



# ACKNOWLEDGMENT Of Resource & Guideline Manual

The Vail and Beaver Creek™ Ski & Snowboard Schools Resource & Guideline Manual outlines many of the Schools’ guidelines and procedures for its employees. I understand that I am responsible for familiarizing myself with all information it contains, as well as all information set out in the Vail Resorts® Employee Handbook. I understand that I can access the most current version of the Resource & Guideline Manual from any computer with Internet access at Vail Ski and Snowboard School ([www.vailsnowpros.com](http://www.vailsnowpros.com)), Beaver Creek Ski and Snowboard School ([www.bcsnowpro.com](http://www.bcsnowpro.com)). I also understand that there will be reference copies of the Resource & Guideline Manual located in each POD and that I may request my own copy from my supervisor.

**I understand that the Resource & Guideline Manual does not constitute a contract, express or implied, nor is it to be interpreted to be a contract between the school for which I work and myself. I understand that the school for which I work is an at-will employer and that I am hired at-will. Just as I may voluntarily leave at any time, my employment may be terminated at any time, with or without cause, and with or without notice at the option of the school for which I work. No person, other than the Chief Executive Officer has the authority to enter into any employment agreement or agreement regarding benefits with any current or prospective employee. Any such agreement must be in writing, signed by the Chief Executive Officer.**

I understand that this version of the Resource & Guideline Manual is the most current edition of the Resource & Guideline Manual and supersedes all previously issued editions. I understand that the guidelines and procedures presented may not be all inclusive and may be subject at any time to change or revocation at the sole option of the Vail and Beaver Creek™ Ski & Snowboard Schools.

VAILRESORTS® EXPERIENCE OF A LIFETIME™

## **Employee Copy—Acknowledgement of Vail and Beaver Creek™ Ski & Snowboard Schools Resource & Guideline Manual**

The Vail and Beaver Creek™ Ski & Snowboard Schools Resource & Guideline Manual outlines many of the guidelines and procedures for employees of the Vail Ski and Snowboard School and Beaver Creek Ski and Snowboard School. I have signed an acknowledgement stating that I understand that I am responsible for familiarizing myself with all information it contains and that I understand that I can access the most current version of the Resource & Guideline Manual from any computer with Internet access at Vail Ski and Snowboard School ([www.vailsnowpros.com](http://www.vailsnowpros.com)), Beaver Creek Ski and Snowboard School ([www.bcsnowpro.com](http://www.bcsnowpro.com)).or that I may request my own copy from my supervisor.

**VAIL and BEAVER CREEK™  
SKI & SNOWBOARD SCHOOLS**

**INSTRUCTOR RESOURCE & GUIDELINES MANUAL  
WINTER 2021-2022**

## Introduction

Welcome to the Ski and Ride Schools of Vail Resorts. You are part of an exceptional group of professionals dedicated to service and snowsports instruction. Across every school and throughout all our resorts, we are connected by our shared commitment to each other's safety and our Epic Service philosophy. Together we live out this mission safely providing the Experience of a Lifetime through memorable moments and personal connections.

We all share in our culture of Epic Service and Safety. It underpins our decisions and actions in all aspects of our job. To be successful it takes skill, knowledge, and teamwork. This employee guide (along with your Vail Resorts Employee Handbook and your resort specific Ski and Ride School manual) is designed to give you the foundational knowledge to succeed in delivering on our mission. While it is not exhaustive, and there is much more to our work, it is full of important and useful information. Please take the time to read and understand, and as always, we are here to support, so reach out to your supervisor or manager if you have any questions.

*Stay safe and find your Experience of a Lifetime!*

Sincerely,

Greg Willis  
Director, Vail Ski and Snowboard School

Jamien Hawkins  
Director, Beaver Creek Ski and Snowboard School

THE VAIL AND BEAVER CREEK™ SKI & SNOWBOARD SCHOOLS (Sometimes indicated by V/BC SSS) is the umbrella organization for our specialized schools: Alpine, Snowboard, Children's, Nordic and Adaptive at both Vail and Beaver Creek Resorts.

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# SECTION One: *Guest Service*

## **Epic Service**

At Vail Resorts, our mission is to provide an Experience of a Lifetime for our guests and employees. Epic Service means creating an emotional connection with our guests and colleagues through each interaction in every phase of their journey, seeing opportunities to create memorable moments that culminate in the Experience of a Lifetime.

In the ski and snowboard school we are uniquely situated to connect with our guests on a deeper and more personal level. You are a guide to the mountain and each day we are given the opportunity to spark an experience of a lifetime by owning each interaction and ensuring our guests feel Happy, Relaxed, Safe, and Excited. We believe these emotional states are foundational to the Experience of a Lifetime.

## **Job Summary**

You are an instructor with Vail Resorts® – quite possibly the greatest job on the planet. The mountain is your office and our eager guests are your clients. You are on the snow more days in a year than even the most passionate snowsports enthusiasts could ever hope for. You and your fellow instructors are part of an elite group that inspires the awe and respect of every instruction program in the country. This admiration does not come by merely wearing our uniform or riding on the best equipment – it comes from taking responsibility for professionalism and adhering to the highest standards of ski and snowboard instruction. It's about doing your best to bring out the best in your clients, your coworkers and yourself.

## **Our Purpose**

- Provide our guests with the finest ski and snowboard instruction in the world.
- Partner with our resorts and communities to create memorable, exceptional experiences for guests – Experiences of a Lifetime.

## **What You Do**

- Maintain a safe environment for yourself, your coworkers, and guests.
- Teach skiing and/or snowboarding according to contemporary standards.
- Understand and follow everything in this manual, the Vail Resorts® Employee Guide (the “Employee Guide”) and all other Company policies.
- Continue your professional growth to develop your teaching and guest service skills.
- Help prepare our teaching areas (e.g. ski/boot pack new snow).
- Be on time and in the right place for assignments and informational/procedural meetings.

- Communicate clearly using the language appropriate for your guests.
- Understand and follow the performance expectations outlined in this manual.
- Be a team player! Work professionally and proactively with all departments across the company to provide an experience of a lifetime for guests and employees alike.

### Important Resources

Knowing how to get the information you need and being up to date with the latest news from your school is an essential part of your roll. Now and throughout the season you may have questions about your job, perks, benefits, employee resources, or any number of other topics. Our goal is to provide you with all the information you need to be successful and get the most out of being an instructor at Vail Resorts. Your supervisor/manager is a great resource and you are encouraged to take any questions or concerns you have to them. In addition, the following resources will provide you with much of the information you will need.

### Information Resources and Communications tools:

- E-mail communications: *These may include messages from your supervisor/manager, messages for the whole school, or important information for your resort or Vail Resorts as a whole.*
- Epic Employee: *Found through the Epic Employee App or at [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com). This is the hub for information on your resort, Direct Connect (HR), and much more. Take some time to get to know it.*
- Direct Connect: *Found through Epic Employee, DC (Direct Connect) is your portal for all your HR questions and much more!*
- Your local School's instructor website (if applicable).
- The Vail Resorts® instructor website for schedule and training: [www.instructor.snow.com](http://www.instructor.snow.com).
- Instructor messaging in the computer (also available on [instructor.snow.com](http://instructor.snow.com)).
- Bulletin boards and communication notebooks (individualized by resorts and programs).
- Morning meetings and morning meeting notes.
- Facebook or other social media used by your resort or school.
- Communication meetings with your supervisor/manager.

### Guest Focus Expectations for all Instructors

Simply stated, our mission is to provide our guests an Experience of a Lifetime. Your role in creating and managing that experience is to:

Demonstrate outstanding guest service by making a conscious effort to meet and greet all resort guests, effectively manage various types of lessons and act as a role model for clients and coworkers alike.

We will provide numerous tools and training to set you up for success, and provide feedback on your performance throughout the season. This may include guest feedback (verbal and written), observations from your Management Team and trainers, feedback from peers and coworkers, and return, request and rollover rates (if applicable).

#### **Key Guest Focus Behaviors (internal and external):**

- Actively greet and help guests.
- Effectively utilize experienced-based learning model.
- Be a team player! Share terrain and hill space and stay aware of what is going on around you.
- Know services available to effectively assist Ski & Snowboard School and resort guests.
- Model Company, resort and Ski & Snowboard School guest service initiatives.
- Do not discuss personal problems with guests or carry on personal conversations with co-workers, staff or management in front of guests.
- Remain aware of voice levels and language around guests.
- Be a role model of courteous guest service procedures, such as lift-line alternating.
- Be informed of resort and town amenities to effectively assist all guests when appropriate.

*These Key Behaviors are an overview and provide a baseline, but do not constitute an exhaustive list. See your supervisor/manager for more information on how we deliver every day on an Experience of a Lifetime.*

#### **Professional Performance Expectations for All Instructors**

Our guests expect nothing less than the best. You came here for some of the same reasons they did: to have an experience available only here. Our reputation precedes us, and we set the industry standard. It is your responsibility to meet and exceed the standards each time you interact with a guest, peer or coworker. To meet that performance, you are expected to:

Embody professionalism in ski and snowboard instruction by following the expectations set forth in this manual, contribute to a positive work environment and take responsibility for all functions of the job.

#### **Key Professional Performance Focus Behaviors:**

- Be prepared to accept all lessons as assigned regardless of age, ability, or level.
- Know and demonstrate proper lift line alternating and Ski & Snowboard School lane usage at all times.
- Read, understand and model the contents of this R & G manual.
- Check your schedule frequently and know your assigned meeting area.

- Be on time for meetings and assignments, and in the right place.
- Adhere to your school's professional appearance standards.
- Consistently display an enthusiastic and positive attitude.
- Take appropriate responsibility for all guest feedback.
- Voice any concerns to your supervisor/manager when necessary.
- Understand and adhere to policies and procedures of the Company.
- Use discretion when relating guest/client stories and/or ski school business to others.
- Use personal phones selectively. They should not be used during a lesson, unless making specific arrangements for the guest. Stop in a safe area to answer or call with your phone or radio. Never answer/use your phone or radio while in motion skiing/riding.
- Resolve any pay disputes in a timely manner (as outlined in the Pay section of this manual).
- Turn in completed, legible class lists and time cards daily for record keeping, liability and tracking purposes.
- Complete documentation for incidents, Workers' Compensation, injured student, lost student and all other forms legibly and within the proper timelines. If you fill out required documents outside of your work day, you are eligible for compensation and should inform your supervisor.
- Demonstrate efficient time management. Start and stop all lessons on time. Contact a supervisor ASAP if your lesson will go beyond its scheduled finish time.

### **Schedule and Work Commitment**

The dynamic nature of our business requires that you understand, commit to, and meet your seasonal and daily work schedule requirements. Schedule and work commitment requirements are defined by your resort to best serve the guests needs. Benefit hour requirements to maintain Part-Time and Full-Time status can be found in the resort employee guide.

To meet that performance, you are expected to: *Meet your required Schedule and Work Commitment. Work proactively with your supervisor/management team to communicate your schedule in a timely manner and maintain flexibility to best serve the guest.*

### **Key Behaviors to meet your Schedule and Work Commitment:**

- Meet the days and hours requirements for your school.
- Work proactively with your supervisors to support your school's business.
- Meet Benefit Hour requirements to maintain status.
- Scheduling: It is the instructor's responsibility to work with their scheduling supervisor to submit required days for your resort.

## Leadership

If your role in the Ski & Snowboard School includes leading training, mentoring other instructors, level leading, or any other opportunity to lead instructors in their development or work, you may also be provided feedback and have your performance reviewed as a leader in the school: Leads through change and adversity, makes the tough call when needed, builds consensus when appropriate, motivates and encourages others, supports values in daily actions and decisions, incorporates mission when planning.

- Exemplifies values and supports the Company's and School's mission and purpose.
- Considers mission and values while planning.
- Supports key policies (i.e., helmet policy, safety initiative).
- Follows up with or acts on issues raised by team members.
- Even handed leadership.
- Sets goals and measures performance.
- Handles tough issues and seeks understanding.

## Training and Development

The quality of lessons you deliver is paramount to the guest experience. Meeting your required training and maintaining a focus on professional development ensures you are providing the guest with the best possible lesson experience. To meet that performance, you are expected to complete your required training and work toward continued education and development.

### Key Behaviors for Training and Development

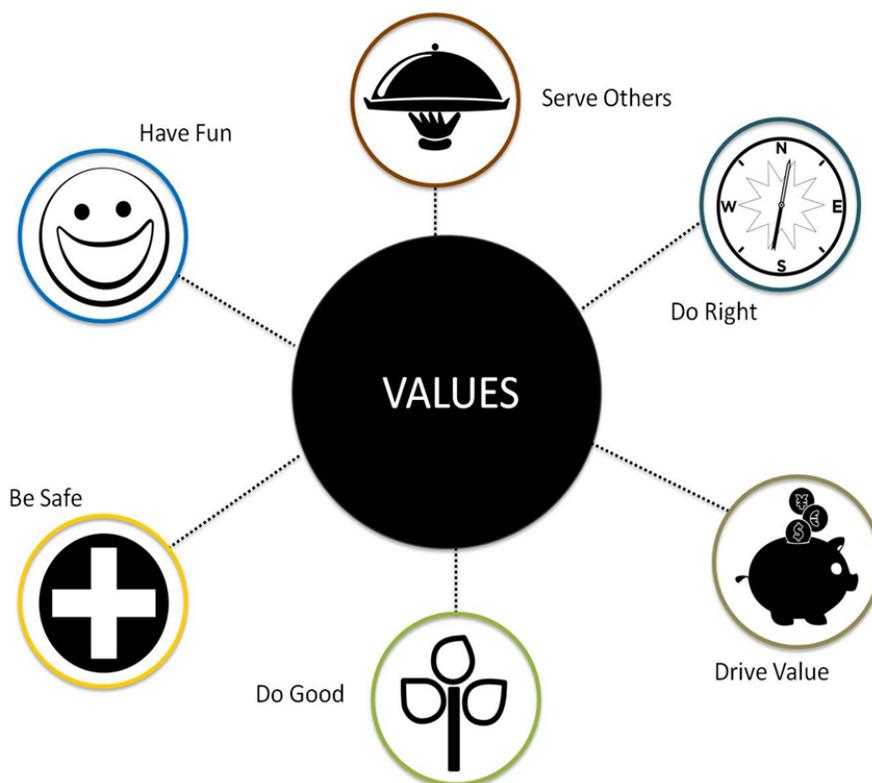
- Sign up for and complete required training.
  - Adhere to cancellation policy and remove yourself from the sign up or call supervisor if you can't make it.
- Seek opportunities to engage with your continued improvement as an instructor
  - Be receptive to feedback and strive to improve performance.
- Set personal development goals and take responsibility for your own growth and development.

These key behaviors are an overview and provide a baseline, but do not constitute an exhaustive list. See your supervisor/manager for more information on how we deliver every day on an Experience of a Lifetime.

### Vail Resorts® Core Values

Guest Service, professional performance focus and metrics expectations represent the “what” of the job. The following competencies address “how” you get the job done. They are shared by all Vail Resorts® employees and are driven off our Core Values. Just as with Guest Service, Professional Performance, Scheduling and Work Commitment, and Training and Development, these competencies are represented on the end of season

performance review and help paint the picture of your overall performance. What follows is a brief definition and description of each Core Value. For more detailed behavioral anchors please find the associated article in Direct Connect.



### **Be Inclusive:**

**Description:** Actively Learns about Diversity, Equity and Inclusion (DEI) at Vail Resorts. Shows appreciation for the unique attributes of other’s diverse backgrounds and perspectives. Speaks up to ensure the respectful treatment and inclusion of others of diverse backgrounds and perspectives. Takes responsibility in interactions with others of diverse backgrounds and perspectives to be respectful and inclusive.

### **Serve Others: Own it. Personalize it. Elevate it.**

**Description:** Identifies and takes ownership of opportunities to assist the customer; listens and responds to customer needs to personalize the experience; is committed to elevating the customer experience; communicates clearly and effectively; is flexible to adjust plans to meet customers’ changing needs; collaborates with team members and peers; exhibits a service attitude that is engaging with customers.

### **Do Right: Act with integrity—always do the right thing, knowing it leads to the right outcome**

**Description:** Follows through on commitments; is honest and trustworthy; understands and complies with company policies and procedures; considers stakeholder interests in decision making; takes ownership of actions and decisions; receptive and responsive to others’ feedback; identifies and communicates ethical

concerns.

#### **Drive Value: Grow profit through smart and innovative business practices.**

**Description:** Is a positive advocate for the company; is aware of the impact of decisions and actions on company profitability; works efficiently, completes tasks accurately and manages time well; strives for continual improvement and growth; is open to and suggests new ideas; uses company resources appropriately; demonstrates financial discipline.

#### **Do Good: Preserve our natural environment and contribute to the success of our local communities.**

**Description:** Has an awareness of the company's Epic Promise program; considers the environmental and community impact of decisions and actions; takes actions in support of the company's environmental initiatives; understands the company's connection with our local communities.

#### **Be Safe: Be committed to the safety and wellness of our employees and guests.**

**Description:** Promotes a culture of health and safety; takes personal accountability for the safety of self and others; understands and communicates safety procedures and expectations; utilizes all relevant safety resources; identifies and appropriately reports risks.

#### **Have Fun: Fun is our product—create fun, enjoy your work and share the contagious spirit.**

**Description:** Shares enthusiasm for our products and services; is able to overcome challenges while maintaining a positive attitude; inspires others and integrates fun into the work environment; is approachable and welcoming to customers; promotes an engaging, inclusive atmosphere.

### **Professional Development & Feedback**

One of the major benefits of working at a world-class resort is the opportunity to get feedback and advice from expert ski and snowboard trainers. We are lucky to be home to many top PSIA/AASI professionals who are willing to provide you with guidance as you work toward professional excellence. Here is how we formally evaluate your performance and provide you with tools to aid in your development:

#### **The Feedback Process**

Your supervisor will contact you prior to the season to check in, help get your season planned and set goals. Take advantage of this great opportunity!

- Job performance expectations are shared with you in written form in this manual.
- We will provide all instructors with a written performance summary review each season.
- The annual merit increase, if any, on each instructor's base wage will be determined by the Overall Rating on the Instructor Performance Review.

- A copy of your Instructor Performance Review will be provided to you at the end of the season following your end of season review with your supervisor. This is generally sent to you via email.
- Your End of Season Review will be based on yearly performance goals provided by your supervisor/manager, and will be rated using the Performance Rating Categories listed below:

### Performance Rating Categories

Vail Resorts has a description based rating scale versus numbers. This scale will include five levels that clearly define differences in performance. The ratings are meant to acknowledge the goal performance and competency demonstration that has been achieved over the performance season.

