

# BOLD FAQs

## **Q: How much time does my group need?**

A: Depending on your participant numbers and objectives, BOLD programs can be as short as two-hours and as long as a full day or more. For energizers, ice-breakers, and warm-ups, we can come to you or host you at our facility for a few hours. For low and high challenge course activities more time is needed. For any high element, at least 3.5 hours is recommended, to include a proper warm-up and safety procedures.

## **Q: What should I wear?**

- Comfortable Clothing: loose fitting but secure; longer shorts or pants recommended
- Closed-toed, lace up shoes
- Wind and/or Rain gear
- Cold Weather: wear layers and gloves

## **Q: How can I get in touch with BOLD?**

A: The BOLD office is located in Richards Gym on Berry College's main campus in Rome, Georgia. Our direct line is (706) 238-7806; email: [bold@berry.edu](mailto:bold@berry.edu).

## **Q: What will happen after I get in touch with BOLD?**

A: A BOLD staff member will contact you within 24 - 48 hours to review the contact form, discuss the program in more detail and begin the needs assessment. Once confirmation is made, BOLD will send a participation package with the necessary information. All requests are considered tentative until confirmations have been made, the letter has been sent, and a deposit has been received. Note: alternative dates are very helpful in planning a program.

## **Q: What if I need to cancel?**

A: Programs go rain or shine. On rare occasions we cancel due to severe weather. If you find that a cancellation may be in order, please try to consider all possible alternatives. If it becomes a necessity, BOLD is happy to reschedule for another time. If you cancel or decrease your numbers:

- At least 30 days before your program: 100% refund
- Less than 30 days before your program: security deposit and/or Early payment discounted rate is non-refundable. All other payments: 50% refund
- Less than 5 days before the program: No refund NOTE: A deposit is due 30 days before your program to reserve your training date.
- On rare occasions we cancel due to severe weather. You may reschedule or receive a full refund.

**Q: What happens if the weather is severe (lightning, ice, etc)?**

A: There is no bad weather during BOLD programs. Just inappropriate clothing worn to the program. Make sure you bring what you need to participate and adjust to changing weather conditions. In the occurrence of severe weather, the group coordinator and BOLD will decide together whether to continue the program. In some cases, the program can be moved indoors.

**Q: What kind of group does BOLD cater to?**

A: The BOLD program has hosted Berry College student groups, academic classes, clubs and student organizations, student work teams, area youth groups, sports teams, church youth groups, and corporate groups. All programs are custom designed and priced according to individual group needs and objectives. Berry College groups receive a special on-campus group rate.

**Q: How many people can I bring?**

A: BOLD works with groups as small as 10 and as large as 500. Large groups will be divided up into smaller subgroups. For small groups, pricing is based on a minimum number of participants is 12. It is crucial to know an accurate number of participants ahead of time so that BOLD can provide the correct number of instructor staff.

**Q: Is there an age requirement?**

A: Yes. All participants must be at least 10 years of age or older. For programs designed to include high element challenges, participants must be 12 years or older.

**Q: What about risk?**

A: Managing risk is the first concern at BOLD. Instructors are trained to take groups through the course in nothing but currently accepted experiential education techniques. All youth programs will be supervised by adults while on the course, and all participants are trained in effective spotting techniques before performing on the course. BOLD has always and continues to incorporate the choosing your level of challenge philosophy. Participants are not required to do anything they do not feel comfortable doing. Additionally, BOLD has incorporated a comprehensive risk management plan since its inception 30 years ago.

**Q: What are the qualifications of the staff?**

A: BOLD staff primarily consists of qualified and well-trained Berry students. After a competitive hiring process, students are trained in First Aid and CPR, facilitation techniques, risk management skills, and all technical aspects of challenge course operations. Ongoing skill practice and in-service training sessions are required throughout the school year and summer. Students working with BOLD have a variety of backgrounds and career goals, all of which complement our experiential learning work and build students' skills for future endeavors. BOLD also maintains a list of professional facilitators in the area who join us on occasion. We are often able to provide trainings that meet national standards. If you are interested in being a student or professional staff facilitator with BOLD, please email [vmorales@berry.edu](mailto:vmorales@berry.edu) for more information.