

All,

We would like to thank you for a great year. If it was not for all of your help, we could not have completed most of the requested projects that are available for use here at your lake.

We also cannot overlook and thank many of you that assist us in maintaining the park, ensuring the students get unloaded and into the F lot, policing up your camping area and pavilions, or just alerting us when something is wrong. There is nothing that we cannot overcome together when we know something needs attention.

We are noticing an increase in the number of individuals registering and we thank you for this not only helping us get the word out and physically being here, but also bringing divers and friends.

With this increase of customers, we are now noticing a backlog in the shop with people getting signed in. We have many of our registering processes in place online to help alleviate this backlog and by next year it will be mandatory to do so ahead of time to ensure an expedient check in. For example, some of the new policies that are going to be put in place are:

1. The manifest. This is available on our website under the “downloads” page. This file can be downloaded first to your desktop, then filled it out and sent via e-mail to (lakephoenixva@gmail.com) no later than two days prior to arrival.

This does two things:

- a. It allows us to check waivers of those in attendance with your group.
- b. It tells us what you are responsible for e.g. entrance, air fills, self pay, etc. This allows us to let your individuals in without us having to guess or restrict them from entering the park while they wait for your arrival.
- c. **IMPORTANT Individuals will sign and initial the manifest on arrival, not prior please!**
- d. This form is locked, as to the areas; we would like you to fill out ahead of time. If you need a Master Copy, please bring a memory stick and so we can provide it. Typing in the names assist us, as some writing, copies, scans etc. are sometimes illegible.
- e. Don't forget your visitors (passengers in the car, Non divers etc.) as everyone in your group should be on this form even if they are “Self Pay” and the remainder are not.

2. Online waivers.

- a. Please ensure that these are accomplished prior to arrival.
- b. With the completion of the waiver and watching the mandatory informational video this takes about 15 min of your divers' time.

One thought is to have your students complete this as part of their class. For certified divers and visitors, these waivers are only needed once a year since they are annual. However, “Non-Certified” Student waivers are only valid for the consecutive days they are here.

3. All this will assist you in getting into the park and helping everyone remain safe while here.

4. Next year we will impose a surcharge on these items that are completed in the shop e.g., not receiving a manifest ahead of time or waivers that have not been completed prior to arrival. You can choose to pass this along to the offending student if they fail to complete their waiver.

We understand that circumstances will change and that these things are somewhat flexible, however, no one wants to wait in the shop for 30 min just to be told that it will be another 15 min of filling out waivers and watching the video.

If you like, the informational video is available on our website under the Downloads page. This video can also be shown as part of the class or the power point version can be added to your class slides as needed. Please note the date as we change the information therein on occasion.

Please help us, help you in getting into the park and onto the fun and excitement that you have come to expect here.