The performance ratings and corresponding definitions are:

**Greatly Exceeds Expectations** – Employee demonstrates exceptional performance in this goal/competency. For overall performance, the employee demonstrates exceptional performance in most or all areas of responsibility. Employee consistently achieves goals beyond expectations. Accomplishments were made in unexpected areas.

**Exceeds Expectations** – Employee often exceeds performance expectations in this goal/competency. For overall performance, the employee often exceeds performance expectations in multiple areas of responsibility. Employee frequently accomplishes goals above expectations.

**Achieves Expectations** – Employee meets performance expectations for this goal/competency. For overall performance, the employee meets performance expectations and fulfills all position responsibilities. Employee is fully competent within the position and may on occasion generate results above expectations.

**Meets Most Expectations** – Employee meets the majority of but not all performance expectations for this goal/competency. For overall performance, the employee meets the majority of performance expectations but falls short of fulfilling all position responsibilities.

**Meets Some Expectations** – Employee does not adequately meet performance expectations and performance is below that expected in this goal/competency. For overall performance, the employee does not adequately meet performance expectations and results are below that expected. Employee does not fulfill position responsibilities.

## SECTION Two: Health and Safety

Your and our guests' safety is of paramount importance to our school and company. Skiing and riding are wonderful, thrilling and exhilarating sports, and they also come with risk. Safety and the management of that risk lie at the core of every successful learning and on mountain experience. We are committed to providing the education and tools to help you work and play in the safest possible environment, and provide our guests with the same.

When you're in uniform, the world is watching. As a high-visibility professional, many guests and fellow

employees look to you as the example of how and what to do. This also means that as an employee and role model, you have a higher level of responsibility and are held to a higher standard of behavior. Read the following carefully and ask questions of your peers, trainers and supervisors.

### Your Responsibility Code

1. Always stay in control, and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you obstruct a trail, or are not visible from above.
4. Whenever starting downhill or merging into a trail, look uphill and yield to others.
5. Always use devices to help prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.

Remember the 5-Ts as a method of assessing the terrain you are about to ski/ride:

- What is the **Traffic** situation (speed, congestion)?
- Is the **Terrain** appropriate and what are the conditions?
- Is the **Task** appropriate, relevant, and safe?
- What **Tactics** will you use, including group handling, teaching styles, turn size/shape, line selection?
- Pay close attention **Timing**: Time of day, the timing of your turns and overall lesson pacing.
- What is the **Snow Surface**? How has it changed for the day, and during the day?

### Personal Health & Safety

One of the keys to success as an instructor is taking good care of yourself. We encourage you to participate in a physical conditioning program at one of the local fitness centers or consult your supervisor or physician for things you can do at home to stay in shape. Stay well hydrated and get lots of rest to maintain good health in this high-altitude environment. In the event you are injured or sick, book days off and discuss these problems with your supervisor.

Calling in sick: In the event you need to call in sick, it is imperative you know the procedure for your resort. Please see your resort-specific section for details at your mountain.

## Health and Safety Reminders

- When possible, take at least one day off, if not two per week FOR YOUR OWN WELL BEING.
- The possession, use, or being under the influence of alcohol or drugs at work is prohibited.
- Good housekeeping, esp. in locker rooms, will be practiced in all working areas at all times.
- To help protect instructors from knee and back injury, please adhere to the following guidelines:
  - Stay focused on conditions, traffic, students, and self, even while on the easiest terrain.
  - Monitor personal energy levels and find ways to rest and re-recharge, even briefly during the day.
  - Create teaching habits where students can be viewed without looking backward uphill.
  - Avoid fighting a fall if you find yourself in an awkward position.
  - Be certain your bindings are on their proper DIN setting.
  - Do not reach back with your uphill hand to prevent a fall.
  - Try to keep skis together if falling backward.
- Correct boot problems, including replacement of the boots, if necessary, before any foot injuries or medical problems develop. In general, injuries caused by poor boot fit are not covered by Workers' Compensation. All of our resorts and communities have many good boot fitters who can help with problems before they become a hindrance to your job. To assist this, we offer a \$25 reimbursement for footbeds. Check with your supervisors or peers for shop names and footbed reimbursement guidelines.
  - Boots should be dried and socks changed daily.
  - Clip toenails to avoid toe or foot injuries.
  - Exercise caution when walking in ski/snowboard boots.

## Equipment Use and Standards

- All instructors must wear gloves and approved helmet while skiing/riding in uniform, and when skiing/riding in any on-snow required or elective training clinic, whether in or out of uniform.
- Keep equipment updated and in good condition.
- Wear eye protection – sunglasses or goggles with UV protection – to prevent snow blindness and provide improved vision in low- and bright-light conditions.
- Tune and wax equipment on a regular basis.
- Check bindings for proper release regularly.
- Be aware of manufacturers' recommended binding settings, how specific binding systems work and be responsible for having personal bindings set properly.
- Wear boots with the best fit and warmth factor for your personal safety and comfort.
- Use protective rubber gloves or latex for accidents involving loss of blood.
- Only qualified Company operators may operate snowmobiles.

## Instructor Related Accidents

If injured while working, make a point to note names of observing students and responding Ski Patrol.

Follow the Workers' Compensation procedures as outlined in this manual.

- If involved in a collision with another skier/rider, both parties are required to stay at the scene until they have provided name and contact information to a Company employee, preferably a member of Ski Patrol, even if no injury results.
- In the event of any collision or entanglement, regardless of whether or not you think there was an injury, notify your supervisor IMMEDIATELY to begin the resolution process.
- If not involved in an incident, but witness one, it must be reported.

## Helmet Use Policy

**Employees:** All employees must wear an approved snowsports helmet whenever they are in uniform and attached to their gear or skiing/riding, whether working, moving between assignments, or participating in training. In addition, helmets are required during ALL clinics and trainings sanctioned and operated by the School, including all Elective Clinics, whether in or out of uniform.

**Guests:** Protective Helmets: The use of helmets is strongly recommended. Children age 12 and under must wear a winter sport helmet while participating in ski and snowboard school. In addition, children and teens under age 18 who participate in designated children's classes or programs must wear a helmet.

## Setting up a safe learning environment: Safe class and guest management

It is imperative that you consider your own safety when creating a learning environment. Never put yourself in harm's way to keep a guest from a potential fall and be sure to understand your surroundings to minimize potential hazards. Always create a learning environment that is appropriate to the guest's skill level and give them the tools to be successful on their own. The below tips will help you create a learning environment that minimizes risk for both you and your guests while out on the hill.

### Tips for setting up a safe learning environment while not putting yourself at risk of injury:

- Choose terrain that is appropriate for your student's skill level.
- Do not attempt to "catch" or "save" a student when they are in trouble. Rather give them tactics on how to fall if they feel they are losing control.
- Teach students how to get up on their own versus lifting trying to lift or pick them up.
- Take time to thoroughly teach all students to load and unload lifts before riding so they are confident on their own and without contact from you as the instructor.

- If students are having trouble loading or unloading a lift do not rush in to offer sudden and late assistance putting yourself at risk. Allow the lift operators to provide assistance if and when needed.
- Choose appropriate places to stop with your students; rest areas or an area protected from above are great choices.
- When addressing students, always position yourself in a way that allows you to view oncoming traffic.
- Make sure you give clear directions regarding where you are going next and how you will get there.
- Provide parameters in regards to proper spacing while skiing as a group and give clear instructions to stop below the last person in the group.

## Smart Sliding

### On-mountain practices

- Help educate students on rules, etiquette, and practices designed to promote safe skiing/riding on our mountains. This focus must be integrated into every lesson and incorporated into the day as the actual safety situation presents itself.
- Check uphill when stopping.
- Have students come to a stop below group whenever possible.
- Do not stop under lifts.
- Develop constant awareness of what is happening 360 degrees around you to avoid collisions.
- Be a role model on crowded catwalks and in congested areas, e.g., move with the flow of traffic, be courteous, etc.
- Teach rhythmical turns within a narrow corridor when in crowded areas.
- Observe students by skiing or riding behind them or from a stationary position, and avoid turning around to watch students while moving.
- Avoid skiing while carrying anything other than your ski poles whenever possible.
- Instructors and students ordinarily should warm-up before skiing/riding to activate muscles, become more alert and build enthusiasm.
- Teach students how to get up rather than lifting them upright. Use discretion and proper lifting techniques, when absolutely necessary to lift someone up to avoid the potential of incurring a back injury. If the guest is having difficulty, ask them to remove the uphill ski and then stand up.
- Skiing/riding alone, particularly in deep powder, is not recommended.
- Know the closing times and snow conditions of all mountain areas. Time your lessons accordingly.
- Instructors will attend required safety and morning organizational meetings. Additionally, the computer, newsletters, message board and personal contact with supervisors will be used to assure

that safety is effectively communicated.

- Instructors should pull over and stop with students to allow mountain vehicles to pass by, such as snowmobiles and grooming equipment.
- Lifts: Do not throw objects from or jump from a lift. Read and obey all posted information and warnings.
- Refrain from acting in any manner that may cause or contribute to the injury of yourself or others while using lifts.

### **Skiing Backwards**

Skiing Backwards is to be used in specific situations only as described below and only after exhausting all other teaching techniques.

- Teaching in adult beginner areas that are serviced by carpets or where sidestepping uphill may be utilized.
  - Ski backwards only after all other teaching options have been exhausted.
  - Avoid skiing backwards if yard is congested.
- Teaching in children's yard areas.
  - Ski backwards only after all other teaching options have been exhausted.
  - Utilize short teaching skis if available.
- Freestyle "switch" skiing in parks and only on green and blue terrain outside of parks.
  - Adhere to all aspects of park etiquette.
  - Switch skiing should not be utilized in congested areas, near intersections or blind spots.

### **Alternatives to skiing backwards**

- To observe students ski behind them, have them ski to you, or stop and have them ski by you.
- Use an "edgie wedgie." Do not manipulate guest's equipment while moving (for example holding tips together while skiing backwards and looking between your legs is not permitted).

### **Tactics for skiing backwards when permitted under this policy**

In general, skiing backwards requires a heightened level of awareness and more conservative decision making.

- Use the 5-Ts as a guideline:
  - Terrain – Verify the terrain is free of obstacles such as trees, rocks, snowguns, or any other manmade or natural obstacles. Avoid skiing backwards in powder, slush or other variable conditions.
  - Traffic – Only consider this tactic where traffic is limited or the slope is clear. Observe and understand the flow of traffic if others are present. Be aware of other users, especially those

traveling up (such as snowshoers) or across the hill. **DO NOT** ski backwards in the presence of snowcats, snowmobiles or any other form of mechanized transportation.

- Tactics – Use extreme caution and stop frequently to re-assess the situation. Ski at slower speeds.
- Task – Are there other ways to accomplish the goal? Exhaust all options prior to using this tactic.
- Timing – Is it late in the lesson or day? Are you warmed up? How is your and your student's energy level?
- Snow Surface – Is the surface conducive? Heavy, wet, soft or icy snow increases risk significantly.

### Terrain Selection

Selecting the proper terrain for your guests is critical for the overall success of your lesson and to set up the best possible learning environment. Some key considerations when choosing terrain to compliment your lesson are traffic and flow, snow conditions, natural terrain features, natural and manmade obstacles, steepness, fall line, shape of terrain (concave, convex, spine, varied etc.), visibility, weather conditions and familiarity. Choosing terrain that is too easy (“underterraining”) can cause boredom and inattentiveness, and inhibit learning. Skiing/riding terrain that is too difficult (“over-terraining”) can bring fear, anxiety and uncertainty to the student(s) and is also a major safety concern.

A tried-and-true rule of thumb is: When the terrain and/or conditions bring more challenge, the task should be familiar and relatively easy. When the terrain is easy, challenge students by increasing the complexity and/or difficulty of the task. Also, remember to consider fatigue and energy levels, especially at the start of the lesson and later in the day, and choose easier terrain to promote safety, success and to anchor learning. Upping either the terrain or task when students are fatigued, runs are crowded or conditions do not warrant is a recipe for disaster.

When skiing or riding natural terrain, which rarely or never gets groomed, you must use caution in your lesson plan and decision making. It is not recommended that you use natural terrain, including trees, unless you have skied/ridden it recently or are familiar with the terrain and snow conditions and have reliable information on the underlying snow conditions and coverage. When entering gladdened areas or skiing tree runs in a lesson you should have first-hand knowledge of the current conditions of the area and line you will ski/ride. Other considerations for trees and natural obstacles:

- Lessons should have a tactical, not technical focus (i.e. “look at the spaces,” “keep turning,” “check your speed every third turn”).
- Students should be confident with the pitch, snow condition and terrain designation if there were not trees or obstacles on the run.

- For the first trip Easy Style the run. Take an easy run with a small tactical focus and talk with your students about safety considerations, conditions and possible tactical choices. Point out bail-out zones and options.
- Designate meeting points on the run and a chairlift, intersection or obvious meeting area at the bottom of the run.
- Ski/ride for short distances to keep the group together. With experience, students will gain more confidence and flow and be able to ski/ride longer stretches.
- Remain extra attentive for signs of fatigue and anxiety.

Natural terrain and conditions can provide sublime experiences and the excitement that make our sport great. Make deliberate, considerate decisions on safety, where you go, when you go, conditions, student preparedness. And always engage your best safety device – your brain.

### **Out of Bounds Regulations**

- Instructors are not allowed to take a guest out of bounds under any circumstances
- Instructors are not allowed to ski out of bounds or in closed terrain while in uniform or while working, and, in no circumstances, are allowed to ski in closed terrain.
- Turning the uniform inside out or putting it in a back pack so as to ski/ride out of bounds during days in which an instructor has been working, whether or not with guests, is similarly prohibited.
- The Company is not responsible for skiers/riders who are outside of the ski area's boundaries. Rescue in the backcountry, if available, is the responsibility of local authorities and search and rescue groups. The cost is the responsibility of the injured party.
- DO NOT ski/ride on slopes or trails closed by means of signs or ropes (don't ski/ride under ropes, period). Any employee skiing/riding in a closed area is subject to immediate discipline up to and including termination.

### **Epic Mix Racing/Race Arenas**

All instructors may bring their clients through the Epic Mix Race course. Guests with hard media (an RFID pass) may go straight to the start. Guests with a paper ticket must go to the registration desk where they will be provided with a card and will need to provide information.

### **EMR/RA Employee Behaviors**

- Instructors should explain the course set up and provide observation time and an inspection run prior to allowing guests to "race."

- Instructor skiing/riding should be at a **demonstration** level with a comfortable pace without pushing your own limits.
- The primary function of an instructor is to coach guests, NOT to race for yourself against the clock.
- Instructors should take a round line and avoid any contact with the gates.
- Instructors should inspect the finish area with their guests and give clear directions of meeting location once race is complete.
- Instructors should clear the finish area immediately.

### EMR/RA Guest Behaviors

- Guests must have a basic understanding of a race course and/or race arena.
- See your Resort Specific portion of the R&G for minimum skill level requirements as the Guest level varies resort to resort.
- Guests must clear the finish area of the race course immediately to maintain a safe stopping area for other racers
- We strongly recommend that all guests wear a helmet to race.
- Confirm finish area is clear prior to entering the course.

### Freestyle Terrain

Freestyle Terrain is a part of our mountain resort culture and our profession. Our intention is to best utilize our resorts' freestyle terrain to increase participation and enjoyment of our sports.

Our mountains have many freestyle parks or other man-made terrain features, designed to meet the needs of our guests. Please follow these guidelines when utilizing a terrain park or feature with your students or anytime you are using this terrain. They are appropriate for both skiers and riders.

### We align with NSAA and industry-wide practices

Freestyle Terrain Areas are designated with an orange oval and may contain jumps, hits, ramps, banks, fun boxes, jibs, rails, half pipes, quarter pipes, snowcross, bump terrain and other constructed or natural terrain features. Prior to using Freestyle Terrain, you are responsible for familiarizing yourself with Freestyle Terrain and obeying all instructions, warnings, and signs. Freestyle skills require maintaining control on the ground, and in the air. Use of Freestyle Terrain exposes you to the risk of serious injury or death.

The five main messages of the NSAA PARK SMART Program are:



Freestyle Terrain has designations for size. Designations are relative to this ski area.

Extra Small Features



Smaller Features



Medium Features



Larger Features



### Training In Freestyle Terrain Areas

Only authorized trainers are permitted to lead clinics in our parks. Recognized trainers from our sister resorts, from other recognized freestyle organizations, and PSIA/AASI Advanced Educators may also be permitted to give clinics to our staff, if such clinics have been sanctioned by a Training Manager and/or Director.

Instructors must be a minimum PSIA/AASI ability level 6 to be authorized for Introductory Freestyle Clinics and level 7 for clinics beyond that. PARTICIPATION WILL BE APPROVED BY AN AUTHORIZED TRAINER, TRAINING SUPERVISOR, OR TRAINING PRODUCT MANAGER.

### Lessons In Freestyle Terrain Areas

INSTRUCTORS are required to HAVE A VISIBLE PARK PASS OR HELMET STICKER TO ENTER ANY PARK WHILE WORKING. Review your resort-specific manual for a list of specific terrain parks accessed by each park pass level as well as annual updates that affect teaching in terrain parks at your resort. Park Passes may be revoked at any time for failure to adhere to these policies.

Your resort may have Approved Routes for access to specific features. Halfpipe usage is designated at a resort level. If you are traveling to another resort, it is your responsibility to learn what parks and features are accessible with your park pass level.

### Orange Extra Small Park Pass

Description: The Extra Small Park Pass is an extra small park safety, instruction, and etiquette pass and is the

minimum requirement to enter a terrain park. Instructors with Extra Small Park Passes are allowed to teach students on designated extra small features in extra small parks and provide coaching and instruction with demonstration.

Examples of features allowed with an Extra Small Park Pass include, shaped terrain features (rollers, banked walls, etc.), and ride-on boxes 12” or wider, with a sliding surface no more than 6” off the snow.

Obtained by: Attending Extra Small Park Pass Verification Clinic.

### **Green Small Park Pass**

Description: The Small Park Pass is a small park instruction pass identified by a green pass or sticker. Instructors with Small Park Passes are allowed to take students into small parks and designated small features and provide coaching and instruction with demonstration.

Instructors with Small Park Passes are not permitted to ski or ride over medium or larger terrain park features during the lesson, with the exception of half-pipes.

Obtained by:

1. PSIA Alpine or AASI Snowboard Freestyle Specialist 1.
2. Other freestyle training or division-specific credentials agreed upon by Ski & Snowboard School Director and Manager of Training.
3. Resort-specific Small Park Pass Verification, if offered.

