



## WELCOME TO THE TRI TOWN SKI AND SNOWBOARD VILLAGE!

Thank you for your support, and entrusting us in providing your ski lessons.

All of our Instructors are certified, and will work with you to ensure proper and safe training is provided.

### **PLEASE READ THE FOLLOWING GUIDELINES:**

**TIME OF ARRIVAL:** Please ensure you arrive **½ hour** prior to starting your lesson. This will give ample time to suit up in your gear, or if needed, rent equipment at the hill. Also, by making sure you arrive early, will allow the ski instructor to commence lessons on time.

**CLOTHING:** Ensure that you are wearing the appropriate clothing for the day. Check the weather before heading out so you are prepared for the elements.

**SNACK:** Included with your lesson is a snack. (provided by the ski village) If you require specialty foods, ie: nut free, gluten free etc, please prepare from home and bring with you. You are welcome to bring a water bottle if needed. If you wish to purchase extra snacks, not provided by the ski village, the volunteers at the canteen can assist you.

**COLD TEMPERATURE POLICY:** If the temperature is -25C (without the windchill), or colder, at the start of the lesson, the ski instructor has the right to cancel lessons for the day. Due to potential risks, we do not wish to put students and instructors in danger of cold conditions.

**CODE OF CONDUCT:** Please ensure you come to your lesson ready to learn. Listen to the instructor, and ask questions where appropriate. Foul language is strictly prohibited! If there are any issues with a student, ie: rude language, not participating, not following the rules etc, the ski instructor has the right to ask a student to vacate the hill. This type of behaviour discourages others from learning, and interferes with the instructors

**HELMET POLICY:** While participating in a ski/snowboard lesson, students **MUST** wear a helmet. When you are finished a lesson and wish to continue to ski/snowboard, we encourage you to keep your helmet on for safety. If you do not wish to keep your helmet on, this is within your own discretion. The ski hill is not responsible for this action. If you do not have a helmet, you may borrow one from the hill, no charge.

**PROGRESS REPORTS:** The instructors will provide feedback at the end of each lesson to students and parents(if applicable). Progress reports will be issued, detailing what has been taught. An evaluation will be given to parents or older students on the final day of lessons. This gives our instructors feedback on their teaching and methods. We would appreciate these evaluation forms be filled out and handed in as soon as possible.

***Thank you, from the Executive Board Members, all Ski and Snowboard Instructors, Ski Patrol and Program Coordinator at the Tri Town Ski & Snowboard Village!***