



## WEEKLY GROUP PARENT/GUARDIAN INFORMATION 2018/2019

Ski Sundown is committed to offering a safe and fun experience for all skiers and snowboarders. Our Weekly Group program is a wonderful opportunity to regularly participate in a great winter sport.

- \* **Read and understand this handout and discuss the information with your child.**
- \* **Everything you need to know about the group program is in this handout.**
- \* **All inquiries, problems, add-ons and cancellations **MUST GO THROUGH YOUR GROUP LEADER**. He/she organizes and administers your group and handles all issues. Ski Sundown cannot make any changes for your child unless arranged with your group leader first, *even if you call us*.**

### INDEX:

1. Group Participant information and Program Agreement
2. What to expect on your first day at Ski Sundown
3. Responsibility and Safety
4. Communication
5. Ski Sundown Group Program Badge
6. Cancellations
7. Missed Sessions
8. Refund Policy
9. Lost and Found/Forgotten clothing or equipment

### 1. GROUP PARTICIPANT INFORMATION & PROGRAM AGREEMENT

**Every group participant must complete and return this form**

Section 1 - Complete with accurate information.

Section 2 - Check all categories that apply. **Please be accurate when entering the skier/boarder level** (choosing only one skill level). We want your child to be on terrain that is suitable for his/her ability level, thus creating a safe and fun experience.

Section 3 - If renting equipment, complete this section. **All** of the information requested is essential to accurately match skiers/snow boarders to their set of equipment and properly adjust the bindings.

Section 4 - **A parent or guardian and participant must sign this section.**

**Your child cannot participate without a signed Program Agreement.**

### 2. WHAT TO EXPECT ON THE FIRST DAY AT SKI SUNDOWN

Be prepared to ski in any weather. Wear a helmet or hat, waterproof gloves, snow pants, waterproof jacket, neck warmer (no scarves), goggles or sunglasses and ski/snowboard socks. **>LABEL ALL YOUR EQUIPMENT!!!<**

\* **Arrival:** When the bus arrives at Ski Sundown, a member of the Ski Sundown staff will greet the bus and give a brief talk about safety and proper behavior. All participants will then go to the lodge where a group Chaperone will reserve a table with the group's name on it. There will always be a Chaperone at this table if a participant needs assistance. Skiers/boarders may leave their bags at this table or in the lockers or cubbies.

\* **Rentals:** Renters then go to the Rental Shop to pick up their equipment. If using your own equipment, please have a ski shop perform a binding safety check and wax and tune your child's skis or snowboard prior to the start of the program.

\* **Lessons:**

A. On their first visit all first-time skiers/boarders will meet outside of the Rental Shop exit. They will be met by Ski Sundown staff and will be supervised in the first time learning area until their lesson time. Since the use of the chair lift may not be taught on the first day, beginners will use the conveyor lift on their first visit.

B. All other lesson participants are expected to be outside the Rental Shop 10 minutes before their class begins. They will then be placed in groups according to their skill level. If a participant cannot ski/board in control or ride a chair lift, he/she will be grouped with the new skiers/boarders to review the basics.

C. Lesson groups are arranged on the first day and participants will stay in the same group unless an instructor recommends a change. When you enroll your child in group lessons, take into consideration your child's other commitments and obligations that may interfere with the scheduled lesson. **IF YOUR CHILD MISSES A SCHEDULED LESSON DUE TO ILLNESS OR ABSENCE, THE LESSON IS LOST.** Makeup lessons are not offered. Participants are not allowed to switch groups or attend a lesson on another day. This is necessary for lesson continuity, group size and participant safety.

### **3. RESPONSIBILITY AND SAFETY**

A safe and fun environment requires the cooperation of all those who choose to ski and snowboard at Ski Sundown. Please discuss these responsibilities and rules of etiquette with your child before he/she visits Ski Sundown.

#### **RESPECT**

- The mountain is for everyone to enjoy. Respect the mountain and those using it and act responsibly at all times. Be watchful and aware of others and show courtesy to them. Present a positive image for our sport.

#### **SAFETY**

- The mountain undergoes changes continuously. Take a slow and careful run to familiarize yourself with the current conditions and trails.
- Never follow anyone too closely.
- Do not stop in the middle of a trail.
- We try to provide features that accommodate different skier/boarder abilities. **KNOW YOUR LIMITS.**
- We **DO NOT ALLOW INVERTED AERIALS** at Ski Sundown.
- Be aware of your surroundings. Ski or snowboard with care.