### **Green (small), blue (medium) and black (large)**

Green, blue, and black park passes can be obtained through PSIA/AASI Freestyle Accreditations:

FS Level 1: Green Pass (small park access)

FS Level 2: Blue Pass (medium park access)

FS Level 3: Black Pass (large park access)

The Extra Small Park Pass and/or Large Park Pass may not be available at your mountain. Your resort may not offer in-house park verification clinics. Please see your resort-specific section for details.

The “Extra Small” orange pill may be used to designate non-freestyle teaching features such as Terrain Gardens, Family Adventure Zones, and Terrain Enhanced Learning areas. These areas may include features like rollers, banked walls, tunnels and caves or gladed tree areas and DO NOT require a Park Pass.

### **Additional Guidelines and Procedures to Follow When Teaching in Freestyle Parks**

***Instructors are required to have the appropriate Park Pass before entering any terrain designated with an Orange Oval with students, excluding Kid’s Adventure Zones and Smart Terrain.***

- Guests should express an independent desire to use features.
- Students should be comfortable using natural features outside the parks and be able to perform lower-level flat land tricks before entering any of the parks.
- Thoroughly review and understand the Smart Style and/or Park SMART signs at the entry of each park before entering.
- **Pre-Ride, Re-Ride, Free-Ride:** Take an inspection run through the park with your class in order to understand the layout of the park and check for hazards.
- Thoroughly inspect individual features prior to performing any maneuvers on that feature.
- Instructors are expected to utilize progressions that promote ownership of skills and encourage lateral learning on small features prior to moving to larger features.
- Enter and exit parks only at the open gates.
- No off-axis tricks are allowed when working.
- The head does not go below the feet when performing tricks and maneuvers while in uniform or when working.

**FREESTYLE TERRAIN MAY INCLUDE HALF-PIPES, AS WELL AS TERRAIN PARKS AND TERRAIN FEATURES. THEY ARE PROVIDED FOR YOUR ENJOYMENT AND OFFER ADVENTURE, CHALLENGE AND FUN. HOWEVER, FREESTYLE TERRAIN USE, LIKE ALL SKIING AND RIDING, EXPOSES YOU TO THE 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 the risk of serious injury.
- 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 area quickly.
- Always ride or ski in control and within your ability.
- Inverted aerials are not recommended.

### **Student Health and Safety**

- All instructors should be on the watch for lost students, especially children.
- Inform students of how to use on-mountain phones if available.
- All students (parents/guardians for minors) must sign a release of liability form when purchasing their lesson ticket.

- Be sensitive to the physical condition of your students. Many have inactive lifestyles and are not fully aware of their physical limitations. Nor, are they fully educated about altitude and possible problems that might arise from overexertion.
- Address altitude sickness:
  - Drink water to avoid dehydration.
  - Avoid alcohol/ avoid caffeine.
  - Avoid strenuous exercise the first 24 hours.
- Advise students of equipment upgrades that may provide a better experience.
- Advise students of potential dangers from extreme cold and direct sun.
- Be aware of adequacy of clothing and eyewear.
- Direct students to trained professionals for equipment adjustments and medical advice.
- If possible, be aware of any disabilities or medical conditions that a student may have.
- Look for reduced student performance, which might signal fatigue.
- Try to pace the lesson according to student's physical condition.

### Student Related Accidents

In case of an accident, follow the guidelines outlined by the Ski Patrol. School personnel must be familiar with emergency procedures, including use of mountain phones, accident reporting, lift and mountain evacuation procedures, and lightning procedures. In the event of accidents:

- Place skis upright and crossed in the snow above the scene of the accident. Or, when all participants are on snowboards, place someone above the scene, standing in a location that is visible to oncoming traffic, looking uphill to protect the scene.
- Remain calm, instruct your guests/students to stay with you at the scene and position them to wait in a protected area.
- Report the accident to Ski Patrol and your supervisor via phone or find a competent adult to assist. The Ski Patrol must be told the exact location, the description of the injured person and the nature of the injury. Know the contact numbers for your mountain's patrol.
- Wait with the injured student until Ski Patrol arrives.
- Verify first and last names of all students on class list and verify their contact information, home phone and address.
- Report all children's incidents to the appropriate Children's Center.
- Patrol ALWAYS should be called for any incident involving a lift.
- Instructors are not required to fill out an "incident report" for a guest and/or student related incident. Patrol will fill out all required reports and will request a witness statement from an instructor if one is required.
- Instructors should collect contact info from their students and report the incident to their supervisor. Refrain from making any comments related to fault.
- A basic follow-up (when appropriate) with the guest reflects good guest service and caring. Report

back to your supervisor with the results of your follow up.

- In some instances, your supervisor or manager may follow up.
- All employees must report themselves as witnesses to any “incident” observed on the mountain by contacting the Ski Patrol.
- Expect to be asked to fill out a “witness statement card,” if the Ski Patrol is conducting an accident investigation.
- Avoid making statements of personal opinion regarding the accident, including assignment of fault or blame.
- For accidents that involve bleeding:
  - Note where the person is bleeding and estimate how much loss of blood.
  - If possible and appropriate, instruct the injured person to apply pressure over the wound.
  - Do not move the injured person or attempt to control the bleeding. Exceptions may be made, if you have current First Aid training and proper equipment, e.g. latex gloves, pocket mask, etc.

### Children-specific Health and Safety

All of the Ski & Snowboard School Safety provisions apply to Children’s Centers and Children’s Mountain staff members.

- Lifts – See Children-specific lift policy in “Policies and Procedures” section.
- 3 to 6 year-old Ski & Snowboard School children must wear identity bibs.
- Regulations regarding carrying and administration of medications vary by state. See your resort-specific section for regulations at your resort.
- Medicine required for medical emergencies (e.g., an EPI pen), should be kept on the child at all times unless an alternate location is requested by the child’s parent/guardian and is safer under the circumstances
  - Any allergy or medication requirements should be noted on the child’s information tag and attached to child’s clothing
  - Instructors should call for Ski Patrol in the event of an emergency
- Liability forms: All students under 18 years of age taking a ski or snowboard lesson must have a release of liability/registration form signed by their parent/guardian on file, including private lesson clients.
- Lost children: Report at once and follow your resort’s procedures.
- Injured student: Any suspected injury should be reported to Ski Patrol. Follow your resort’s protocol, especially for any injured child.
- Whenever a child is assisted by Ski Patrol, the instructor should complete the necessary process and paperwork required at your resort.
- Activities (such as tubing): Children’s group lesson students may not participate in attractions (Adventure Ridge, Adventure Peak, Adventure Pointe, etc.) without a release of liability form signed by the parent or guardian.

## Vail Resorts Children's Lift Riding Policy & Procedures

### *Kids on Lifts*

- Instruct all students on how to safely ride the lift prior to loading.
- Organize your class outside the lift maze and assist with alternating your class into the public line.
- Recognize and eliminate horseplay immediately. If any horseplay is noticed, stop the entire group until everyone is settled and focused on loading and riding the lift.
- Communicate clearly with the lift attendant regarding any special needs for students.
- When riding with more than one student, instructors and other resort employees must always ride between two students.
- Instructors must ride behind students when unable to ride with them.
- Employees and students must keep the chair bar down for the entire ride on all equipped chairlifts. Chair bars must be kept in the lowered position until reaching "Raise Bar Here" sign near the unload area.
- Age Specific Requirements:
  - All children 6 or younger must have a resort-specific bib or a vest in both group and private lessons.
  - All children 6 years or younger must be accompanied by a responsible adult (preferably, someone 21 or older). Additionally, instructors should identify smaller than average 7- and 8-year-old children and either ride with them or find a responsible and willing adult to ride with them instead. When looking for a responsible and willing adult, instructors should share all expectations with that guest.
  - Employees on skis may take a maximum of two students 6 years or younger on a chairlift.
  - Employees on snowboard equipment may only ride with one 3–6-year-old child and the child must be on their toe-edge side.

- Guests may only take one student 6 years old or younger on a chairlift.
- Children 7 years and older must ride with other students or guests and may not ride on a lift alone.

## Child Safety & Abuse Prevention Policy and Procedures

### Purpose

The Child Safety & Abuse Prevention Policy and Procedure is intended to clearly define appropriate and inappropriate boundaries for employees working with youth (children ages 0-17). It identifies areas of risk to protect both the youth in our care as well as our employees, by providing clear direction in regards to: abuse prevention and detection training, monitoring and supervision of youth to avoid one on one situations when possible, and to define acceptable behavior when working with youth.

### Policy

Vail Resorts is committed to providing a safe environment which includes the prevention of child abuse through monitoring, recognition and reporting. Vail Resorts requires appropriate physical contact with youth and prohibits inappropriate displays of physical contact. Employees are prohibited from speaking to youth in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating.

### Scope

All integrated Vail Resorts employees with routine care and control over youth are responsible for understanding and abiding by this Policy and the Procedures represented in this document. Employees impacted by this Policy and the accompanying Procedures are responsible for reading and understanding it. Any employee found to have violated this Policy and these Procedures may be subject to disciplinary action, up to and including termination of employment and, where warranted, legal action.

### Procedures

#### Monitoring and Supervision

**Bathroom Procedures:** Staff must be aware of when children are using bathroom facilities. If a child needs direct assistance from a staff member in a stall, the stall must remain unlocked and a second staff member must be present in the bathroom facility.

For 3-6 year old children specifically:

1. Escort children to the bathroom
2. Bathroom must be monitored by a staff member

**Appropriate vs. Inappropriate Interactions with Youth**

<b><i>Appropriate Physical Interactions</i></b>	<b><i>Inappropriate Physical Interactions</i></b>
<ul style="list-style-type: none"> <li>• Side hugs</li> <li>• Pats on the shoulder or back</li> <li>• Handshakes</li> <li>• High-fives, hand slapping, fist bumping</li> <li>• Verbal praise</li> <li>• Touching hands, shoulders, and arms</li> <li>• Arms around shoulders</li> <li>• Holding hands (with young children in escorting situations)</li> </ul>	<ul style="list-style-type: none"> <li>• Kisses</li> <li>• Showing affection in isolated area</li> <li>• Wrestling</li> <li>• Any type of massage given by or to a youth</li> <li>• Any form of affection that is unwanted by the youth or the staff</li> <li>• Compliments relating to physique or body development</li> <li>• Touching bottom, chest, or genital areas</li> </ul>

<b><i>Appropriate Verbal Interactions</i></b>	<b><i>Inappropriate Verbal Interactions</i></b>
<ul style="list-style-type: none"> <li>• Positive reinforcement</li> <li>• Age-appropriate jokes</li> <li>• Encouragement</li> <li>• Praise</li> <li>• Constructive, movement-based feedback related to skiing or riding</li> </ul>	<ul style="list-style-type: none"> <li>• Name-calling</li> <li>• Discussing sexual encounters or in any way involving youth in the personal problems or issues of staff and volunteers</li> <li>• Secrets</li> <li>• Cursing</li> <li>• Off-color or sexual jokes</li> <li>• Shaming</li> <li>• Belittling</li> <li>• Derogatory remarks</li> <li>• Harsh language that may frighten, threaten or humiliate youth</li> <li>• Derogatory remarks about the youth or his/her family</li> </ul>

**Child Abuse and Neglect Detection and Reporting Guidelines for Ski & Snowboard School Children's Instructors and Child Care Employees**

Among Vail Resorts' key values are "Be Safe" and "Do Right." In the spirit of these values, all of our resorts

follow the US Department of Agriculture's mandate that entities operating on Forest Service land report suspected child abuse, exploitation, abuse or neglect. This means that if you learn of facts that give reason to suspect that a child under the age of 18 has suffered:

- Physical or mental injury;
- Sexual abuse or exploitation; or,
- Negligent treatment (child abuse),

You must report your suspicions to the county department or local law enforcement in the county in which the child you are concerned about resides. [Please immediately raise any concerns to your supervisor or Human Resources and they will help support you in making the report.](#)

You may not actually see any physical "proof" or "evidence" of abuse, exploitation or neglect. However, a child may indicate to you something that makes you suspect that he/she has suffered a reportable experience. At times, it can be difficult to identify the information that could give rise to suspected child abuse, exploitation, or neglect. Generally, these events mean doing something (or failing to do something) that threatens the health or welfare of a child, including:

- Physical harm to a child including stories of punching, hitting, physical punishment or other physical violence;
- Failure to provide adequate food, clothing, shelter, medical care, psychological care, or supervision;
- Children who may be a danger to themselves (e.g., cutting, suicidal ideation);
- Unlawful sexual behavior including touching;
- The grooming of children for sexual behavior (e.g., adult lying on a bed with the child, an adult rubbing a child, telling inappropriate jokes or pushing appropriate space boundaries);
- The creation or distribution of sexual images or pornography of children;
- The practice of showing sexual images or pornography to children; or,
- Emotional abuse (e.g., shaming and humiliating a child, calling names, yelling, threatening, bullying).

Take steps to remember the exact words that you heard or the details of what you saw. Use your senses and report facts and not conclusions or assumptions. Remember, your obligation is to only **report** the suspected child abuse, neglect or exploitation; you do not have to prove it. **Do not try to investigate.**

When you make the report, in addition to telling "the story of what happened," you should also expect to spend time providing other identifying information (**only if you know**) including:

- Who you are;
- What your job is;

- The address of the ski school/child care facility;
- Full names, addresses, and ages each person involved;
- Information known about the alleged perpetrator of harm;
- Any involvement of drugs and alcohol of relevant parties (e.g., parent was visibly intoxicated when picking child up);
- An explanation of your concerns for the person's safety; and
- Dates of any incidents (to establish a timely call as well as a timeline).

State law protects any person who reports suspected child abuse, neglect or exploitation in good faith from civil and criminal liability, even if the report turns out not to be true. The Company also strictly prohibits retaliation against any employee who reports suspected child abuse, neglect or exploitation in good faith. If you have any questions regarding our reporting obligations or the Company's internal reporting procedures, please talk to Human Resources or your supervisor.

### Lost Student Situation

*If a student has been separated from your group, you should act immediately to follow your local lost student protocols. Please refer to your local resort manual or supervisor/manager for more information.*

Train students what to do if they become separated from the group:

- Train them how to use the emergency phones on the mountain.
- Train them to report to a School sales location, a Children's Center, or Ski Patrol. If the student is a child, teach them to tell an adult that they are lost and need help.
- Reassure all students that in the unlikely event that they lose the group, they will be able to reconnect quickly because of the excellent communication system provided on our mountains.
- Always inform parents at the end of a lesson if a child was separated from the group for any reason.
- If you lose a student, you should:
  - Report his/her name by phone to your base location.
  - Speak to a person, preferably a supervisor or lead. Do not leave the information on voicemail.
  - Develop a plan with your supervisor.
  - Continue the lesson with the other student(s).
  - Call back to the base station at least every 20 minutes until student is found.

### Lightning Procedures

These are general guidelines. Your area may have additional protocols based on facilities, lifts and local weather patterns. Please see you resort section for details.

- Upon receiving a report of or personally spotting lightning, immediately notify the Ski Patrol.
- Head for cover in a building or vehicle.

- Avoid ridgelines, open areas, power lines, pipelines and tall isolated trees.
- Stay away from lift terminals and towers. Lightning travels along a lift to find ground.
- Put down your ski poles, take off your skis/board and get away from them.
- Become as small as possible so to not project above the surrounding landscape. The best stance is to crouch down with feet together and only feet touching the ground. If hair stands on end or skin tingles, drop to knees and bend forward placing hands on knees. Do not lie flat on the ground.
- If in a group, do not huddle together. Remain approximately 30 feet apart. Don't use the telephone until the storm has passed. The telephone company has provided lightning protection for their equipment, however, lightning is unpredictable. The further a person is from a conductor of electricity, the safer they may be.
- If caught on a chair lift during an electrical storm, it is important to remain seated and remain calm. The lifts will remain running until the line has been cleared.
- The gondola has its own lightning procedures. After the line is cleared the lift is shut down to help protect operators.
- After a lightning storm, be alert for any sign of smoke or fire, which could result from lightning.

### Enforce & Educate Speed or Safety Violators

- Know the code.
- Witness the violation – or have a reliable source.
- Be firm, but friendly.
- Ask the violator if they know what they did wrong.
- Explain what they “really” did wrong.
- Either educate or enforce:
  - Request to see their pass – don't remove it yourself. (Contact Ski Patrol or Security if they refuse.)
  - Educate means explanation and recording information in the event of future violations.
  - Enforce means an explanation and recording information to de-activate his/her pass. (You do not need to physically keep the pass.)
  - In both cases – Record “Badge ID” number or “Employee ID” number and name of violator, and return pass to the person. If the violator is an employee, ask for his/her home department and supervisor name.
- Enlist the aid of the Yellow Jackets, Mountain Information group, or Ski Patrol.
- When the violator asks how he or she may have skiing privileges reinstated, refer him or her to a supervisor.

- Do not get involved in confrontation; record the information and Ski Patrol will follow up. If the situation is more serious, memorize a good description and then end the encounter, reporting to Ski Patrol ASAP.
- If in a lift line, avoid confrontation, memorize the chair number that violator loads, ask lift operator to call Patrol on a safety violation, give the chair number and your name. The Patrol will intervene at the top of the lift.

## Vail Resorts® Workers' Compensation Program

### The Program, Policies and Procedures

Vail Resorts provides workers' compensation benefits as directed by local law to cure the effects of an accepted occupational injury or illness. The decisions regarding what is accepted and what is not will be made by our Third-Party Administrator (TPA) who VRI has engaged to administer our workers' compensation benefits. Vail Resorts management does not make the decision on accepted or denied claims.

What is covered and what is not? This is generally defined as "arising out of and in the course of employment," i.e., an injury resulting from the performance of your work activities. If you venture outside what is considered your paid employment, the incident may not be covered. Again, our TPA will make all those decisions.

Injuries that occur under the following scenarios are generally not covered by Workers' Compensation:

- Injuries that occur while free skiing/riding; this includes work breaks and lunch breaks.
- Injuries that occur while traveling to or from a job assignment using an indirect or inappropriate route to the destination; or an alternative mode of transport not specified in the departmental manual.
- Injuries that occur while commuting to and from work.
- Injuries that occur while participating in voluntary activities, which may include voluntary training.

Keep in mind, each claim is fact specific and the above is not intended to discourage the reporting of what may be a work injury.

These standards apply whether the employee is in or out of a resort uniform, clicked in or out, or working outside of their home department.

**Coverage skiing/riding to and from assignments** – If you are at your base location or a recognized meeting area for your resort and must start or finish a work assignment somewhere other than your current location, you must use ground transportation or the approved route for your mountain. See your Resort's section for details.

