

SCHOOL PROGRAM FAQ

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 their lesson.

What gear and/or equipment will my child need?

Your child should arrive to their lesson dressed, with their equipment and ready to ski or ride!

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

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

Where do we go on the first day?

Students should check-in at the Teaching Area (located at the top of the surface lift) 15 minutes prior to the lesson start time. Classes leave promptly on time. We ask that only one parent or guardian accompany the student to teaching area.

What if we are late?

All classes will depart on time. Classes will not wait for late students. If you are late, we will attempt to unite your child with their instructor. If this cannot be accomplished right away, we will attempt to move you to the next available lesson slot if there is one available. We do not offer refunds or make up days for missed lessons. We encourage you to plan ahead to allow for road conditions, parking, and rentals.

What if my child has to go to the bathroom?

The coach and his or her group will wait for the child to use the bathroom. This can take some time and it can be difficult to get a class back to the base area quickly. **Please always make sure your child(ren) uses the bathroom prior to their lesson.**

Can parents accompany the lessons?

We believe it's best for the students focused if parents do not shadow or accompany lessons. Exceptions will be made if excessive hands-on assistance is needed either on snow or on the chairlift.

Pick-up

Your child will return to the same area they departed from at the end of lesson. This will be in our Group Lesson Meeting area. Please be punctual in meeting your child for pick-up or leave clear directions as to where they should go after class.

What if it is raining?

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

What about lunch?

Many of our programs have a lunch option available. Please talk to our office staff in the Ski & Snowboard School.

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 they get hurt?

Your child will be taken to the Ski Patrol. Ski Patrol and/or your child's coach will contact you. 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 they get separated from their group?

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.

How are classes assigned?

Students are assigned to preliminary classes based on information provided at registration. Changes may be made throughout the season based on the needs of each student. Every effort will be made to accommodate requests by students to ski or ride with friends or siblings, as long as students are compatible by age, ability, and comfort with terrain and speed variations.

During the first session, our staff will conduct an on-hill evaluation of the student's skill level and their ability to fit into their group. Changes may be made at this time to insure that each student is matched correctly with each class. Age, ability, and comfort with terrain and speed at which they travel down the mountain will be considered in making this decision. Please note that students may move through lower levels fairly quickly. As they progress into more advance levels, it may take them several seasons to move up. Please help your student understand this and not be discouraged if they are in the same level as last year.

Will my student change classes?

All students progress at different rates. In some cases, it may be necessary for us to change a student's class during their lesson or program. Transfer requests will be evaluated by our Ski & Snowboard School Supervisors. All requests will be handled on a case by case basis. Decisions will be based on feedback from the instructor of the class in question and the needs of the student.

How do I get my student in the same class as their friend?

Students may request to ski or ride with friends or siblings once they are registered. Every effort will be made to accommodate these requests as long as students are compatible by age, ability and comfort with terrain/speed.

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

Coaches are available for questions at both drop-off & pick-up. Please be mindful of the coach's time constraints. Concerns or questions with policy should be directed to the Ski & Snowboard School Director, Alison Pasino apasino@ski49n.com.