#### **PROPER USE OF LIFTS**

- Be familiar with the common courtesies and guidelines for riding the lifts at Ski Sundown. They are for your safety and the safety of others.
- Obey all posted instructions at each lift.
- Do not use a lift until you are familiar with its operation. Watch and learn. Ask any lift employee for help.
- The area around all lift mazes is a **SLOW SKIING ZONE.**
- Do not stand in front of lift mazes or block the flow of traffic.
- Load and unload only at designated areas.
- Lower restraining bar immediately after loading.
- Sit quietly and do not bounce chairs, hit lift towers, or in any way abuse lift equipment.
- When unloading, make sure no loose clothing, poles or packs are caught in the lift. Move quickly away from unloading areas.
- If a lift stops, do not attempt to get off. Remember, if there is a mechanical problem, area personnel will provide assistance.

#### **YOUR RESPONSIBILITY CODE**

Slope safety is everyone's responsibility. Observe the code listed below and share with others the responsibility for a great skiing experience. This is a partial list. Be safety conscious.

- Always stay in control and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you obstruct a trail or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

**KNOW THE CODE. IT'S YOUR RESPONSIBILITY.**

### **4. COMMUNICATION**

If your child requires any special attention due to a physical or medical problem, inform your Group Leader immediately so that Ski Sundown is notified of it at the time of registration. If your child has an issue with a lesson group assignment, he/she should inform their group leader who will speak with a Snowsports School Lesson Supervisor prior to the start of the lesson. **If you or your child have other concerns about lessons or any other aspect of the program, please contact your Group Leader.**

### **5. SKI SUNDOWN GROUP PROGRAM BADGE**

Each participant is issued a Group Program Badge at the beginning of the program. The badge is good for the entire program. Each participant must wear and display the badge in order to gain access to the lifts and lessons. The badges may only be used during the time and day assigned to each group. They are non-transferable. Group Leaders will be responsible for distributing the badges to their group members. There are three types of Group Program Badges issued based upon the program purchased. The three badge types are Lessons & Lift, Lift **Only**, and **Pass Holder** Lesson (these participants must purchase, wear and display the pass).

If a participant forgets his/her badge, a replacement ticket good for one session will be issued at the Welcome Center desk at no cost. If a participant forgets his/her badge a second time, he/she must purchase a replacement ticket or badge for \$5.00. There is a \$5.00 fee for any lost badge. A Chaperone must accompany any participant who needs a Replacement Badge or Replacement Ticket.

### **6. CANCELLATIONS**

Ski Sundown offers make-up dates if Ski Sundown cancels a visit due to unfavorable weather conditions. If school is canceled on a scheduled session date in the district where participants reside, a make-up session will be offered. Your Group Leader will keep you informed of any changes, cancellations or make-up dates. **Please contact your Group Leader, not Ski Sundown, regarding cancellations and make-ups.**

## **7. MISSED SESSIONS**

If your child misses a session, their Group Program Badge is valid for a 4-hour Lift Only make-up visit on **Mondays through Fridays** excluding holidays (January 21, February 18-22, 2019), until the end of season. There is no make-up, credit or refund for a missed lesson. If your child purchased the rental option, he/she will be able to use the rentals on the make-up visit if prior arrangements are made with the Rental Shop. You can contact the Rental Shop at (860) 379-7669 ext. 250.

## **8. REFUND POLICY**

Full refund will be given if request is made **by the Group Leader** and received by Ski Sundown **prior to January 2, 2019**. No refunds or credits will be given after this date unless the protection policy criteria are met. The **protection policy** is added to your program at no cost and will reimburse the price of your program on a prorated basis in the event of injury or illness that prevents your child's completing the program. The illness or injury must be confirmed by a letter from a licensed physician, and the refund request must be received **from the Group Leader by March 15, 2019**. **No refund requests will be accepted after this date.** Program changes can be made up to the start of the program.

## **9. LOST AND FOUND/FORGOTTEN CLOTHING OR EQUIPMENT**

If the item is missing during your child's visit, he/she can go to the Ski Shop to fill out a Missing Item Report. There is also a link on our website that you can use to contact the Ski Shop about the missing item. **We recommend that all personal items be labeled** with identification that will help with getting the lost item back to your child. Ski Sundown NEVER lends items from our lost and found. If your child forgets anything, they can make a purchase in our Ski Shop or arrange to purchase rentals. The Welcome Center will be happy to help a parent purchase a Gift Card over the telephone and make sure it gets to a chaperone in the group