## **Employee Responsibilities**

To ensure timely delivery of benefits, you need to do the following:

- Report incidents immediately. Report the incident to your supervisor. If a supervisor is not available, then report to a manager or designated department personnel.
  - It is important to report incidents even if you do not believe you are significantly injured. This helps to ensure efficient delivery of approved benefits should the injury develop into a more serious issue later.
- Attend all medical appointments – missed appointments are unacceptable. Appointments are to be scheduled outside your normal work shift.
- Return to transitional duty when offered and medically prudent. Vail Resorts® has a defined transitional duty program and will return you to work when you are released with temporary work restrictions by the treating physician. The workers' compensation department will work with local management to facilitate your return to work once released.
- Keep home department updated on any changes in medical/work status. You are responsible to ensure that your supervisor receives current work restrictions and/or full duty release documentation in a timely manner, defined as the day of your medical appointment.
- Fully participate in work comp process from start to finish. This means returning phone calls to your adjuster, returning calls to our internal workers' compensation staff, your supervisor, doctor and all other involved parties.

## **Medical Treatment**

Vail Resorts has designated occupational medical facilities across the system. This is your first stop after reporting an occupational injury or illness. Your supervisor or manager will provide a list of designated medical facilities at the time of reporting. If you choose not to seek medical treatment at the time of reporting, then any subsequent decision to seek treatment must be done at the designated medical facility, absent the need for "emergency" treatment. If you are seen at an ER, you will be scheduled to be seen at the designated medical facility at the first available appointment.

## SECTION Three: *Procedures*

### Lifts

As an instructor, you are more visible in the lift area than almost anywhere else on the mountain. Remember to be organized, courteous, and safe. Everyone wants to get to the top of the mountain quickly, and your cooperation is an important part of the process. *Your first priority when using lifts in classes or alone, is your and your guest's safety.*

### Ski & Snowboard School Lane

- Using the Ski & Snowboard School Lane is a privilege only for instructors with paying students, designated employees approved by management, and VIP guests approved by management.
- **Always be polite and use diplomacy when requesting permission to alternate with guests in the regular lanes.**
- There is no “pecking order” in the Ski & Snowboard School Lanes – normally it’s “first come first served”; but do allow those with difficulty to go ahead (i.e. small children, disabled guests).
- **Follow these procedures when alternating:**
  - Assemble all students **OUTSIDE** the maze. When organized, enter the lane together.
  - Follow your group at the end, allowing no unauthorized persons to follow the class.
  - Be polite to confused guests who may find themselves in the Ski & Snowboard School Lane by mistake – direct them to the appropriate line.
  - Move to the front of your lesson group to politely ask guests waiting in the regular lane if you may alternate your students. *NEVER put your students in the position of asking other guests for permission to alternate. This includes children and teens. It is not appropriate to let your students “practice” alternating themselves under any circumstance.*
  - Alternate after every second group in the public lane and be sure to say “thank you.”
  - If a single is needed, invite a guest from the single’s line to join your group.
  - Load the lift with the last students in your group.
  - If your students are of a size, age or ability level, which necessitates the slowing of the lift, alternate your class through as a group. Allow several groups from the public to proceed, and then request permission, explaining why you must take your whole group through the line.
- You **may use** the Ski & Snowboard School Lanes in order to get to immediate work assignments (use discretion).
- You **may NOT use** the Ski & Snowboard School Lanes to alternate friends, family or any other non-clients.

*Failure to follow this Ski & Snowboard School Lane policy could lead to disciplinary action, up to and including termination.*

### Lift Line Alternating

No opportunity to interact with our resort guests presents itself as frequently as using our lift lines, or has as

big an impact on how our guests view our schools. It is imperative that we engage our non-school guests in a positive manner and exemplify epic service during these short times, sometimes referred to as “moments of truth.” Please pay particular attention to the policy outlined below and represent yourself, the school and your resort to the best of your ability.

## **Loading**

- Your safety is always your first priority, always pay attention when loading yourself.
- Before riding a lift, make sure all students have been properly instructed in the loading, riding and unloading of that lift. Ask the question, “Are you familiar with riding this lift or this type of lift?”
- Provide first-time riders with complete instructions on the entire procedure, especially when they cannot see the unloading station.
- Allow the lift attendant to give necessary assistance to adults and children once the students enter the loading area.
- In all but exceptional cases, you should ride behind the class. This allows you to:
  - Supervise the class.
  - Instruct students in the usage of the lift.
- Assist with the alternating of your class into the lift line. (See exceptions in “Lift Line Alternating” above)
- When appropriate, you may ask that the lift be slowed down.
- All employees are to keep the bar lowered during the entire ride and raise the bar only when preparing to unload once inside the Low Clearance Area.
- Instruct your guests/class to move away from the unloading area as soon as possible. Before your class loads, make sure they are directed to a marker at the top of the lift where they can wait for your arrival.

## **Vail Resorts Children’s Lift Riding Policy & Procedures**

- Instruct all students on how to safely ride the lift prior to loading.
- Organize your class outside the lift maze and assist with alternating your class into the public line.
- Recognize and eliminate horseplay immediately. If any horseplay is noticed, stop the entire group until everyone is settled and focused on a loading and riding the lift.
- Communicate clearly with the lift attendant regarding any special needs for students.
- When riding with more than one student, instructors and other resort employees must always ride between two students.
- Instructors must ride behind students when unable to ride with them.
- Employees and students must keep the chair bar down for the entire ride on all equipped chairlifts. Chair bars must be kept in the lowered position until reaching “Raise Bar Here” sign near the unload area.

- Age Specific Requirements:
  - All children 6 or younger must have a resort-specific bib or a vest in both group and private lessons.
  - All children 6 years or younger must be accompanied by a responsible adult (preferably, someone 21 or older). Additionally, instructors should identify smaller-than-average 7 and 8 year old children and either ride with them or find a responsible and willing adult to ride with them instead. When looking for a responsible and willing adult, instructors should share all expectations with that guest.
  - Employees on skis may take a maximum of two students 6 years or younger on a chairlift.
  - Employees on snowboard equipment may only ride with one 3-6 year old child and the child must be on their toe-edge side.
  - Guests may only take one student 6 years old or younger on a chairlift.
  - Children 7 years and older must ride with other students or guests and may not ride on a lift alone.

### Ski & Snowboard School/Lift Operations Relations

- Lift operators contribute to a positive guest experience when loading and unloading the lifts. Respect their knowledge and work cooperatively.
- If an accident occurs with a guest and a lift:
  - **Report any incident in which a passenger falls from a chair outside of the load or unload zone to Ski Patrol.**
  - Refrain from making comments regarding the incident other than in cooperation with formal accident investigation.
  - For any guest inquiry regarding lift incidents, request the guest's name and contact information and let him/her know that a representative of the Company will be calling him/her. Pass on the guest name and contact information to your resort's Health & Safety department. Do not provide the Health & Safety number directly to the guest.
  - Do not take photographs. Accident investigations will be conducted, where appropriate, by trained accident investigators.

### Professional Appearance Standards

As professional ski instructors we are some of the most visible representatives of our resorts. Our guests hold us to a high standard and expect those in our instructor uniform to be role models and ambassadors of the sport. This informs not only our decision making but also how we present ourselves. Our uniforms and appearance help to instill trust and confidence and identify you as the professional you are.

The following guidelines are in addition to the appearance standards laid out in the Vail Resorts Employee Manual and your local resort guide. Please review all of these resources and refer to your supervisor/manager if you have any questions.

### **Presentation Policy**

All staff are expected to adhere to the Employee Presentation & Uniform Policy guidelines outlined in the Employee Guide. The following Ski & Snowboard School Uniform Policy is in addition to those and is the minimum standard. Your resort may have more restrictive policies – see your Resort Specific section for details

### **Ski & Snowboard School Uniform Policy**

- Skiing and riding in uniform while off-duty/non-working times should be avoided, and all instructors should change out of their uniform after being released for the day.
  - In some instances it cannot be avoided, and it is permissible to wear uniforms during the following off-duty/non-working times (your resort may be more restrictive):
    - Travel directly to/from work (if using off-site location to change). Uniform may not be worn during detours or other stops en route to/from work or for any personal use.
    - Prior to morning line up.
    - Instructors who are required to check back for assignments later the same day.
    - Following work hours if skiing directly from class drop-off to locker room/car.
    - This is the minimum standard. The policy may be more restrictive at your mountain. See your resort-specific section for details.
- Wearing a uniform during these off-duty times is voluntary. Instructors are not covered by Workers' Compensation and will be solely liable to third parties for their actions while skiing/riding off-duty. In addition, if an instructor is involved in an accident with a third party during these off-duty periods, the company will not provide a legal defense or share in the cost of any liability. Instructors must realize this activity is a privilege and be very aware of their heightened responsibility of being in uniform and act in a manner befitting the profession.
- If in uniform while skiing/riding off-duty, instructors must choose terrain appropriate to their ability and conditions.
- Jackets must be zipped at all times. Jackets should be zipped up to the front stripe. Fasten any zippers, snaps and buttons.
- Pros may wear your PSIA/AASI certification pin from any division or nation as well as pins provided by the company, which may include Epic Service awards, Values pins or pins celebrating certain events at your mountain. All other pins or manufacturer's patches are not allowed.

- Role model safety, especially in congested areas and Slow Zones.
- Follow all directions of Patrol, Mountain Safety and Mountain Management.
- Do not smell of smoke.
- No chewing gum or tobacco in public areas while in uniform.
- Eating in uniform should be limited to dining establishments whenever possible. No eating or drinking at line ups, morning meetings or in front of guests at inappropriate times.
- Ski/ ride in a manner reflective of your position as a professional.
- See Worker's Compensation (below) and your Resort's section for more specific policies regarding Approved Routes and skiing/riding in uniform prior to work or in-between assignments at your mountain.

### On-Mountain Uniform Policy

- Uniform: Jacket and matching insulated uniform pants are the proper outer uniform.
  - Under layers (including soft shells, fleeces, sweaters etc.) should NOT be visible below the hem of the jacket.
  - Hats worn with uniform during non-skiing/riding activities must be clean, professional and appropriate. Soiled, stained or torn ball caps or knit caps are not acceptable.
  - **No under garments with exposed hoods are allowed.**
  - Gloves must be worn at all times.
- Inner pieces of clothing not issued with your uniform should be clean, in good shape and professional. Turtlenecks, mock-tees, technical wear, collared shirts, etc. are acceptable. Torn or ratty t-shirts, graphic t-shirts, oversized sports jerseys or any excessively baggy clothing is not acceptable.
- In accordance with the Vail Resorts® helmet initiative to role model safety for our guests, HELMETS MUST BE WORN AT ALL TIMES when skiing or riding in uniform. Helmets will be provided free of charge for all instructors through Vail Resorts Retail (one per instructor, a voucher is required – see your supervisor for details and assistance). If you choose to use your own helmet, it must meet industry standards for snowsports use (Kayaking, climbing and biking helmets, and helmets designed for other sports, are not appropriate and will not be allowed.)
- Consumption of alcohol while in uniform or during work hours is prohibited and the use of illegal drugs at any time is prohibited. Marijuana remains illegal under federal law and its use is against Company policy.
- No smoking or tobacco use in the presence of guests or while in uniform; this includes smoking while riding chair lifts. Employees who smoke during approved breaks must remove their uniform and smoke in a management designated smoking area.
- Employees must wear garments provided. Name tags should always be present.
- Personal ski pants may not be worn as part of the uniform.
- All uniform pieces and accessories (hats, gloves, T-necks and sweaters) must be kept clean and neat.

Washing is the responsibility of the instructor.

- The following articles should be worn, if needed, underneath the outerwear uniform pieces: knee braces, back braces, water bottles, fanny packs, camelbacks, special utility vests, etc. Backpacks may be worn only when picnicking with guests.
- Promotional clothing may not be worn on the job and/or while in uniform.
- Color coordination of accessories is strongly recommended. Gloves and helmets should complement the uniform. It is at the discretion of management to set the parameters on style and colors of accessories to be worn with the uniform.
- Company-issued nametags:
  - Must be worn at all times on your uniform.
  - Must have proper names.
  - Notify your Administrative Assistant to replace a lost nametag.
- Sleeves should remain at wrist length at all times.
- Uniforms are to be kept in ski/snowboard school lockers and worn only at work unless changing off-site.
- Uniforms may be worn during training clinics only during scheduled work days, EXCEPT for clinics that involve gate/race training or other training/communication sessions where uniforms may be damaged through physical contact.
- You should NOT, under any circumstances, give or sell your uniform to any other person. You are responsible for all of your uniform pieces. You will be held financially responsible if the exact uniform that was issued is not returned.

### **Instructor Locker Rooms**

The locker room is your space. Please adhere to the following guidelines to make it a comfortable, pleasant space for everyone:

- Locker rooms are for instructors only. No guests or family allowed.
- The Company is not responsible for the loss or damage of any personal property stored in the locker rooms.
- Your locker room may have a combination or access code. This combination or code should not be revealed to anyone other than fellow instructors.
- Keep your skis, snowboards, boots and poles in the area provided. All of your equipment should be clearly marked and locked whenever possible.
- In the event that a locker or equipment storage area is not vacated at the end of the season or upon termination of employment, the Company reserves the right to take possession of the locker and to remove and dispose of the contents.
- It is the responsibility of all instructors to keep the locker room neat and clean. Our locker rooms are

small and crowded. Therefore, the highest level of personal hygiene is required.

- Lewd or offensive behavior of any kind in the locker room, or anywhere else, will not be tolerated.
- Do not take pictures in the locker room.
- Instructors must wear and keep undergarments on during the course of dressing and undressing.
- Occasionally, visiting instructors from other PODs or schools will need access to gear storage and changing areas – please welcome them and provide assistance if necessary.
- Locker rooms are to be used for work or work-related activities (e.g. skiing, exams, training). After hour use is prohibited.
- Please see the Employee Guide for additional policies regarding employee lockers.

### **PSIA/AASI/ISIA Certification Requirements**

All instructors are advised to obtain membership and certification with the Professional Ski Instructors of America, the American Association of Snowboard Instructors or the International Ski Instructors Association.

- Have necessary current certification for the status.
- Be in good standing (dues paying member) with PSIA/AASI/ISIA.
- Keep up-to-date in education requirements
- Instructors who earn PSIA/AASI certifications are eligible for a Professional Development Reimbursement. See below and Pay & Benefits for details.

All ISIA instructors who are not required to participate in their home country's education maintenance program/system must register as members of PSIA/AASI. An ISIA instructor who falls into this category must attend at least one PSIA/AASI 2-day educational clinic every two years.

Ski and Snowboard School Directors and General Managers will function as a review board to consider unique circumstances when assigning wages/status and to strive for consistency and fairness.

### **Instructor Resort to Resort Travel Policy**

***If your home resort has provisions for resort to resort travel to teach private lessons, the following general policies will apply. Please also see your resort specific handbook for local guidelines on instructor travel specific to your home resort. Not all resorts have the option of instructor travel, please refer to your local leadership if you are uncertain.***

#### **PURPOSE:**

- Establish a single procedure for all Vail Resorts Ski and Ride School staff who travel to other resorts both owned by Vail Resorts or resorts owned by competitors for the benefit of Vail Resorts' guests.

- To ensure our resorts ability to cover cost incurred by the instructor.
- Establish a uniform procedure for instructors from other resorts teaching on Vail Resorts ski areas.

#### SCOPE:

Ski and Ride employees traveling to a location which is not their primary work location for a work assignment or private lesson request and all non-Vail Resorts Ski and Ride employee teaching on Vail Resorts operated ski areas.

#### EXCEPTIONS:

None

#### PROCEDURE (PART A AND B): PART A:

##### VAIL RESORTS STAFF TRAVELING TO RESORTS OUTSIDE OF THE PRIMARY RESORT.

**A traveling assignment request form must be submitted to the Ski and Snowboard/Ride School Manager a minimum of 72 hours before travel. Exceptions may apply (Extreme weather, resort power outage, etc) and require Director approval and sign off.**

- Example form is attached in the Appendixes of this manual.
- Form must be approved by the Ski and Snowboard/Ride School Manager and/or Director prior to the travel taking place.

##### **Instructors may not transport guests.**

- Instructors can travel with guests in the guest's vehicles but may not operate the vehicle
- Instructors are required to follow all VR policies, guidelines and standards of conduct at all times.
- Instructors are required to wear a snow sports helmet and their Vail Resorts uniform.

#### Travel Time Compensation

- Instructors are compensated by their home area.
- **Instructors will be reimbursed for travel time whenever a surcharge is applied to the guest fee for the private lesson.**
- **Time spent traveling to another resort on business all in one day and no overnight** stay - An instructor that is traveling from their assigned work location to a special assignment at another resort and returns home the same day should be paid their base pay rate for the time the instructor spent driving to the special assignment location.
- **Overnight travel** - If a special assignment requires the instructor to be away from home overnight, all time spent traveling **during** the instructor's regularly scheduled hours of work is considered work time. However, time spent in travel away from home outside of the instructor's regularly scheduled hours of work **as a passenger** on an airplane, train, boat, bus, or automobile are **not** considered hours worked.
- **Work while traveling** - Any work that is performed while traveling is considered work time. This includes activities such as driving, mandatory reading and clerical work etc.

- Instructors who use their own vehicle for travel will be reimbursed for the travel mileage through the company travel procedure.

### Workers Compensation

If an instructor sustains an injury while on assignment to a different resort the instructor must contact his/her supervisor to report the incident immediately. The supervisor will then contact the WC department immediately with the details of the incident.

#### 6. **For a request private lesson, the guests are charged the daily private lesson rate paid to the instructor's assigned resort.**

- ❖ A Surcharge fee will apply to any day the instructor is traveling to or from a visited resort.

Travel surcharge rates:

- Travel distance each roundtrip of 40 miles or less: \$55
- Travel distance each round trip of 41 to 150 miles: \$160
- Travel distance each roundtrip between 151 and 400 miles: \$475
- Travel distance each roundtrip over 401 miles: \$1100
- Any travel which requires air transportation will be the full responsibility of the guest booking the lesson

All appropriate paperwork including release of liability forms need to be completed by the guest prior to the start of the lesson.

### Travel to Non-Vail Resorts Additional Procedures

- If the work is being performed at a non-Vail Resorts location, the visiting area should be contacted by ski school management at least 48 hours prior to arrival with the instructor and guest names.
- Upon arrival, the instructor should check-in with the resort Ski and Ride/Snowboard school.
- If the resort does not provide complimentary tickets for the instructor, the private lesson guest **is responsible for purchasing instructor lift tickets.**
- If overnight travel is required, the guest is responsible for covering all airfare, lodging, and meal expenses.

