AMC Boston Chapter Ski Committee

Trip fees and costs tips and procedures

1. **Please insert the words *"Boston Ski"* at the beginning of the title for all trips posted in the OC** a. This allows us to sort through all the trips in the OC and quickly identify those that are handled by our committee
   b. This greatly helps us in tracking finances for all our trips
2. **Fees are paid via the Outdoor Connector (OC)** - here's how to set them up
   a. In the Registration screen 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 you trip (ie; different costs for AMC members vs non-members)

3. AMC Boston Chapter Ski Committee Fees

a. Fees only apply to applicants and participants and not to Leaders, Co-Leaders or Leaders in Training

b. All AMC fees are per person per trip and *NOT* per person per day

c. We look to charge participants $20 for all Intro to Uphill events

i. These costs must be entered into the OC by the trip Leader/Author and be designated as required of all applicants

ii. Here is a recommended explanation to include in the OC explaining the charges: *The AMC Boston Chapter Ski Committee charges a nominal fee for events to help defer the costs of training our leaders. This charge can be refunded, minus our processing fee, for cancellations made up until* (a date set by the trip Leader)

d. We look to charge participants $10 for all other ski events *that have other costs associated with them* and the $10 fee should be included as part of the other costs and does not require having a separate call out or explanation

i. The $10 fee should *NOT* be assessed for any non-intro to Uphill events that do not have any other costs associated with them and are otherwise free

Ii. This means that your trip budget should show a profit of at least $10 x the number of paying participants. Your budget should not balance out to $0 as the committee fee represents net income for our committee

4. Applicants must pay all fees immediately

a. Stripe (no longer PayPal) is our 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

i. This calculation should be applied to the initial total cost of the trip per applicant and then added back into to that cost for an updated total cost that the applicants will actually pay

c. It is also recommended to build a buffer into what is charged to each applicant to cover the stripe fees charged to the AMC for applicants that cancel out or that we cancel out from the trip as the AMC requests that we refund a cancelled applicants full amount and not deduct the stripe processing fee incurred when they paid via the OC (see more below on this)

5. 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 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 themself 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. The default refund for all cancellations is to return 100% of what an applicant paid back back to them with no deductions for the cost of the stripe fees the AMC incurred for their original payment. If a leader feels that a cancelled applicant should not receive a full, 100% refund that needs to be communicated to the committee treasurer as soon as the cancellation has occurred.

e. 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 one of our meetings to ask participants to directly email a leader for (this is up to the discretion of the trip leader and is FYI only, not required) 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

ii. A recommended way to calculate this would be to estimate what you feel could be a reasonable number of cancellations and what the stripe fee costs would be for each of those people ($.30 per transaction along with 2.9% of the projected per applicant cost) and then divvy that up as part of the per applicant pricing. It is best to calculate this as the per person costs of the trip are being put together and as a line item on any budgeting done for the trip

6. **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

7. **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 or for a foreign currency exchange rate (ie trips in Canada) 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

c. For upfront payments for lodging secured through Air BnB or other similar apps it is recommenced that the leader handle the payment personally and submit to the committee treasurer for reimbursement as soon as the reservation and payment has been made with appropriate backup detailing the expense (s) and payment(s)