



Parent & Student Information

4-Time Group Information -2018-2019

Thank you for choosing Rock Snow Park this season. We are excited to share our love of skiing and snowboarding with your family. We strive to provide a great group experience for your child. Below is some basic information on our policies and procedures that will be useful information in planning and during your child's trip. Please read through the information below, it is your responsibility to communicate and share our policies with your student. Please contact your school's group coordinator with any questions.

• Sign-up

Follow these steps to register your child for the program.

- Complete the Student Information Form
- Complete any applicable rental cards or lesson waivers based on what you signed up for.
- Return the form and waivers with payment to your group coordinator.
 - *Payment must be made out to your school or group.

• What to wear

- Your child will be participating in an outdoor, physical activity. Dress in layers. Layering allows you to accommodate your body's constantly changing temperature. Wear multiple layers that can be removed if you are too warm. Remember, you will be doing a physical activity and your body will generate heat. While the last thing you want is to be cold, many first-timers overdress. If possible, wear a waterproof, breathable outer layer.
- For more information, visit www.rocksnowpark.com/what-to-expect

• Lessons

- Students must be 7 years old to participate in our group lesson program.
- Lessons are for kids only, no adults may participate in the group lessons. We encourage adults who wish to learn to sign up online for a private lesson.
- All lessons start at our beginner hill, it is the student's responsibility to report to lessons. Rock Snow Park will not go look for missing students. If your students choose not to attend, no credit or make up will be provided.
- Our 4-time group lessons are a great affordable way to teach students the basics of skiing/snowboarding. Please keep in mind these lessons are group sized lessons, if a student is struggling please contact us so we can find the right fit for your student. *All students learn differently, a private lesson may be a better fit for a struggling student.* We want students to love this sport as much as we do, providing them with a great experience is important to us.
- All group lessons last 1 hour.

-Beginner lessons are zone based group lessons that will take place on our beginner hill. Intermediate lessons will start at the base of our beginner hill.

-Parents are welcome to watch lessons, but must remain off the hill and within the designated area of the Warming Hut.

• **Communication**

-In order to provide you with the best service, please refrain from calling or emailing our general phone number with group questions. Groups have different needs from our daily ticket customers. Please direct all group questions to your schools group coordinator. If they can't answer it they will get in touch with Rock Snow Park and get in touch with you.

• **Weather**

-Rock Snow Park will update any hill closings due to weather conditions by noon. All closings will be posted on our Facebook page and website. Please keep in mind we are a winter seasonal sport. If your group outing has been cancelled we will use your groups scheduled make up.

-If our hill is open your groups outing will run, with the exception of school being cancelled.

• **Transportation**

-Transportation will be arranged by your group coordinator. Some groups arrange bussing while others have parents drop off. Your group coordinator should provide information on your group's transportation.

• **Refunds & Cancellations**

-All group payments are enrollments are non-refundable and non-transferable.

-In the event that a student must drop out of the group program due to medical reasons, a doctor's note must be provided to Rock Snow Park. In return, the student will receive a Rock Snow Park gift card, which does not expire.

-Rock Snow Park will not provide a cash or check refund for students withdrawing from the program.

-Rock Snow Park does not provide a make-up session or credit if the student is sick or has other conflicts and can't attend.

• **Conduct**

-It is important to Rock Snow Park that our slopes and lodge remain a family friendly environment. We take pride in providing a fun winter place for both students and families to enjoy. Please remind students to conduct themselves in a family friendly way. The use of inappropriate language to other guests or staff and reckless skiing/snowboarding may result in students lift ticket being pulled.

The skiers' responsibility code: learn it, know it, use it! Know the code to stay safe on the hill:

1. Stay in control
2. People ahead of you have the right away
3. Stop on the sides of the runs
4. Look uphill and yield to others

5. Use devices to prevent runaway equipment
6. Observe all signs and warnings
7. Know how to use a lift

● **Bags & Personal Belongings**

-Bags must be stored in cubbies, or lockers located in our rental area.

-No bags may be left in the café. Bags left will be relocated to the cubby area.

-We recommend all bags and equipment be labeled with your student's name, school group, and a phone number, this helps us contact you if left behind. *Rock Snow Park is not responsible for any personal belongings or gear that is left behind.*

We look forward to having your student join is on the slopes of Rock Snow Park this season.

Think Snow!

Shaunie Franke

Group Sales- Rock Snow Park