#### 10. **Helicopter trips are not allowed.**

#### 11. **Line cutting privileges**

- a. Some resorts allow line cutting privileges. The instructor should confirm the procedure for the resort at the SS office prior to going on the mountain.

- b. At other Vail Resort locations, instructor may take their private lesson guests through the ski school lanes.

## **12. Out of state travel and international**

- a. Out of state travel to non-Vail Resorts is not allowed unless approved by the Director.
- b. International travel is not allowed due to legal Work Visa constraints.

## **PART B:**

### **NON-VAIL RESORTS INSTRUCTORS VISITING VAIL RESORT LOCATIONS:**

#### **1. Non-VR instructors may visit and provide instruction at VR locations with the approval of the Resort Ski and Ride School Director. SRS Directors should only approve requests that comply with the following requirements.**

- A request for visitation must be submitted and approved to the Resort Ski and Snowboard School Director a minimum of 48 hours before travel.
- The request should include the instructor's name, the number of guests and the guest names.
- The instructor must check-in At Ski and Ride/Snowboard School with the guest to complete all appropriate paperwork including release of liability forms.
- The lesson product is sold at the instructor's home area. The visiting instructor will bring proof of payment from the home area.

#### **2. The approving SRS Director should communicate the following requirements to each visiting instructor:**

- a. Instructors are compensated by their home area and covered under the home area's worker's compensation.
- b. Instructors are required to wear a snow sports helmet and their home resort's uniform.
- c. No line cutting privileges are allowed.

#### **3. VRI will provide complimentary lift ticket(s) for the visiting instructor if the instructor is employed by a resort which reciprocates with the same courtesy.**

- a. The lesson guest is required to purchase their lift tickets.

#### **4. Maximum of 7 days per visiting instructor per season, in total is allowed.**

## SECTION Four: *Your Job at Vail and Beaver Creek*

### Status Explanations & Requirements

#### What Is “Status”?

We have nine statuses, or groups, that indicate your assignment priority within the V/BC SSS. Status is used to help determine private lesson booking priority and class assignments, and determines base incentive tiers.

Full-time statuses are Status 1 (S1), Status 2 (S2), Emeritus (S3), Status 4 (S4), Status 5 (S5) and Status 6 (S6). S1, S2, S3 – Emeritus, S4 and S5 are earned statuses. Part-time statuses are Part Time Priority (PTP), Part Time (PT) and Part Time Holiday (PTH). If you are a full-time new hire instructor, you will automatically be placed in S6. [Full-time instructors who fail to meet the required training requirement will also be placed into S6 for the following season.](#)

It's important to note that meeting the requirements for an earned status (S 1-5) does not guarantee that status – it is up to the discretion of management to assign you to a new group [based on overall performance \(not just credits/points\) and business need](#). In order to maintain an earned status, you must meet these same criteria.

[Instructors in earned statuses are looked to by our staff and are expected to role model appropriate professional behavior in all aspects of Guest Focus and Professional Performance Expectations, Vail Resorts Competencies and the guidelines and policies outlined in this manual. Failure to do so may result in reduction of status.](#)

*[Discipline: Instructors subject to formal disciplinary action \(a documented verbal or written warning\) may also be subject to an immediate temporary reduction or loss in an earned status depending on the severity and nature of the infraction.](#)*

If you have any questions about this information, please do not hesitate to ask your family leader or another supervisor. It is critical to your current and future success that you understand Status and how it is achieved and maintained. Status descriptions and details below are also outlined in your Employment Letter for the 2021-2022 season.

#### Status Requirements

**To be eligible for S1, S2, S4 or S5 an instructor must meet the following criteria:**

- Current Level 1 PSIA/AASI certification or ISIA equivalent.
- Complete required training and other prescribed training.
- Must be prepared to work in other programs and other locations, with a variety of age groups as the need arises.
- Must be available to work the “dates commitment” per Employment Letter.
- Must meet the credits requirement for the appropriate status
- Must receive an Achieves in training goal

**Status 1 (S1)**

This Status must be earned per the requirements above and maintains the highest booking priority throughout the season.

**Privileges**

- May choose not to be given private lesson assignments during required work dates as described in Employment Letter until 5 p.m. the day before.
- Will be eligible for a higher base wage incentive than any other status.
- Will have top booking priority.

**Status 2 (S2)**

This status must be earned per the requirements above and maintains the second highest booking priority throughout the season.

**Privileges**

- May choose not to be given private lesson assignments during required work dates as described in the Employment Letter until 5 p.m. the day before.
- Will have second highest booking priority.

### **Status 3, Emeritus (S3)**

Instructors who have been S1/S2 instructors for a minimum of 10 seasons are eligible to move to this status when they have decided to reduce their work commitment. An instructor must meet the criteria as described in this manual to be eligible for S3 Status. To maintain S3 Status from season to season, an instructor must meet the following criteria:

- Level 1 PSIA/AASI certification or ISIA equivalent.
- 10+ years previously at S1/S2
- Complete required training and other prescribed training.
- Must be available to work the “dates commitment” per Employment Letter.
- Must be prepared to work in other programs and other locations, with a variety of age groups, as the need arises.
- Must meet the credits requirement.
- Active Examiners on PSIA/AASI-RM’s education staff who meet their work commitment with the division and all applicable criteria in this manual are also eligible for this status.

#### **Privileges**

- May choose not to be given private lesson assignments during required work dates as described in Employment Letter until 5 p.m. the day before.
- Will have third highest booking priority.

#### **Requirements**

- Must have been an S1/S2 instructor, in good standing, for a minimum of 10 years.
- Level 1 PSIA/AASI certification or ISIA equivalent.
- Instructor Performance Review requirements:
  - Must receive an Achieves in training goal.
  - Must meet the credits requirement for the status.

### **Status 4 (S4)**

This status must be earned per the requirements above and has booking priority over S5 and S6

### **Status 5 (S5)**

This status must be earned per the requirements above and has booking priority over S6.

### **Status 6 (S6)**

Instructors are hired into this status based on available openings. To maintain S6 Status from season to

season, an instructor must meet the following criteria for maintaining status:

- Complete required training.
- Must be prepared to work in other programs and other locations, with a variety of age groups as the need arises.
- Must be available to work the “dates commitment” per Employment Letter.
- There is no credit requirement for this status.

### **Part Time Priority (PTP)**

Instructors who will work less than 60 and more than 30 days are hired into this status. To maintain PTP Status from season to season, an instructor must meet the following criteria:

- Current Level 1 PSIA/AASI or ISIA equivalent. [This requirement may be waived for instructors with other relevant qualifications, experience, or work restrictions.](#)
- Complete required training and other prescribed training.
- Must be prepared to work in other programs and other locations, with a variety of age groups, as the need arises.
- Must work a minimum of 30 days and be available to work the “dates commitment” per Employment Letter.
- Instructors in this status will have booking priority over Part Time (PT) and Part Time Holiday (PTH) statuses.
- Your schedule must be submitted and agreed upon no later than Dec. 1.

### **Part Time (PT)**

Instructors who will work a minimum of [15 days](#) (excluding required training) are hired into this status. To maintain PT Status from season to season an instructor must meet the following criteria:

- Complete required training and other prescribed training.
- Must be prepared to work in other programs and other locations, with a variety of age groups, as the need arises.
- Must work a minimum of [15 days](#) and be available to work the “dates commitment” per Employment Letter.
- All “Spring Only” instructors are required to work a minimum of [15 days](#) between Feb.13, 2021 and April 4, 2021. (Paid training days will count toward the “Spring Only” [15 days](#) ] commitment.)
- Instructors who are pre-booked [15 days](#) of request privates by Dec. 1 will be considered to have met their commitment [assuming they teach all 15 days. If any of the days are cancelled, you will be required to add days to meet the minimum 15 day commitment.](#)
- Your schedule must be submitted and agreed upon no later than Dec. 1.

### **Part Time Holiday (PTH)**

Instructors who work a minimum of [7 days](#) but not more than [14 days](#) are hired into this status only with

Location Manager/General Manager approval. Instructors must have been previously employed by the V/BC SSS to be eligible for this status. PTH instructors will receive a season ski pass. To maintain PTH Status from season to season, an instructor must meet the following criteria:

- **Have approval of LM/GM.**
- **This is an earned status primarily for instructors who have a history of managing their own request bookings. Certain leaders in group lessons with exceptional track records may be granted this status with the approval of the Location Manager and General Manager.**
- Complete required training and other prescribed training.
- Must be prepared to work in other programs and other locations, with a variety of age groups, as the need arises.
- **Must work at least 7 days .**
- It is the instructor’s responsibility to communicate their schedule with their supervisor and meet the minimum work commitment.
- **Schedule must be submitted by December 1st**

Vail/Beaver Creek Ski & Snowboard School Credit Requirements for the 2021/2022 Season

	S1	S2	S3 (Emeritus)	S4	S5	S6
ADULT ALPINE	570	500	250	440	355	n/a
ADULT SNOWBOARD	520	490	225	440	355	n/a
CHILD ALPINE	790	760	270	630	565	n/a
CHILD SNOWBOARD	625	565	220	535	495	n/a
Child Alpine Hybrid	700	640	270	610	550	n/a
Child Snowboard Hybrid	555	475	220	455	420	n/a

<b>Child 3-6</b>	<b>750</b>	<b>710</b>	<b>285</b>	<b>675</b>	<b>550</b>	<b>n/a</b>
<b>Child 3-6 Hybrid</b>	<b>630</b>	<b>590</b>	<b>285</b>	<b>565</b>	<b>480</b>	<b>n/a</b>
<b>NORDIC</b>	<b>450</b>	<b>320</b>	<b>200</b>	<b>300</b>	<b>250</b>	<b>n/a</b>

### Crossover & Adaptive Crossover Policies

While most of us are grateful to be good at just one snowsport, there are quite a few instructors who are blessed with dual-discipline talents. If you are skilled enough to teach outside of your primary discipline, please carefully review the following policies, as they're imperative to maintaining our skiing/riding standards.

If you are new to the crossover system, be aware that you have to be a PSIA/AASI Level 6 at your secondary discipline prior to attending any crossover clinic, in addition to fulfilling these requirements:

- Obtain approval from a training supervisor, program supervisor or program coordinator.
- Complete a full-day (6 hours) V/BC SSS Crossover Verification clinic.
- Fulfill auditing/clinic requirements per crossover trainer's assessment (e.g., audit a class).

Crossover clinics consist of:

Riding/skiing improvement.

Terrain use and progressions.

Establishing your teaching discipline level and riding/skiing level.

Future training recommendations.

If you want to begin training for crossover, but are not a strong Level 6 in your secondary discipline, you can take public class lessons or instructors-only classes on your days off. You may receive clinic credit if you meet with your training or program supervisor to discuss your progression. Note: You will not be compensated or covered by Workers' Compensation when taking lessons to improve your ability.

If you were verified for crossover in the past, but are not PSIA/AASI certified (minimum Level 2) or Adaptive PSIA certified (Level 1), you must attend a half-day refresher clinic and be verified by your trainer or supervisor prior to crossover teaching this season. Refresher training includes riding/skiing improvement, teaching discipline levels, updated teaching methods, recommendations for follow-up training and auditing. Please

contact your supervisor for a training schedule. Managers may waive this requirement for individuals with unique experience or credentials.

If you are currently Level 2 PSIA/AASI certified, Level 1 PSIA Adaptive certified or the international equivalent in your secondary discipline, you are exempt from V/BC SSS crossover training, though we do encourage you to attend clinics to improve your knowledge, teaching, riding or skiing skills.

To maintain your snowboard crossover status you must attend the half-day refresher clinic every season. If you have questions or comments regarding the current crossover system, contact a supervisor.

Note: Further training and qualifications are necessary for cross-country skiing. Special training is mandatory for Nordic backcountry. If you teach Telemark on the mountain, please contact your Nordic program so they can accurately track when those lessons go out.

#### **Adaptive-specific:**

You must attend a full-day (6-hour) clinic for any of the Adaptive disciplines:

- Mono, bi and dual skis
- 3-track and 4-track
- Cognitive
- VI/Blind

These clinics include adaptive teaching methodologies, terrain use and progressions as well as future training recommendations. Instructors with adaptive certifications earn additional pay when teaching private lessons.

To maintain your adaptive crossover status you must attend an adaptive discipline specific clinic every season or receive approval from the Adaptive manager or Training Manager. If you have questions or comments regarding the current crossover system, contact a supervisor.

## **SECTION FIVE: *Resort Facilities Used on a Daily Basis***

As a uniformed employee of V/BC SSS, you are the personification of the resort. Guest relations is part of your job, and you'll find that people both in and out of your lesson are going to ask you questions. While most of your communication will be related to the lesson you're giving, you also need to know answers to questions like, "Where's the closest restroom?", "How do I get to this trail?", "What time does this lift close?" and many, many more. It's your responsibility as a representative of the resort to know these answers and communicate

them effectively to our guests.

Read on to learn about some of the basic services and facilities you and your guests will be using every day, as well as how you can find additional information or direct a guest to the appropriate department. Many employee perks are also included in the following pages, so read carefully!

### **Ticket Scanning**

The ticket scanners are the gatekeepers of the mountain. It is his or her responsibility to scan every pass or ticket of every guest, every time. Vail and Beaver Creek use Radio Frequency Identification (RFID) technology with all passes. RFID allows passes to be scanned from inside the individuals' clothing without having to physically show them. Please assist your guests with pass placement (lanyard is recommended) as this is key to success with RFID. It is your responsibility to cooperate with the scanners by making your pass and your students' passes/tickets accessible. Begin by making sure that each of your students has the appropriate pass or ticket. Please resolve any pass/ticket issues before getting in the lift line. Should your guest's pass/ticket not scan properly, follow the instructions of the scanner. Please be patient – the scanner will do his/her best to solve the problem immediately and get you on your way. If complications arise, please request the help of the Lead Scanner. In the event of a conflict with you or your guests, your supervisor will be contacted.

Remember to use courtesy and discretion in resolving ticket matters – positive interaction is expected.

Other ticket guidelines are as follows:

#### **All beginner students must have a Beginner Lift ticket.**

At Lionshead, this allows a guest to ride up and down the Gondola and the use of Chair 15 and the Magic Carpets. (This is available to private lesson guests ONLY as the instructor can monitor where the guest(s) is skiing/riding.)

At Golden Peak, this allows full day use of Chair 12 and the Magic Carpet. At Gondola One, guests must be accompanied by an instructor, and have a "valid with instructor only" ticket.

At Beaver Creek, this allows the use of Buckaroo Express, Chair 2, the Magic Carpets. At lift 6, guests must be accompanied by an instructor, and have a "valid with instructor only" ticket.

NOTE: If a student has an ALL LIFTS ticket of any kind, and only uses lifts designated for beginners, he or she is entitled to a same-day refund. To obtain a refund for your guest, accompany him or her to the Ski & Snowboard School Sales Office. A supervisor will refund the difference in price between an ALL LIFTS and a BEGINNER LIFT ticket.

\*\*Please remember that every time you load a base area lift, all lift tickets, including your pass, must be scanned.

### Early Morning Runs - "Milk Runs"

As an instructor, you are lucky to be able to take early morning runs almost any day you're scheduled, so long as you play by the rules. Remember, Milk Runs are a **PRIVILEGE**. Your failure to comply with the following guidelines could jeopardize this privilege for everyone.

Note: You are not covered by Workers' Compensation while participating in this activity.

- Loading occurs at select base lifts (One and Eagle Bahn Gondola at Vail, and Centennial Express at BC). Ride times vary throughout the season based on opening schedules. Generally, loading is 30 minutes prior to public opening. If you miss the ride time, please cooperate and respect the lift operators and their rules – they are trying to prepare lifts for opening to the public.
- **Vail Mountain:**
  - From One –
    - You may ski to the bottom or access Chair 4 **only after Patrol has gone up**.
    - Wait for Patrol to set baffles and signage in the Mid Vail area and only load behind them.
      - Help with ski packing the maze in the case of new snow.
    - You must ski in the Chair 4 area back to 4 or return to the base.
    - Runs in the chair 4 area may not have had their daily inspection. Exercise caution! Notify Patrol of any issues. Remember the mountain is not open – Pre-Ride, Re-Ride, Free Ride.
  - From Eagle Bahn (gondola 19):
    - You may ski back to Lionshead or Vail Village avoiding primary lift corridors (Chair 8, G19).
    - If you go to the Village, do not attempt to load Gondola One in front of the public.
    - Exercise caution! You are likely to encounter snowmobiles, snowcats and uphill skiers/snowshoers in this area.
- **Beaver Creek:**
  - From Centennial Express:
    - You may ski Gold Dust exclusively.
    - Egress is Hay Meadow back to the base.
- **General Rules**
  - You must be in uniform, to be easily identifiable by lift operators and to return to work.
  - You must show the lift operator your pass.

- Always exercise caution! Mountain Ops may be working on the mountain at any time to prepare it for the day and you may encounter snowcats, snowmobiles, haul cats or other mechanical devices at any time. Please yield to all such operations and be especially cautious at road crossings, when cresting blind knolls or entering low-light situations.
- Under no circumstances are you allowed to bring non-Ski & Snowboard School friends with you.
- In the event of a powder morning, the lift may not be ready at the designated time. Please be patient and realize that you may not be able to load prior to the public opening. Any assistance you can provide, such as ski packing the maze, is greatly appreciated.
- We recommend that you ski/ride with a “buddy” when on a milk run. This is for your safety.
- Obey all signs and rope closures.
- Runs you are allowed to ski/ride are mountain specific. We do not want our guests to think that their favorite runs are being tracked out before the official opening of the lifts each day. Please be sensitive to this. DO NOT SKI/RIDE UNDER ONE, BORN FREE EXPRESS, CENTENNIAL EXPRESS, EAGLE BAHN GONDOLA OR ANY OTHER PRIMARY LIFT CORRIDORS.
- Please wait until AFTER the official opening time to re-load any base lift.

### **Private Clubs**

Beaver Creek and Vail resorts are both very fortunate to be home to many private membership clubs. There will be times when you are booked on a lesson that meets in or near the club or invited into one of the clubs for lunch or refreshments. This section describes the policies set forth by the individual clubs’ governing board of directors. Please see your supervisor for information regarding the Beaver Creek Club and Arrowhead Club. Please adhere to these policies to continue our working relationship with all of them; they are listed alphabetically below. If issues arise, the club managers have been instructed to contact your POD General Manager for resolution.

#### **Arrabelle Club**

Arrabelle Club Location: Located on the west end past the skating rink in Lionshead. You go past Rimini, the Arrabelle Spa entrances and the fountain and we are the 3<sup>rd</sup> door on the right. We are directly north of the actual Arrabelle Hotel, but in the same complex.

