

# EZ 123 FAQ

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## Registration

EZ 123 packages can be purchased online, over the phone, or in person. You must register with the Ski & Snowboard School for your lesson. Please call 509-935-6649 ext 610 to make your reservation. The EZ123 package comes with a rental, lift ticket and 2 hour group lesson. When registering please provide the student's current height, weight, & shoe size (And which foot they want forward if they are snowboarding) for rentals.

## Reservations

Reservations must be made for each EZ123 visit. The reservation for you visit must be made by noon the day before. We recommend that you reserve well in advance as classes do fill up.

## Check-In

We request that you check in 30 minutes prior to your lesson start time. Our sales desk opens at 8:30am.

- Youth (Ages 5-13)
  - Lesson times run from 10:00-12:00 & 1:00-3:00pm
  - Check-in Ends at 9:30 for the morning & 12:30 for the afternoon.
- Adult (Ages 12 & Up)
  - Lesson times run from 10:00-12:00 & 1:00-3:00pm
  - Check-in Ends at 10:00 for the morning & 1:00 for the afternoon.

## Late Arrival

Lessons begin promptly on time. If you arrive late for your lesson we will attempt to get you into the next available EZ123 lesson group. If no other lesson group is available it will be counted as a no-show. You will only be allowed one make-up visit for a late cancellation or no-show.

## EZ123 No-Show & Cancellation Policy

You must cancel by phone or in person by 12pm the day prior to your reservation. You will be allowed one late cancellation or no show. If you do not call to cancel or do not show for your lesson after that you will lose that visit.

## Helpful Info

- Allow yourself plenty of time to park, use the restroom, get checked-in, and pick-up your rental equipment
- Lessons start promptly at their designated time. Students should be checked in 30-min prior to beginning of lesson
- Gratuities are not a requirement but are greatly appreciated by our instructors

## Contact Us

For questions regarding lessons email [skischool@ski49n.com](mailto:skischool@ski49n.com) or call 509-935-6649 Ext. 610

# Getting my Child Ready for their EZ123

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## How should I dress my child?

Start with a thin layer next to the skin – long johns or thermals. Layer according to the weather with polar fleece tops and pants as insulation on colder days. Bring a hat and helmet, neck warmer and waterproof mittens. Don't forget ski goggles or sunglasses. Use only one pair of socks, preferably wool ski socks as they keep kids' feet drier and warmer. Apply sunscreen.

## Where do I begin?

Upon arrival at 49° North, head to the Discovery Club in the lowest level of the lodge. This where you will check-in for you lesson, receive your lift ticket, and pick-up your rentals. The Discovery Club is open on weekends and during the holiday period starting at 8:30 am.

## Now what?

Check-in for lessons ends 30 minutes prior to the lesson start time. Our lessons run on weekends and during the holiday period from 10-12 and 1-3pm. A limited number of cubbies are available to you to store any street clothes, extra layers, etc. Your child will need to check in for their lesson already dressed for the day in their ski/snowboard clothing. At check-in, please notify staff at check-in of any special needs or allergies.

## What is the schedule for the day?

After check-in you will escort your student(s) to the Group Lesson Meeting Area. **Please ensure that they use the bathroom immediately before coming to class.** Lessons leave the teaching area promptly after lessons begin. Breaks may be taken during the morning, depending on the student's age, energy level and weather conditions. Morning lessons begin at 10:00 am are completed at 12:00 pm The afternoon session begins at 1:00 pm. Pick-up is at 3:00 pm in our Group Lesson Meeting area. During pick-up, you can check in with your child's instructor for information about the lesson.

\*You will be given a wrist band at check in with your child's name on it. Please bring this wrist band to check-out\*

## Parent checklist to bring to the mountain:

1. A well-rested child, who has had a hearty breakfast.
2. Snow jacket, snow pants, warm socks, gloves, face mask.
3. Your EZ123 lesson voucher!

## Additional FAQs

- It is recommended that you **never** bring a child who is sick and/or contagious.
- We recommend arriving 60 minutes early for ticketing and equipment rental fitting if needed.
- Check in is at the Discovery Club in the lowest level of the lodge.
- Groups are formed by age and ability level.
- Please ensure your child has warm, waterproof layers, gloves/mittens and eye protection (sunglasses or goggles).
- We recommend that your child wears a properly fitting helmet during ski lessons. Helmets are provided upon request.
- In the event of your child's injury or medical emergency, our staff may contact medical personnel and/or arrange transportation to a medical facility. In case of emergency, every attempt will be made to reach the emergency contact provided at the time the lesson was purchased.
- Your child will not always ride ski lifts with an instructor, or an adult. If you want your child to always ride with an instructor, you must arrange for a one-to-one private lesson.
- We will attempt to work with students with special physical or learning considerations; however, we must be made aware of these needs at registration. Students who are a danger to themselves or others will be brought back to the discovery club for the remainder of the lesson. Not all of our instructors have adaptive training. **We always recommend a private lesson if students have special needs.**