

PRIVATE LESSON FAQ

Reservations

Reservations are recommended, but walk-ins are always welcome. Walk-ins are subject to availability. Please call 509-935-6649 ext 610 to make your reservation. We request that you check in 30 minutes prior to your lesson start time. Our sales desk opens at 8:30am.

No Show Policy

If you do not show for your reserved private lesson or call us less than one hour before the lesson, you will be charged for the full amount of your reservation; remaining reservations must be confirmed or they will be cancelled.

Cancellation Policy

All private lessons are paid for in advance. We ask that you give us 24 hours notice if you have to cancel. Cancelled lessons are either rescheduled or listed as "To Be Scheduled" until the customer is ready to reschedule. The customer must use the reservation by the last day of the current season.

What gear and/or equipment will I need?

In addition to equipment (Skiers: skis, boots & optional poles / Snowboarders: Snowboard & boots), we also recommend the following gear:

- A good base layer, including thin wool socks
- Waterproof Snow Pants & Jacket
- Waterproof gloves or mittens
- Goggles
- Helmet
- **Neck gaiter/Facemask**
- Hand warmers (keep in their pockets if needed)

Where do we go to check-in?

Our Ski & Snowboard School office is located in the lower level of the lodge next to the Ticket Office. All private lessons will check in there. We recommend that you check in 30 minutes prior to the lesson start time.

What if we are late?

Please notify us as soon as you know you are going to be late, we will attempt to move you to the next available lesson slot if there is one available. We encourage you to plan ahead to allow for road conditions, parking, and rentals.

How are instructors assigned?

Students are assigned to instructors based upon your requests and our attempt to match each student with their ideal instructor. Please feel free to request certain members of our staff.

Does my student need a lift ticket?

All students are required to have a valid lift ticket or Season Pass on their person at all times. Season passes are non-transferable and will be checked. Sharing a season pass with a friend or family member is grounds for have season pass revoked without refund. Lift tickets and Season Passes are purchased separately. Please take care of this prior to the beginning of the lesson.

What if it is raining?

We still run our lessons if it's raining and recommend bringing some extra clothing, particularly gloves.

Do they take breaks during the lesson?

Our goal is to have our students ski or ride during the whole lesson. Learning a snowsport can be strenuous and the mountain environment can be cold. We do allow our staff to use their good judgment to schedule short breaks to make sure our students have a safe and comfortable learning experience.

What happens if a student gets hurt?

The student will be taken to the Ski Patrol. Ski Patrol and/or the coach will attempt to reach the emergency contact. Please make sure that you use your current phone number on your registration form as this may be a means to reach you.

What happens if a student gets separated from their instructor?

The student should ski/ride down to the bottom of the last lift that they rode, and wait/look there for the coach. While waiting, they should stop any mountain staff and ask them to call into the Ski & Snowboard School.

What if a student has to go to the bathroom?

We will make every effort to get students down to the bathroom in a timely fashion. As this can take some time, please make sure students use the bathroom prior to their lesson.

Can parents shadow/accompany lessons?

We believe it's best for the student if parents do not shadow or accompany lessons. The exception is our Mommy & Me and Daddy & Me lessons. These are specially designed to help parents learn how to help their child be successful out the slopes.

Please inform us if there are special circumstances that would require the parent/caregiver to be present during the lesson.

When is the best time to talk to my child's coach?

Coaches are available at both drop-off & pick-up. Please be mindful of the coach's time constraints.