Meeting Area: Instructors should come to the Club Front Desk.

Club Access: Instructors are allowed in the Club Front Desk area only. They are not allowed in the Club Room or the Great Room which is our F& B outlet above the Tavern on the Square restaurant and accessed through the hotel front lobby.

Instructor Policy at Arrabelle Club:

Uniforms: We prefer them to be in uniform upon arrival to the club.

F&B: The Arrabelle Club does not provide food or beverage to instructors.

Professional business behavior is appreciated and expected.

Please contact the club office with questions: 970-754-4253 or 970-754-4254.

### **Bachelor Gulch Club**

Bachelor Gulch Club is located in the Ritz-Carlton in Bachelor Gulch Village. The Club Lounge is north of the outdoor swimming pool.

Instructors must knock on the club lounge doors to enter the members' lounge. They may wait for the member in the members' lounge if they have a lesson scheduled with a member.

Instructors are welcome in the members' lounge when accompanied by a member or waiting to meet a member for a scheduled booking.

Club staff may at any time ask the instructor to wait outside for the member.

Instructors may enjoy the snacks and beverages when the member is present.

Professional business behavior is expected at all times

### **Zach's Cabin**

Ski-in ski-out private dining facility in Bachelor Gulch off the Cabin Fever ski run.

Instructors are welcome to dine at Zach's cabin when accompanied by a member.

Please contact the Bachelor Club office with questions at 970-754-2316.

### **Game Creek Club in Vail**

#### **Base Locker Facility**

The base facility for Game Creek Club is located beneath Almresi in the Bridge Street Lodge. Access is via the doorway located down the stairs across from the children's Pirate Ship Park, just east of the Los Amigos deck.

Ski instructors are allowed to meet their clients in the base facility. If the space is crowded, it is asked that they wait outside in the Bridge Street Lodge hotel lobby. Instructors may not consume any of the food or beverage offered for the members.

For the special four member ski days each week (Monday, Wednesday, Friday and Saturday), the instructor(s) should meet the group in the base facility promptly at 9:00 AM. Staff will distribute the gratuity and the list of participants for each day. The ski day ends at noon with the group continuing on to the Game Creek Restaurant for lunch. It is at the group's discretion to invite the instructor for lunch and share the cost of the instructor's lunch.

### **On-Mountain Restaurant**

Instructors are welcome at any time with their member clients at the Game Creek Restaurant, located on Ouzo Run in Game Creek Bowl. Access is either via Ouzo, via the Club Walk, or from Eagle's Nest on the Game Creek Club Snowcat. To call for reservations or to change a member's reservation please call ext. 4282 from any on-mountain phone.

It is asked that instructors remove their uniform jackets in the boot area at the entrance of the Club. Baseball caps are not allowed in the dining rooms, and cell phones are only allowed in the telephone room or outside the Club. Instructors dress should be professional and appropriate for the Club.

Please contact the Club office with any questions at 970-754-8005.

### **[Passport Club in Vail](#)**

The Passport Club is located in the Golden Peak base lodge so it is easy to meet your guests outside at the GP Private Lesson meeting area or some other mutually established location.

Instructors will not be permitted in the Passport Club at any time, even if accompanied by the member. Instructors should inform their clients that they will not be permitted to arrange a meeting spot in the club.

If you have any questions please feel free to contact the Club office at 970-754-8020.

### **[Vail Mountain Club](#)**

Vail Mountain Club is located to the west of the Mountain Plaza building at the base of Pepi's Face. Instructors should arrive at the Club no more than 5-10 minutes before a lesson is scheduled to begin, and should go to the Ski Valet entrance located at the Southeast end of the building for access into the Club.

Instructors:

- Are not permitted inside the Club unless they are scheduled for a lesson with a Member.
- May not enter and wait for the Member(s) inside the Ski Valet entrance during holidays and

other peak periods.

- May enter and wait for the Member(s) at the Ski Valet entrance during non-peak periods.
- Should arrive no more than 10 minutes before the scheduled lesson.
- Are not permitted to have breakfast or beverages while waiting.
- Are not permitted in the ski locker room or garage area unless authorized by the Club Director to assist with a Member's special needs.

Members may invite their instructor to join them in the Club any time after 11:00 a.m. However, they must remove their jacket whenever inside the Club. If invited to the Club the instructor will not count toward the accompanied guest total.

Please call the front desk at 970- 754-4777 for questions.

### **Mountain Dining at Vail & Beaver Creek**

Mountain Dining offers all employees a 50% discount off of the retail value of food. You may purchase up to \$25 retail food value for personal use each day. Please help us maintain this privilege by not using your discount for family, friends or guests. To make employee purchases:

- You must present your employee ski pass.
- On your days off during peak times, you may have to purchase food either before noon or after 2 p.m. (if you want a discount) so Mountain Dining can better accommodate guests during the busiest hours during designated peak times.
- When working and in uniform, you can get your discount at any time.

All employees may purchase a \$5 meal both [on and off the clock](#).

- The \$5 meal is in addition to your regular 50% off. The retail price, \$10, will count toward the discount limit of \$25 per day.
- **Vail:** Available at Eagle's Nest, Mid-Vail and Golden Peak (the new Wildwood at Golden Peak).
- **Beaver Creek:** Available at Spruce Saddle, Talons and Broken Arrow.
- Must present pass and inform the cashier prior to ringing up.
- Must purchase with cash, credit or resort charge.
- Valid at home resort only.
- For Employees only.
- Abuse or misuse of this program will result in immediate disciplinary action up to and including termination.

## **The 10<sup>th</sup> (Lunch Only)**

• The 10<sup>th</sup> is Vail’s newest sit-down dining restaurant, located at the base of Look Ma, Challenge and Mid Vail Express. Featuring modern alpine cuisine, The 10<sup>th</sup> will be open to the public, and advance reservations are recommended. Enjoy a casual meal with exceptional tableside service. Menu items range from small plates, soups and salads, sandwiches and entrees. A creative children's menu is also offered. Reservations can be made by calling The 10<sup>th</sup> (754-1010) or online at [www.snow.com](http://www.snow.com). Walk-in seating will also be available daily in the bar area on a first-come, first-serve basis.

(Note: Employees do not receive a discount on food at The 10<sup>th</sup>. Perk Cards cannot be used at table service restaurants such as The 10<sup>th</sup> and Bistro 14.)

Remember that all restaurants are extremely busy between noon and 2 p.m. Try to take your students to lunch before or after these times. It will alleviate crowd pressure for Mountain Dining and provide a more relaxing break for your students.

## **Adventure Ridge**

Adventure Ridge, located at the top of the Eagle Bahn Gondola, is the place to go for snowsports adventure. You, your family and friends, and your guests/students can go tubing, snowshoeing, kids snowmobiling and ski biking. As an employee, you and your dependents get a 50% discount on all these activities during non-peak periods. And when you bring four or more V/BC SSS guests who pay full price for tubing or ski biking, you get to go for free! Call ahead for reservations and complimentary access to tubing or ski biking (x4383). Note: You must present your employee pass at the sales desk and you may be asked not to participate due to high business volumes.

## **Lost & Found**

Lost & Found is a valuable guest and employee service. If you find or receive misplaced valuable items, please turn them in to the nearest Lost & Found or ticket office.

Vail’s Lost and Found is located in Lionshead Ticket Office and is open daily during the winter season, 8 a.m. – 5 p.m. The Lost and Found office can be reached at 970-754-3059. (After hours, guests should contact Vail Security directly at 754-3049.) Please remember the following when dealing with lost and found items:

- Do NOT attempt to contact the guest.
- If it is an item of value (wallet, cell phone, keys, camera, etc.) please contact Security immediately (970-754-3049) so they can pick it up. Give item to closest area management (restaurant, on-hill

supervisor, lift supervisor).

- Please make sure other Lost and Found items are available for Security to pick up at the end of the day when they do their sweep. If you do not have a pickup location in your area, please drop lost items at the nearest ticket office.

In Beaver Creek, found items should be turned into the on-mountain Host Desk located in Spruce Saddle, near the front entrance. Items may also be turned in at the Arrowhead ticket window or Bachelor Gulch ticket office. Security will collect all items and deliver them to Lost & Found, located in the back of the information office, next to the Coyote Café, ext. 5874.

### Lost Equipment/Theft

Lost equipment may involve thefts, swaps or lost skis/snowboards. Report all ski/board thefts to Vail Security/BC Ambassadors right away. Please do not wait until the end of a class or when it is convenient. Vail Security/BC Ambassadors will take the information for our own resort reports, and try to resolve the issue. Reassure guests that most equipment problems are honest mistakes and resolve themselves within short periods. If you suspect another owner has your or your guest's equipment and you can simply swap it, **DO NOT!** Remember that it is never appropriate to take equipment that does not belong to you, regardless of the situation. Vail Security/BC Ambassadors will keep the swapped equipment until the owner calls for them.

If the swap is not resolved in a few days, the Vail Security/BC Public Safety department will then turn the information over to the Vail Police Department ("VPD") or the Eagle County Sherriff, and they treat it as a theft. If the "victim" wishes to claim it as a theft right away, Vail Security/BC Public Safety would be happy to provide the contact information so they may file a report with the VPD/Sherriff on their own.

Lost equipment sometimes includes equipment lost in powder. These often show up at a later date, especially in the spring. People who lose equipment may file a report with Security, Lost & Found or Ski Patrol. We will record all reports, match them with found equipment and notify the appropriate owners.

If a guest will miss part or the rest of their lesson, help them contact a supervisor to make a possible adjustment on the lesson ticket. Also, the Vail Security department/BC Ambassadors are able to obtain rental gear if a guest's gear is taken on the mountain. This can take some time, but the entire day will not be lost.

If there are questions regarding lost, found or stolen items, please contact Vail Security, ext.3049; Vail Lost & Found, ext. 3059; Beaver Creek Security, ext. 5840; Beaver Creek Lost & Found, ext. 5874.

## SECTION SIX: *Ski & Snowboard School Amenities*

Every year the schools of Vail and Beaver Creek put time, effort and resources into providing amenities that you the instructor can use to give your students some extra value in their lesson experience. Please familiarize yourself with and take advantage of the many perks and facilities that are available and be sure to let your guests know that these are provided as an extra value when they participate with the school. In our present economic climate this is very important; the lesson price does not just relate to your services.

### **Ski & Snowboard School Products & Services**

We offer more products and services to our guests than you could ever hope to memorize. You probably already know that we offer lessons in alpine, snowboard, Nordic, children's and adaptive. But you may not know about our Signature Programs, our backcountry tour options, or the details of our First-Time Skier/Rider Series. We have a huge and diverse product line, which is described in our Ski & Snowboard School brochure. We recommend that you carry this in your uniform pocket at all times so you can answer guests' important questions and help them select the appropriate product.

### **School On-Mountain Facilities**

#### **Learning Zones**

Vail Mtn. has created three signed Family Learning Zones. These zones will be open to all skiers/riders and will be signed and fenced to encourage faster skiers/riders to go elsewhere. This will provide a place for families and lessons to focus on safety, fun and learning. Zones will include Swingsville, Practice Parkway, and Over Easy. All are identified by large ranch-style entryways and green signage/fencing.

Vail and Beaver Creek both have designated learning zones. These zones have been created to provide guests, instructors and families a place to focus on safety, fun, and learning. These zones will be open to all skiers/riders and will be signed and fenced to encourage faster skiers/riders to go elsewhere. At Beaver Creek there is Haymeadow Park, and the the Sheephorn Skills Zone. Zones at Vail include Swingsville, Practice Parkway, and Overeasy.

New to Vail for this season is the Avanti Performance Zone. Once called the Black Forest Race arena, this zone will be a dedicated zone for ski and snowboard school. It will include a variety of terrain in a controlled environment. Within n the Avanti Performance Zone is the Avanti Performance Center. This building will have teaching tools for you to use to enhance your lessons.

## Private Lesson Guest Appreciation Initiatives

Private lessons come with lots of perks. You need to know the following information about private lesson appreciation initiatives – your guests will expect to be offered some or all of the following:

### Private Lesson Appreciation Program

Our private lesson guests, especially those “regulars” who spend a significant amount of money with our schools, are special students who deserve thanks for their business. We have a special “gift” program designed to recognize our top clients. *If you happen to be skiing or riding with one of these guests this season, your Product Sales Team and/or the SSS Guest Services Supervisor will send you an “instructor message,” prior to their arrival, to let you know we have a gift for them. Our goal is for the guest to receive their gift on the first day of lessons and for your manager to play a role in presenting this gift to the guest.* If you ski or ride with a guest who you think should be part of the recognition program, let your Private Lesson Product Manager know.

### Private Lesson Perk Card Privileges

#### Overnight Ski Storage

#### Coffee and Cocoa

### Company Rental & Retail

For your guests who need rental equipment, they can save up to 20% at Vail Sports, Beaver Creek Sports, Burton and Salomon by visiting [www.rentskis.com](http://www.rentskis.com). Free delivery is also available through Vail Sports and Beaver Creek Sports.

We’re lucky to be able to take advantage of some generous perks, through Vail Resorts Retail (VRR). Please support the following shops, managed by VRR, and encourage your guests to do the same.

Vail Sports at Mountain Plaza • Vail Sports in the V-21 Building • Vail Sports Kid’s in Golden Peak • Vail Sports at Mid Vail • Vail Sports at Eagles Nest • Vail Sports at Two Elk • Beaver Creek Sports • Beaver Creek Sports in the Ritz Carlton • Beaver Creek Sports at Spruce Saddle • Kjus in Beaver Creek • The North Face Shop in Beaver Creek • SmartWool in Vail and Beaver Creek • The North Face Shop Solaris (Vail) • Patagonia in Vail Village, Lionshead and Beaver Creek • Oakley in Vail Village • Arc’teryx and Helly Hansen in Vail • Icebreaker, Vail • Burton at Vail Snowboard Shop (Lionshead and Vail Village) • Beaver Creek Trading Company • Marmot in Vail • Burton in Beaver Creek • Beaver Creek Sports Kids • Vail Sports Rental in Golden Peak • Vail Sports Rentals in Arabelle (Lionshead) • Beaver Creek Sports Rentals • Beaver Creek Sports Rentals at Arrowhead • Beaver Creek Sports (Westin [Avon], the Landing, Pines Lodge) • Rentskis.com Gold • Snowell tuning facilities

in Vail and Beaver Creek.

By the way, don't forget to use your discount at the employee stores, Mountain Sports Outlet in Silverthorne.

Help us maintain a positive relationship with our VRR partners by adhering to these policies.

### **Instructor use of fleet rentals while working**

Instructors may utilize "fleet" rental equipment when teaching beginner lessons during slow business periods at Vail Sports at Golden Peak, Vail Sports Vail 21, Vail Sports at Arrabelle, Vail Sports at Mountain Plaza, and Beaver Creek Sports Rentals.

Work with your supervisor before approaching the store manager for availability and give as much notice as possible so the shop can plan ahead.

A credit card for security is required, and you must fill out a rental agreement form.

### **Instructor use of demos for personal use:**

Demo equipment can be rented during slow periods at your employee discount rate of 50%.

### **Guest use of rental equipment:**

As part of our resort's guest service initiative, SSS guests may access Vail Sports Rentals and BC Sports Rentals for complimentary use of rental equipment on the day of their lesson, if they've been fit poorly at another shop or have had their equipment lost or stolen.

The guest must be escorted to Vail Sports Rentals or BC Sports Rentals by an instructor and supervisor and check in with the manager on duty. They must provide a credit card for deposit and fill out a rental agreement form.

### **Children's Rental Shops**

The Company operates three children's rental shops. They are located within the Children's Ski and Snowboard Centers in Beaver Creek (BC), Lionshead (LH) and Golden Peak (GP). Services include:

- Storage: For your students' convenience, the children's centers provide complimentary overnight storage for skis and snowboards. This is for children ONLY.
- Equipment: The children's rental shops carry skis, boots, poles, snowboards, snowboard boots, wrist guards and helmets from the top manufacturers of children's equipment. Sizes may differ slightly from location to location.
  - **Ski sizes:** **70 cm - 160 cm**
  - **Ski Boots sizes: (US and European mondo-point) 14.0 (US 1) - 29 (US 9.5-11.5)**
  - **Snowboard sizes:** **90 cm - 165 cm**

- **Snowboard boot sizes:** **Child 11 to Youth 13 and Men's 15/  
Women's 10 (US sizes only)**

\*There are no seasonal rentals available at the children's rental shops.

- Hours of Operation:
  - The shops are open seven days a week, from 8 a.m. until 4:30 p.m. throughout the operating season.
  - Optimal Service Time: 8 - 8:30 a.m. and 11 a.m. – 2:30 p.m.
  - As the CSCs are crowded with group lesson students, please visit the rental shops for fittings during the optimum times.
  - Allow 30 minutes for a fitting.
- Locations
  - The BC shop is located in Ford Hall, between the Hyatt and Powder 8s.
  - The GP shop is located on the east side of Chair 6 on the first floor of the GP Children's Center.
  - The LH shop is located in the LH Children's Center.

## SECTION SEVEN: *Resort Specific Safety*

### Approved Routes - Skiing/riding to and from assignments

**For ALL instructors**, when moving directly from Eagle's Nest to Lionshead, Mid Vail to Vail Village or Spruce Saddle to BC Base, the Approved Route is the associated gondola or Centennial Express.

**For Level 2 Certified and higher**, and equivalents, when moving to or from a work assignment, your Approved Route is to ski/ride directly to a work assignment or another base area on a groomed beginner or groomed intermediate trail, unless there is a gondola going to your destination (G19 from EN to LH or G1 from MV to VV).

**For all Level 1 and non-certified instructors:** You must use the Approved Routes listed below when skiing/riding to and from assignments. When an approved route is not available (i.e. if you finish a lesson on the mountain away from Mid Vail, Eagle's Nest or Spruce Saddle) you must use the easiest groomed green or blue run. If you are released for the day from a base area other than your own, the approved route back to your locker room is ground transportation.

Failure to use approved routes may result in denial of Worker's Compensation coverage and disciplinary action. Approved Routes may alter due to conditions, and may include downloading Gondola One, Eagle Bahn Gondola or Centennial Express. Supervisors will update you in the event of a route alteration; check if you are unsure.

