

## WEEKLY GROUP INFORMATION 2017/2018

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.***

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### 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.** 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 match skiers/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.**

#### **FREESTYLE TERRAIN**

Freestyle Terrain includes Terrain Parks and Terrain Features. They are provided for your enjoyment and offer adventure, challenge and

fun. However, Freestyle Terrain use, like skiing and snowboarding, exposes you to risk of serious injury. Prior to using Freestyle Terrain,

it is your responsibility to familiarize yourself with all instructions and warnings and to follow "Your Responsibility Code".

- Freestyle Terrain contains man-made and natural terrain variations.
- Freestyle Terrain changes constantly due to weather and use.
- Inspect Freestyle Terrain before using and throughout the day.
- In jumping and using this terrain, you assume risk of serious injury.
- Be courteous and respect others.
- One user on a Terrain Feature at a time.
- Never jump blindly – use a spotter when necessary. Look before you leap!
- It is your responsibility to control your body on the ground and in the air.
- Always clear the landing and do it quickly.
- Always ski or snowboard in control and within your ability.

In addition to "Your Responsibility Code" and the guidelines above, these three simple phrases aid your ability to make better decisions within the Terrain Park.

**Look Before You Leap** - Scope around the jumps first, not over them. Know your landings are clear and clear yourself out of the landing area.

**Easy Style It** - Start small and work your way up. Inverted aerials are not allowed at Ski Sundown.

**Respect Gets Respect** - From the lift line through the park.

Ski Sundown is proud to staff Terrain Attendants who maintain the features and answer your questions about the usage of Terrain Features. Please feel free to approach them at any time. You will notice that they wear helmets while skiing and snowboarding within the Terrain Park. We strongly recommend wearing a helmet while skiing or boarding to minimize the risk of injury to you.

Please be aware that Terrain Features can cause damage to equipment. More often than not, this means edge cracking and scratches to the base of the skis or snowboards. Snowboarders must have a retention strap for their equipment. A snowboarder without a retention device will not be allowed to use the lifts. Retention straps can be purchased at the Ski Sundown Snow Sports Shop or any sports shop.

#### **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 Passholder 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 or loses his/her badge a second time, he/she must purchase a replacement ticket or badge for \$5.00. 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 15, February 19-23, March 30, 2018), 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, 2018**. 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, 2018**. **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 Snow Sports Shop to fill out a Missing Item Report. There is also a link on our website that you can use to contact the Snow Sports 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 Snow Spots 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

## Gift Card



**Consider purchasing a gift card for your child- so your child does not have to carry cash. Just punch a hole in the card and attach to your child's jacket or zip into a pocket.**

**Gift Cards may be used toward Snow Sports Shop merchandise and food and beverages. Ski Sundown Gift Cards have no expiration date and can be replaced if lost. Gift cards are sold in any amount you want in \$5 increments.**

**Gift Cards are shipped via regular mail (3 days). Or pick them up at Ski Sundown when your Weekly Group arrives. Please call us at (860) 379-7669 x211 or e-mail us at [customerservice@skisundown.com](mailto:customerservice@skisundown.com).**

**There are no refunds on Gift Cards.**

**It's the perfect gift for any occasion!**





# SUNDOWN SKI PATROL Ski Swap

**BUY & SELL, NEW & USED EQUIPMENT!**

One of New England's largest, longest running swaps!  
Visit us for a huge selection of skis, snowboards, boots,  
poles, clothing and more at great prices.



**NOW ACCEPTING CREDIT & DEBIT CARDS!**

## ITEM DROP OFF HOURS:

Fri, Nov 3 2:00pm - 9:00pm  
Sat, Nov 4 9:00am - 2:00pm  
Sun, Nov 5 NONE

\* Equipment must meet DIN Standards

## OPEN SALES HOURS:

Fri, Nov 3 4:00pm - 9:00pm  
Sat, Nov 4 10:00am - 8:00pm  
Sun, Nov 5 10:00am - 4:00pm



**ACCEPTING CREDIT, DEBIT,  
CASH OR CHECK!**

ATM available in lodge

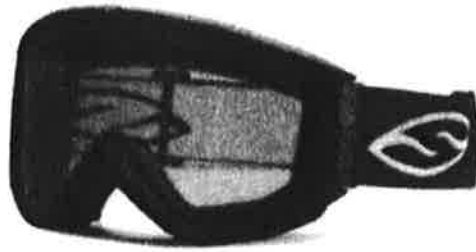
For more information:  
[skisundownnsp.org](http://skisundownnsp.org) or 860-379-7669  
126 Ratlum Road, New Hartford, CT





**Ski Sundown**  
**Winter Made Better!**

# Special Helmet / Goggle / Lock



Ski Sundown has teamed up with Smith Helmets and Goggles to offer kids participating in our Programs an economical deal. We are also adding a Combo Cable Lock.

