunds**
 - a. All refunds need to be done via the OC in the Roster Management screen
 - b. If you are cancelling an applicant's participation (ie; screening them out)
 - i. Go to the Roster Management screen for your activity in the OC
 - ii. Click on the Cancel button next to the applicant's name
 - iii. This brings up a dialogue box with a box that can be checked for a Refund
 - iv. Click Yes to confirm cancellation and the refund
 - v. Click Finish
 - c. If an applicant cancels themselves and you need to get them a refund
 - i. Go to the Roster Management screen for your activity in the OC
 - ii. Click on the trip participants registration number
 - iii. Click on the Pencil Icon or Edit Tool next to the Refund Required section
 - iv. Click on the box for Refund Required
 - v. Click Save
 - d. Here is a good resource for how to accomplish refunds in the OC:
 - i. <https://outdoors.my.site.com/amcknowledge/s/article/Refunding-A-Participant>
 - e. Once either of these processes has been completed, there are no more actions for you as a trip leader
 - i. The Chapter Treasurer will receive a report indicating refunds they have been requested to process
 - ii. If you have questions regarding timing or around a specific refund, please contact me at: bstonskicommtreasurer@gmail.com
 - f. We did have a suggestion at our 11/12 meeting to ask participants to directly email a leader for
 - i. Getting on a waitlist since adding costs to a trip eliminates this functionality in the OC
 - ii. To get a screening for a trip set up before an applicant registers and has to pay the costs up front
 - iii. This would likely require putting an email address in the trip posting

- g. The AMC is requesting that we refund the fully paid amount to all cancelled applicants and that we cover the Stripe Fees for the payment transaction
 - i. We will need to build in buffers to cover these potential costs that would be associated with applicants that do not end up participating in the activity

4. Leader's costs and payments

- a. Since leaders, typically, are not applying for the trip via the OC we do have a different process for handling payments they need to make to cover their own, personal, costs on a trip
 - i. Please communicate what the exact amount of the leaders' costs are to me, and we will have a PayPal link created for that situation
- b. A couple of other "untested" recommendations in this regard (from our 11/12 meeting)
 - i. Create a "shell" trip called "payments" and have just leaders sign up for and make payments this way
 - ii. Have leaders register for the trip and then be reimbursed for any differences in their payment's vs the participants

5. AMC payment methods

- a. AMC's preferred method of paying out trip costs and deposits is via credit card. Keep an eye out for venues that overlay an additional charge for making payments via credit cards as these charges are a cost that would need to be covered by what we charge participants in the events.
- b. Payment by check is possible but can take up to 2 weeks to get a check issued