## Vail

**If you finish at any base area other than your own the APPROVED ROUTE to your locker room is the in-town bus or employee shuttle ONLY. (Shuttle can be arranged by a supervisor at the location. The shuttle may be assisting other employees or guests and may not be immediately available.)**

**If you end your day, or are released for the day from lineup, at Eagle's Nest or Mid Vail, the approved route is downloading the gondola.**

**The below routes are approved when moving to a work assignment for Level 1 and non-certified instructors:**

### From Lionshead –

- **To Eagle's Nest:** Eagle Bahn Gondola; or, Chair 8 to Cub's Way > Lower Columbine, far skier's right only > Chair 2 > Ridge Route to EN.
- **To Mid Vail:** Chair 8 to Cub's Way > Lower Columbine, far skier's right only > Chair 2 > Over Easy
- **To Vail Village:** Chair 8 to Cub's Way > Lower Columbine, far skier's right only > Gitalong Road > Bear Tree > Village Catwalk
- **To Golden Peak:** Chair 8 to Cub's Way > Lower Columbine, far skier's right only > Gitalong Road > Bear Tree > Windisch Way > Gopher Hill

### From Eagle's Nest –

- **To Lionshead:** [Gondola 19 \(Eagle Bahn\)](#).
- **To Mid Vail:** Owl's Roost/Coyote Crossing > Practice Parkway > green Ledges > Cub's Way > Lower Columbine, far skier's right only > Chair 2 > Over Easy
- **To Vail Village:** Owl's Roost/Coyote Crossing > Practice Parkway > green Ledges > Cub's Way > Lower Columbine, far skier's right only > Gitalong Road > Bear Tree > Village Catwalk
- **To Golden Peak:** Owl's Roost/Coyote Crossing > Practice Parkway > green Ledges > Cub's Way > Lower Columbine, far skier's right only > Gitalong Road > Bear Tree > Windisch Way > Gopher Hill

### **From Golden Peak –**

- **To Vail Village:** Chair 12 > 12/One connector
- **To Lionshead:** Chair 12 > 12/One connector > Gondola One > Upper Lion's Way > Lower Columbine, far skier's right only > Gitalong Road > Lower Born Free
- **To Mid Vail:** 12 > 12/One connector > Gondola One
- **To Eagle's Nest:** 12 > 12/One connector > Gondola One > Chair 3 > Ridge Route/Eagle's Nest Expressway

### **From Vail Village –**

- See routes "From Golden Peak" above and start at Gondola One.

### **From Mid Vail –**

- **To Eagle's Nest:** Chair 3 > Ridge Route/Eagle's Nest Expressway
- **To Lionshead:** Upper Lion's Way > Lower Columbine, far skier's right only > Gitalong Road > Lower Born Free
- **To Vail Village:** [Gondola 1 \(One\)](#)
- **To Golden Peak:** Upper Lion's Way > Lower Columbine, far skier's right only > Gitalong Road > Bear Tree > Windisch Way > Gopher Hill

### **Beaver Creek:**

#### **From Beaver Creek Base –**

- **To Bachelor Gulch:**
  - Bachelor Gulch Shuttle
  - Chair 12 > Primrose > Sawbuck
- **To The Landing:**
  - BC Transit
  - Chair 12 > Primrose > Sawbuck > Leave The Beav

#### **From Spruce Saddle –**

- **To Beaver Creek Base:**
  - [Centennial Express Lift \(Chair 6\)](#)

#### **From Bachelor Gulch –**

- **To Beaver Creek Base –**
  - BC Transit
  - Chair 16 > Intertwine > Lower Stacker
- **To Arrowhead –**

- Shuttle
- Chair 16 > Primrose/Stirrup > Little Brave

**From Arrowhead –**

- **To Bachelor Gulch:**
  - Stirrup > Cabin Fever

**From Talons –**

- **To Beaver Creek Base:** Dally

**From Any Base Location –**

- **To Any Private Home:** Easiest Groomed Green/Blue run

**Vail & Beaver Creek Park Policies**

**Vail Park Policies**

The following chart outlines our parks, features and required student level.

<b>TERRAIN PARK</b>	<b>PASS</b>	<b>STUDENT THRESHOLD</b>
<b>AVANTI EXTRA SMALL PARK</b>	<b>EXTRA SMALL (ORANGE)</b> <b>SMALL (GREEN)</b> <b>MEDIUM (BLUE)</b>	<b>LEVEL 5</b>
<b>GOLDEN PEAK (DESIGNATED SMALL FEATURES, INCLUDING SMALL PIPE)</b>	<b>SMALL (GREEN)</b> <b>MEDIUM (BLUE)</b>	<b>LEVEL 6</b>
<b>GOLDEN PEAK SUPER PIPE</b>	<b>SMALL (GREEN)</b> <b>MEDIUM (BLUE)</b>	<b>LEVEL 7 (MUST BE ABLE TO CLEANLY CARVE TURNS ON BLUE TERRAIN)</b>
<b>GOLDEN PEAK (DESIGNATED MEDIUM FEATURES)</b>	<b>MEDIUM (BLUE)</b>	<b>LEVEL 7</b>
<b>GOLDEN PEAK (DESIGNATED LARGE FEATURES)</b>	<b>MEDIUM (BLUE) WITH SUPERVISOR APPROVAL</b>	<b>LEVEL 8 AND 9</b>

## Beaver Creek Park Policies

The following chart outlines our parks, features and required student level.

TERRAIN PARK	PASS	STUDENT THRESHOLD
PARK 101	EXTRA SMALL (ORANGE) SMALL (GREEN) MEDIUM (BLUE)	LEVEL 5
ZOOM ROOM	SMALL (GREEN) WITH TRAINING MANAGER APPROVAL MEDIUM (BLUE)	LEVEL 7

## Colorado Skier Safety Act

All ski and snowboard instructors should read and understand the Ski Safety Act, as amended. A portion of the amendment requires that the following warning be posted on signs and printed on all lift tickets:

### **WARNING:**

Under Colorado law, a skier/snowboarder assumes the risk of any injury to person or property resulting from any of the inherent dangers and risks of skiing and may not recover from any ski area operator for any injury resulting from any of the inherent dangers and risks of skiing/riding, including: changing weather conditions; existing and changing snow conditions; bare spots; rocks; stumps; trees; collisions with natural objects, man-made objects, or other skiers/snowboarders; variations in terrain; and the failure of skiers/snowboarders to ski/ride within their own abilities.

**The Ski Safety Act was amended in 2004 to include CLIFFS, EXTREME TERRAIN, JUMPS AND FREESTYLE TERRAIN as inherent dangers and risks of the sport.**

Copies of the Ski Safety Act, as amended, are available at ticket offices or online on the Legal Department Intranet site.

## Underground Teaching

Teaching lessons for compensation outside of the School is illegal and will lead to disciplinary action up to and including termination. If you will be assisting friends and family in any of our teaching area on your own time, please notify your supervisor/manager to avoid any confusion and/or conflicts.

- Conducting independent or unauthorized ski/ride instruction or guidance for compensation:

The Vail Corporation d.b.a. Vail Associates, Inc. and Beaver Creek Associates, Inc. are the only entities that have been granted authorization by the U.S. Forest Service under their Special Use Permits to conduct ski and snowboard instruction and guiding operations at Vail and Beaver Creek Resorts.

Conducting unauthorized instruction and/or operating any commercial activity without a permit from the U.S. Forest Service is in violation of Title 36 of the Code of Federal Regulations, Part 261, Section 261.10 (c). All lessons must be assigned or booked through the V/BC SSS. Instructors are allowed to teach friends and family for no compensation with prior approval from management.

- Should an instructor suspect they are witnessing underground teaching, please notify a Supervisor who will then notify Security. Do not attempt to address this on your own.

## Children Specific Safety During A Lesson

All of the Ski & Snowboard School Safety provisions apply to Children's Ski & Snowboard Center (CSSC) and Children's Mountain staff members and any other instructor working with children.

- Kids On Lifts:
  - Instruct all students on how to safely ride the lift prior to loading the lift.
  - Organize your class outside the lift maze and assist with alternating your class into the public line.
  - Recognize and eliminate horseplay immediately. If any horseplay is noticed, stop the entire group until everyone is settled and focused on loading and riding the lift.
  - Communicate clearly with the lift attendant regarding any special needs for students.
  - When riding with more than one student, Instructors and other resort employees must always ride between two students.
  - Instructors must ride behind students when unable to ride with them.
  - When selecting a non-employee adult to ride with children, Instructors should:
    - Use visual cues to inform their judgment when selecting a guest rider who appears to be a responsible age. Visual cues may include the comfort and competence with which a guest moves in line on skis or a snowboard; the maturity of the guest's behavior or demeanor; or other visual cues such as general age or attire/gear.
    - Ask each potential adult rider verbally whether he or she would be "willing" to ride with

a child or “comfortable” riding with a child, to help convey the optional and voluntary nature of the request.

- Share expectations with that adult rider.
  - If a student does not fully load the chair or becomes unseated during the student’s attempted loading process, the Instructor generally should not try to pull the student up onto the chair from the unseated position or try to carry the student beyond the loading platform. Instead, allow the child to enter the low clearance area just beyond the loading platform. A lift operator can then assist the child in either re-loading the chair you are on or load them on the next available chair with an adult.
  - Employees and students must keep the chair bar down for the entire ride on all equipped chairlifts. Chair bars must be kept in the lowered position until reaching “Raise bar here” sign near the unload area.
  - Employees on snowboard equipment may only ride with one 3-6 year old child and the child must be on their toe edge side.
- Age-Specific Requirements:
    - All children 6 or younger must have a resorts-specific bib or a vest in both group and private lessons.
    - All children 6 or younger must be accompanied by an adult. Additionally, smaller 7 and 8 year olds are encouraged to ride lifts with an adult when available.
    - Employees on skis may take a maximum of two students 6 years or younger on a chairlift.
    - Employees on snowboard equipment may only ride with one 3-6 year old child and the child must be on their toe side.
    - Adult guests may only take one student 6 years old or younger on a chairlift.
    - Children 7 years and older must ride with other students or guests and may not ride on a lift alone.
  - Medication should be carried by the child whenever possible.
  - Epipens: Children in class lessons who need to carry an EpiPen will be provided a bag that is worn around the neck. They must carry the bag themselves regardless of age. Should the child have an allergic reaction, the instructor needs to immediately call Ski Patrol for them to assess and determine next steps.
  - Child Illness: Should a child develop an illness during the course of the lesson instructors need to notify the CSSC lines listed below under the Lost Child Procedures.
  - Allergy Tags: Any child with an allergy will have a fluorescent green ALERT lanyard and tag that is worn around the neck (external). Any child with the ALERT tag will also have an internal tag that details

the nature of the allergy. When you see the external tag it is important to discuss any relevant details with the parent prior to leaving the Ski and Snowboard School yard.



- Liability forms: All students under 18 years of age taking a Ski & Snowboard School's lesson must have a release of liability/registration form signed by their parent/guardian on file, including private lesson clients.

• **Lost or Separated children:**

- Children in a class lessons or a private where a parent or guardian is not present must be kept in line of sight during all times while skiing or riding or riding on the mountain.
- Report immediately to x4460 (Lionshead CSSC), x3273 (Golden Peak CSSC) or x5460 (Beaver Creek CSSC). These numbers are on the back of each location's class lesson sheet. The instructor will need to notify the Emergency Line Coordinator of the following information:
  - Child's Name
  - Last location and best estimate of where the child was headed.
  - Description of the Child
    - Child's Name
    - Ski or Snowboard
    - Helmet color

- Outerwear colors
- Last seen location

○ The CSSC Management will notify other departments when necessary.

### **Procedure for Checking Children In/Out of Ski & Snowboard School Classes:**

At check-in, the Ski & Snowboard School will clearly communicate:

- A specific pick up time
- Pick up location
- Check-out procedures to the guest
- At check-out, the person picking up the child must present the Resort's designated security code the last four digits of the parent or guardian who checked the child in to PSS or designated support staff for verification to release each child participant.
- If the person picking up the child is unable to satisfy the Resort's security procedure, the employee will immediately notify a supervisor for assistance.
- Only a supervisor or manager is allowed to release a child when security codes are not available from the person picking up the child. The supervisor will research the situation in RPOS and make phone calls to the approved pick up person(s) listed, on an as-needed basis.
- Instructors are required to record that each child has been picked up per protocol at the resort in which they are working.
- Resort-issued vests worn by children ages 6 and under will remain on the child participant whether indoors or outdoors until the child is released to the person picking up the child.
  - Injured student: Any suspected injury should be reported to Ski Patrol (call extension 1111 in Vail or extension 5111 in Beaver Creek), as well as the appropriate CSSC.
  - Whenever a child is assisted by Ski Patrol, the instructor should complete an incident card with their supervisor and review the incident with their Supervisor.

## **SECTION EIGHT: *Pay and Benefits***

The pay system is designed to compensate instructors based on teaching skills and experience, and additionally rewards them when their clients return to our school. There is a lot of information included in the following pages, and if you want to maximize your earning power, you need to read carefully and clarify any questions with your supervisor.

Note: Our definition of a private lesson is when the guest has a choice of instructor, start and stop time, size of group up to six, and whom the group will include. A group or class lesson is defined as when management assigns the instructor, determines start and stop time, class sizes and placement of members. The terms "class

lesson” and “group lesson” are interchangeable. From a marketing perspective, we refer to adult class lessons as “group lessons.”

Before we begin, be advised of the following:

- Vail and Beaver Creek instructors are paid at equal rates, regardless of where the lesson is purchased or taken.
- Payroll corrections **MUST BE MADE** in a timely manner, within 30 days of the pay period.
  - Each pay period end the schools distribute a pay advice that details your Ski School work activity and incentive credit information for the most recent pay period to aid in ensuring you have been paid accurately
- Questions should be addressed with your supervisor and a supervisor must authorize any payroll changes.
- Any changes in the compensation system are applied forward and not applied retroactively.

### Rest Periods

Please reference the Employee Guide for rest period details (the Employee Guide can be found under the “Our Company” section of [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com) or the EpicEmployee app). Colorado hourly employees are authorized and permitted to take a 10-minute paid rest break for every 4 hours (or major fractions thereof) of work. These breaks should be work free and should fall in the middle of each 4-hour work period as practical. It is not necessary for the employee to leave the work area for a rest break. If you are not authorized and permitted to a 10-minute rest break during a shift, please notify your manager during or after your shift in order to ensure you are paid for the missed rest break. If employees are not authorized and permitted each of their required 10-minute rest break(s) during their scheduled shift, the Company is required to pay a penalty of 10 minutes pay for each rest break an employee missed.

Work Hours Rest Periods Required	
Work Hours	Rest Periods Required
2 or fewer	0
Over 2, and up to 6	1
Over 6, and up to 10	2
Over 10, and up to 14	3

### Pay System Overview

The pay system computes how much you earn based on the following: Base Wage, Base Wage Incentive, Work Hours, Additional Pay, Return and Request Pay, and Other Pay.

We’ll cover these pay categories in greater detail later in this section, but first let’s have a look at the basic

pay formula:

$$\text{(BASE WAGE + BASE INCENTIVE) X WORK HOURS + ADDITIONAL PAY + RETURN AND REQUEST PAY}$$

If you can remember this, you'll always know how much you should be getting paid, and what you need to do to get paid more! Here's how each part of the formula contributes to your earnings:

### Base Wage

This is your base wage, which is determined by certification level along with years of experience. The Base Wage is the wage reflected on your Employment Letter and is your hourly pay (not including Base Wage Incentive) for teaching and many other non-teaching activities (such as Guest Service Pay, Form Completion, Coaching and Feedback). You may also hear this referred to as "Base."

### Base Incentive

You can increase the amount you earn per hour with Base Incentive pay. Credits are earned when you help generate additional business (i.e. request guests and return students).

- For a full-time instructor, Base Incentive increases at 50 credit increments through the season. The amount of the increase is based on status.
- At the beginning of each season, credit balances and the Base Incentive Pay revert to zero.
- For a part-time instructor, Base Incentive increments are based on hours worked.
- Base Incentive is only paid on hours spent teaching. It does not apply to Other Pay such as guest service pay, training pay, operation assist, show-up, etc.

### Teaching Rate

This is your Base Wage plus Base Wage Incentive. This is the minimum amount of pay per hour you will make while teaching.

### Work Hours

Every lesson product has Work Hours or a "length of day" associated with it, for example:

Examples				
Lesson	Lesson Time	Pay Time	Work Hours	Benefit Hours
P6 Private	9:00 – 3:30	9:00 – 3:30	6.50 hrs	8 hrs
P3 AM or PM Private	9:00 – 12:00 1:00 – 4:00	8:45 – 12:00 12:45 – 4:00	3.25 hrs	4 hrs
Adult Group Full Day	10:00 – 3:30	9:30 – 3:45	6.25 hrs	8 hrs
Adult Group Half Day	1:00 – 4:00	12:45 – 4:00	3.25 hrs	4 hrs
3 - 4 AM Class 4:1	9:30 – 12:00	8:45 – 12:15	3.5 hrs	4 hrs

<b>3 - 4 PM Class 4:1</b>	<b>1:00 – 3:30</b>	<b>12:30 – 4:00</b>	<b>3.5 hrs</b>	<b>4 hrs</b>
<b>3 - 6 Class Max6 Full Day</b>	<b>VL 9:30 – 3:00 BC 9:45 – 3:00</b>	<b>VL 8:45 – 4:00 BC 8:45 – 4:00</b>	<b>7.25 hrs</b>	<b>8 hrs</b>
<b>Child Alpine/Teen Max6 Full Day</b>	<b>VL 9:30 – 3:00 BC 9:30 – 3:30</b>	<b>VL 8:45 – 4:00 BC 8:45 – 4:00</b>	<b>7.25 hrs</b>	<b>8 hrs</b>
12-14 Half Day Unlimited Class	<b>12:45 – 3:45</b>	<b>12:30 – 4:00</b>	<b>3.5 hrs</b>	<b>4 hrs</b>
<b>Devo/Beavo</b>	<b>VL Jr. 9:00 – 3:00 VI Yth 9:00 – 3:30 BC 9:00 – 3:00</b>	<b>VL 8:00 – 4:15 BC 8:30 – 4:15</b>	<b>VL 8.25 hrs BC 7.75 hrs</b>	<b>VL 8.25 hrs BC 8 hrs</b>

Work Hours for every product can be found in the Pay Formula section at the end of this chapter. If your time card reflects that you worked more time than what is included in the lesson product, and the additional time is approved by your Supervisor, the longer amount will be used in the Pay Formula.

Please reference the Employee Guide for rest period details (the Employee Guide can be found under the “Our Company” section of [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com) or the EpicEmployee app). Colorado hourly employees are authorized and permitted to take a 10-minute paid rest break for every 4 hours (or major fractions thereof) of work. These breaks should be work free and should fall in the middle of each 4-hour work period as practical. It is not necessary for the employee to leave the work area for a rest break. If you are not authorized and permitted to a 10-minute rest break during a shift, please notify your manager during or after your shift in order to ensure you are paid for the missed rest break. If employees are not authorized and permitted each of their required 10-minute rest break(s) during their scheduled shift, the Company is required to pay a penalty of 10 minutes pay for each rest break an employee missed.