**THE HELMET (\$57.00):** FROM THE TERRAIN PARK TO THE SKATE PARK, the Holt has you covered. For sizing information, please refer to "How to Size and Fit Your Smith Helmet".

PLEASE NOTE: Ski Sundown does not mandate that skiers and riders wear a helmet while in our ski or snowboard school. We recommend personal choice. In addition to comfort and warmth, helmets provide added protection against head injury (ASTM F2040 Safety Standard). It is important to remember the risk of injury can never be excluded completely. Ski Sundown and Smith encourage all skiers and riders to follow "Your Responsibility Code". Guests assume inherent risks and liabilities as outlined on the Ski Sundown Group Badge. For more information on the use of helmets please visit National Ski Areas Association Lids on Kids Website at [www.lidsonkids.org](http://www.lidsonkids.org).

**THE GOGGLE (\$26.00):** The goggle offered is the Electra Pro Air model with Black frame and gold light single lens (helmet compatible). Please note that it is not a "junior" sized frame.

**THE LOCK (\$14.00):** The lock comes with a combination that you can set yourself.

- Payment must accompany your order and be received by NOVEMBER 14, 2017.
- Orders will be delivered to Ski Sundown.
- Orders will be available for pick up during Snow Sport Shop hours beginning December 15, 2017. Check our Snow Sport Shop hours at [www.skisundown.com](http://www.skisundown.com).
- Questions? Call 860-379-7669, Ext. 254 or 251

## HOW TO SIZE AND FIT YOUR SMITH HELMET

To determine your correct size, wrap a measuring tape around your head, just above the eyebrows. The tape should be placed comfortably around your head and not too snug. Smith helmets are sized in centimeters, see our size chart below to get the correct Smith size. Make sure you measure the largest part of your head. If you fall between two sizes, you should select the larger size.

**SMITH SIZE CHART FOR HOLT MODEL  
AVAILABLE IN BLACK ONLY**

SMITH SIZE	CENTIMETERS
X-SM	52-54
SM	54-56
MED	56-58
LG	58-60

**NO RETURNS OR REFUNDS!!!!!!!!!!**

Keep this information for your records:

Number of Helmets Ordered \_\_\_\_\_ Size(s) \_\_\_\_\_

Number of Goggles Ordered \_\_\_\_\_

Number of Locks Ordered \_\_\_\_\_

Total Payment: \$ \_\_\_\_\_ Credit Card \_\_\_\_\_ Check # \_\_\_\_\_

Orders will be available for pick up during Snow Sport Shop hours beginning December 15, 2017.  
Check our Snow Sport Shop hours at [www.skisundown.com](http://www.skisundown.com)

-----Cut on line and return order form below with payment-----

Name \_\_\_\_\_ Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Address \_\_\_\_\_ Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email address (for confirmation of order) \_\_\_\_\_

ITEM DESCRIPTION	SIZE	QUANTITY	PRICE	TOTAL
Black Smith Helmet			\$57.00	
Black Smith Goggle, Tinted Lens	N/A		\$26.00	
Combination Cable Lock	N/A		\$14.00	

**THANK YOU FOR YOUR ORDER!**

Please remember to:

1. Print your complete name, address, phone number and e-mail address.
2. Specify quantities and helmet size(s).
3. Mail check. If paying by credit card, please call (860) 379-7669 Ext. 251 or 254 with credit card information.
4. Fax order form to (860) 379-1853 or scan and email to [pdionne@skisundown.com](mailto:pdionne@skisundown.com) or mail to:  
**Ski Sundown / Attn: Helmet, Goggle, Lock Program / P. O. Box 208 / New Hartford, CT 06057**

SUBTOTAL	
Add 6.35% Sales Tax	
AMOUNT ENCLOSED	

**DO NOT SEND THIS TO YOUR GROUP LEADER**