### Additional Pay

- **Private Lesson Additional Pay** – Extra pay is given when teaching the following lessons: P1, P2 and P3’s.
- **Group Lesson Additional Student Pay** – Extra pay is given per student for group sizes above a certain number of students specific to the product. Please see the “Group Lesson Additional Student Pay” grid in Appendix B for details.
- **Product Set Up Additional Pay** – Set up pay compensates instructors for preparing equipment or teaching terrain for their students.

### Return and Request Pay

- **Private Lesson Request Pay** – Request pay is \$8/hr for all statuses (i.e. an all-day private lesson pays at [6.5 hours X \$8] and a half day pays at [3.25 hours X \$8]).
- **Group Lesson Return Student Pay** – Return student pay is \$10 per returning student for all statuses.

- See Return and Request Pay section below for additional details on what is considered a return student or request private lesson.

### Other Pay

- Pay associated with non-teaching functions of the job (e.g., Guest Service Pay, booking mistake pay, training pay, sick pay, missed Rest Break Pay, additional length of day, travel time to other resorts [see *How Do I Get Paid? – Travel* near the end of this section], funeral pay, etc). **Other Pay is paid at your Base Wage.**
- Instructors and other employees who may receive cash tips are also expected to submit a form 4070 and report this income on their personal income tax returns.

Overtime is calculated at time and a half based on your effective wage for the pay week (Saturday - Friday)

### Base Wage Policies

Your Base Wage is the minimum amount you earn per hour for teaching or attending required or prescribed training. There are several factors that go into determining potential base wage increases. Starting wages are located in Appendix B. Read on to find what you can do to develop your base earnings.

Ski and Snowboard School Directors and General Managers will function as a pay review board to consider unique circumstances when assigning wages/status and to strive for consistency.

### BASE WAGE INCREASES

The following may contribute to a Base Wage increase:

- **ANNUAL MERIT INCREASE POOL**

Each year, based on the overall financial condition and performance of the Vail Corporation (“the Company”), the Board of Directors determines a percentage guideline for merit increases, if any. This increase, if earned, is applied to the Base Wage of the instructor. The overall Instructor Performance Review score is linked to the merit increase. To receive a merit increase (when merit is awarded), you cannot be subject to a “final written warning”, a “performance improvement plan” where future employment is based on completion of the plan or not meeting minimum work commitments. There is no guarantee that a merit increase will be awarded to employees.

**The following increases will be effective on the first day of the next pay period following the date when proof of Certification, Accreditation, Endorsement, or Certificate is submitted to the POD administrative assistant. Remember that it is YOUR responsibility to provide documentation in a timely manner. Wages will not be retroactively adjusted**

- **PRIMARY DISCIPLINE CERTIFICATION (ALPINE, SNOWBOARD, NORDIC, ADAPTIVE)**

Your primary discipline is the one in which you specialize or teach the majority of the season. Each instructor can have only one primary discipline. [When you achieve a PSIA/AASI certification level 2 or above \(or multiple level, e.g. Nordic\) in your primary discipline, you will receive a 10% increase in your Base Wage or the entry Base Wage for that level of certification, whichever is greater.](#) If you obtain your certification over the summer, your base wage will be determined by adding your certification increase (if applicable), then the annual merit increase.

- **PSIA/AASI EDUCATOR TITLES**

Rocky Mountain Trainer (RMT), Freestyle Examiner, E1 Examiner, E2 Examiner, E3 Examiner, Children’s Rocky Mountain Trainer (CRMT), CETT1 Examiner, CETT2 Examiner and Demo Team members who are currently in our system will earn the entry level for the position or an additional 10% on their Base Wage. Those staff member who are already on the PSIA Education Staff in one discipline will receive a 5% increase when they join the Education staff for a secondary discipline, i.e. an Alpine Examiner then also joins the Children’s Team. To receive and maintain advanced educator wages, instructors must remain current and active within the division. Currency is defined as paying dues. The general managers and directors will consider such cases on an individual basis.

### Entry Base Wage Rates

<b>Entry Rates</b>	
<b>Certification/Credential</b>	<b>Entry Base</b>
<b>Non-certified New Hire</b>	<b>\$15.00</b>
<b>Level 1 certified</b>	<b>\$16.00</b>
<b>Level 2 certified</b>	<b>\$18.00</b>
<b>Level 3 certified</b>	<b>\$22.00</b>
<b>FS 3</b>	<b>\$24.00</b>
<b>RMT, CRMT</b>	<b>\$23.00</b>
<b>E1, CETT1 Examiner</b>	<b>\$24.00</b>
<b>E2, CETT2 Examiner</b>	<b>\$25.00</b>
<b>E3</b>	<b>\$26.00</b>
<b>Current ISIA Demo Team Member</b>	<b>\$27.00</b>
<b>Current PSIA Demo Team Member</b>	<b>\$28.00</b>

Other considerations:

- Former World Cup competitors or individuals with similar professional competitive or coaching experience will be brought in at entry Level 3 certified pay (\$22.00).
- To receive and maintain advanced educator wages, instructors must remain current and active within the division. Currency is defined as attending the annual fall Advanced Educator's training and paying dues. The general managers and directors will consider such cases on an individual basis.

Ski and Snowboard School Directors and General Managers will function as a pay review board with the freedom to assign an Hourly Base Wage based on unique credentials not mentioned above.

- **SECONDARY DISCIPLINE CERTIFICATION (ALPINE, SNOWBOARD, ADAPTIVE, NORDIC, FREESTYLE)**

A secondary discipline is any discipline in which you are qualified to teach, but do not specialize or teach the majority of the season. You can have multiple secondary disciplines. Each PSIA/AASI certification level that you obtain in a secondary discipline will add 3% to your Base Wage. **Note:** PSIA/AASI Freestyle Accreditation 1 and 2 are considered secondary disciplines. If a secondary discipline increase is awarded, you will be expected to enthusiastically accept assignments teaching that discipline. **Note:** Secondary Discipline Nordic – Because of the differences in testing procedures for Nordic, you will receive a one-time increase for Nordic certification, regardless of level. Obtaining a Nordic certification will add 3% to your Base Wage.

- **PSIA/AASI CHILDREN'S SPECIALIST 1**

All Level 1 certified instructors are eligible to earn CS-1, which will add 3% to your Base Wage. If a CS-1 pay increase is awarded, you will be expected to enthusiastically accept assignments teaching children.

- **PSIA/AASI CHILDREN'S SPECIALIST 2**

- All Level 2 certified instructors are eligible to earn CS-2 (formerly Children's Accreditation), which will add 3% (for CS-1) + 3% (for CS-2) to your Hourly Base Wage. *If you currently hold a 3-6-year-old Educator Endorsement or earn CS-1, you are eligible for a pay addition of 3%.* If a CS-2 pay increase is awarded, you will be expected to enthusiastically accept assignments teaching children.

- **OTHER**

- Obtaining **USSA** level 100, 200 or 300 certification will add 3% to your Base Wage, per level of certification.
- Obtaining **USASA** level 200 or 300 certification will add 3% to your Base Wage, per level of

certification.

- Obtaining a state recognized teaching certificate will add 6% to your Base Wage.
- Ski and Snowboard School Directors and General Managers will function as a pay review board to consider unique circumstances when assigning wages/status to strive for consistency.

<b>Certification/Credential</b>	<b>%/Hour Increase</b>
<b>Secondary Discipline*</b>	<b>3%</b>
<b>Children’s Specialist 1</b>	<b>3%</b>
<b>Children’s Specialist 2</b>	<b>3%</b>
<b>Freestyle Specialist 1</b>	<b>3%</b>
<b>Freestyle Specialist 2</b>	<b>3%</b>
<b>USSA Certification</b>	<b>3%</b>
<b>USASA Certification</b>	<b>3%</b>
<b>State Recognized Teaching Certificate</b>	<b>6%</b>

### Base Incentive Systems & Policies

There are little things you can do every day to increase your earnings. Our Incentive System is designed to reward you for the teaching expertise and sales skills that bring guests back time and time again. Whenever you help the school generate additional lesson revenue, you benefit! Instructors who thoroughly understand our Incentive System are more likely to profit. On average, 20% of an instructor’s overall compensation is Incentive Pay. For instructors who take full advantage of the system, this percentage may be much higher. However, it can also be lower, based on how much business you are generating.

If you have any questions about the Incentive System or need to clear up Incentive Pay discrepancies, please see your supervisor. In the meantime, please review the charts below for detailed information on credits and incentives.

### Full-Time Base Incentive System

- We have a CREDIT managed Incentive System whereby overall hourly pay (Base Wage + Base Wage Incentive) increases based on accumulation of credits.
- There is no limit on how much Incentive Pay you can earn.
- Full Time Hourly Base Incentives will increase at 50 CREDIT increments throughout the entire season.
- Your Base Incentive increase is based on your status.
- At the beginning of each season, credit balances and the Base Incentive Pay revert to zero.

### Hourly Base Incentive

Status	Base Incentive Increase At 50 Credit Increments
S1	\$0.60 (bump of \$2.00 at 300 & 500 credits)
S2	\$0.40 (bump of \$2.00 at 300 & 500 credits)
S3 – Emeritus	\$0.40
S4	\$0.40
S5	\$0.30
S6	\$0.25

### How to earn CREDITS:

The way you can earn credits is by providing an exceptional lesson experience and inviting your guests to come back for another lesson or request you by name when booking a private. Credits per return vary by product.

- Instructors can review credits earned information on the pay advice that is distributed each pay period. The pay advice details your Ski School work activity and credit information for the most recent pay period to aid in ensuring you have been paid accurately.

### Credit Allocation

Credit Allocation	
Product	Credits
Privates, all disciplines	1 per request hr
Adult Alpine	6.0 per return student
Adult Snowboard	9.4 per return student
Adult signature	3.7 per return student
3-6 Alpine and Snowboard	3.6 per return student
7-14 Child Alpine	4.5 per return student
7-14 Child Snowboard	8.1 per return student
Teen Alpine	6.5 per return student
Teen Snowboard	9.9 per return student
Nordic	20.0 per return stud.

**Flex Credits** – These are earned when teaching products with no or limited returns, e.g. Beavo/Devo, Charitables, half day products, etc. (credits are based on product type & there is no direct pay attached to Flex Credits, however Flex Credits are applied to your Full Time Base Incentive credit pool).

## Flex Credit Allocation

Flex Credit Allocation for Specific Products		All Flex Credits are per day unless otherwise noted	
Paid Activity	Flex Credits Earned	Paid Activity	Flex Credits Earned
• Adult Alpine Level 7-9 Classes	• All day – 4 • Half day - 2	• Adult Snowboard Level 7-9 Classes	• All day – 4 • Half day – 2
• Child Alpine BDC (Alp & SB	• All day – 4 • Half day – 2	• Diversity/SOS	• 6
• 3-6 Product Coordinator	• 1/hour	• Small Champions	• 4
• Adaptive P3	• 2	• Eagle County Schools Program	• 6
• Adaptive P6	• 4	• Eagle County Schools - Adaptive	• 10
• 3-6 ½ Day Local	• 2	• Max6 Half Day	• 3
• Communication Meeting	• 1/hour	• Operations Assist	• 1/hour
• Paid Training - Returning Pro	• 1/hour	• Trainer	• 1/hour
• Paid Training – Prescribed	• 1/hour	•	•
• Devo/Beavo	• 6	• High Rockies	• 6
		• Beavo Coordinator	• 1/hour

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## PART-TIME BASE INCENTIVE SYSTEM

If you teach part time, you earn a Base Incentive based on hours worked, as outlined below. Note: New hire paid training hours do not count as “Work Hours” toward your Base Incentive.

Part Time		
Work Hours	Approximate Days	Base Incentive Increase
0 - 136	0-21	\$0.00
137 - 182	22-28	\$1.00
183 - 220	29-34	\$1.00
221 - 266	35-41	\$0.50

<b>267 - 312</b>	<b>42-48</b>	<b>\$0.50</b>
<b>313 - 358</b>	<b>49-55</b>	<b>\$0.50</b>
<b>359 - 404</b>	<b>56-62</b>	<b>\$0.50</b>
<b>405 - 450</b>	<b>63-69</b>	<b>\$0.50</b>
<b>451 +</b>	<b>70 +</b>	<b>\$0.50</b>

### **Return and Request pay**

Not only do return students and request lessons help you earn credits and Incentive Pay, but they can also help you earn Return & Request Pay, which can add up to a significant amount of your earnings. Read the following, *How Do I Get Paid? Group Lessons* and *How Do I Get Paid? Private Lessons* to find out how getting your guests to come back or request you for future lessons can pay off.

### **How Do I Get Paid? - Group Lessons**

Your Base Wage is the minimum amount you earn per hour when teaching group lessons. Whether you teach children or adult groups, your pay is hours worked, including morning meetings, multiplied by your Base Wage *plus* Base Wage Incentive. You can find work hours by product in Appendix B.

Certain products also include additional pay, student pay or business incentive pay (see Appendix B). Return student pay is provided as an incentive to reward you for generating return guests and can provide a significant amount of your seasonal income through direct return pay and the subsequent growth of your Base Incentive through credits earned for returns.

### **Class Lesson Return Student Incentive Pay**

Instructors of all statuses will be paid \$10 per return student. Read the following to understand how this system works and why it's to your benefit to get as many returning guests as possible.

### **Who counts as a return student?**

The following scenarios demonstrate how you can earn Return Student Incentive Pay:

- Student returns to instructor for an additional lesson the following day and the instructor teaches that student.
- Student returns to instructor for an additional lesson the following day but, in the best interest of student, instructor moves student to a more appropriate level.
- Student returns for an additional lesson the following day, but lesson is in a different discipline or time frame (e.g. first day PM beginner class, second day all day class; first day adult alpine class, second day a snowboard class).

- Instructor is scheduled, meets and greets their students, and is willing to work but the class is combined out; instructor will be given return student pay and earn return student credits for that day.
- Student returns next day, but instructor cannot teach student because instructor is scheduled on a season-long program (i.e. Devo, Beavo, High Rockies, Small Champions etc.). Instructor will earn return student credits for those students as long as they are documented on the consecutive day's class list of another instructor.
- Instructor takes a student from a private lesson to a group lesson product the following day. The student will count as a class return (if the private was an assignment, it does not become a Daily Private Rollover).

**When are class returns not counted or paid?**

- Instructor is scheduled off or requests not to work before the class organization process has taken place.
- Instructor had a prior scheduled assignment (e.g., private lesson, training, etc.).
- Guest's name is not on today's or previous day's class list.
- Instructor did not turn in a class list on the previous day and/or does not turn in a class list on day of returns.
- Instructor requested to move to another product (e.g., converting a student to private instruction, request to work an afternoon product, etc.).
- Guest returns to another POD.

**Children's 3-6 Class Lesson Incentive**

The Children's 3-6 Program Return Incentive is team oriented, taking into account the total number of three- to six-year-old students who returned from the previous day, divided by the total number of 3-6 Program instructors working that day.

- 3-6 instructors get return credit every day they work.
- Instructor must turn in a class list for that day and the previous day for return students to count.
- Alpine and Snowboard 3-6 Max 6 returns will be pooled separate from regular 3-6 groups.

**Additional Pay**

There are numerous circumstances that may contribute to additional pay. See below for other products/situations that can put extra money in your pocket.

Private Lesson Additional Pay	
Product	Additional Pay
Half Day/P1/P2	\$5

Two Half Days taught in a day	\$10 (attached to P3 p.m.)
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Group Lesson Additional Student Pay	
Product	Student Pay
Adult Alpine All Day Class & First Time Series	\$13 @ 8th Student
Adult SB All Day Class & First Time Series	\$13 @ 7th Student
Adult Alpine & SB 1/2 Day Class	\$4 @ 1st Student
Child Alpine All & ½ Day Alpine Class	\$13 @ 8th Student
Child SB All & ½ Day Alpine Class	\$13 @ 7th Student
3-4 1/2 Day Class	\$4 @ 1st Student
Teen Alpine & SB All Day	\$13 @ 8th Student
Nordic All Day & 1/2 Day Class	\$4 @ 1st Student
Diversity Lessons	\$4 @ 4th Student

Specialty Lesson Additional Student Pay	
Product	Student Pay
Beavo/Devo/Eagle Schools/High Rockies	\$4 @ 5th Student

Set-up Pay	
Product	Set-up Pay
3-6 Mogul/Mini 1/2 Day Class	\$10/day

**Additional Adaptive Pay**

Additional Adaptive pay covers equipment set-up and provides additional pay for Adaptive Certification. Additional pay will be approved by the Adaptive Product Manager, Supervisor, Program Coordinator, or Program Assistant.

To receive Set-Up Pay, the following must be completed:

- Reserve Equipment.
- Prepare and set-up equipment before lesson begins.
- Call the guest before the lesson to schedule meeting time, place and accommodate other special requests/needs.
- Properly store and label equipment at the end of each lesson.
- Maintain appearance and utility of Equipment (i.e. remove any modifications, repair any damage, replace any lost parts, or notify supervisor of damage that cannot be repaired.)

- Complete Lesson Notes.

Additional Adaptive Pay		
Product	Set-Up Pay	Additional Certification Pay
Adaptive All Day	\$25	\$10 Adaptive Level 2, \$15 Adaptive Level 3
Adaptive ½ Day	\$15	\$5 Adaptive Level 2, \$7.50 Adaptive Level 3

### How Do I Get Paid? - Private Lessons

Your Base Wage is the minimum amount you earn per hour while teaching a private lesson. In addition, your Base Wage Incentive is included on all private lesson hours worked. Hours defined by product:

P6 – All-day private, 6.5 work hours

P3 – Half-day private, 3.25 work hours (time cards reflect total scheduled hours, 3)

P2 – Two-hour private, 2 work hours

P1 – One-hour private, 1 work hour

There is also Additional Pay on P1, P2 and P3 lessons.

### Request Private Lesson Incentive Pay System

All instructors are paid \$8 per request hour. Situations constituting Request Pay for private lessons are described below.

#### When is a lesson a request?

When a guest requests an instructor by name when making their reservation.

When a guest requests an instructor speaking a language other than English.

A referral private lesson is paid as a request.

Bookings generated for instructors by management or by reservationists are considered assigned private lessons.

#### When is a lesson a referral (booked as “Referral Request Approved”)?

When an instructor has been “requested” by another instructor to be added to a booking and both instructors and the guest communicate and agree on the new lesson.

When guests are referred to an instructor by another instructor, if the originally requested instructor is not available and both instructors and the guest communicate and agree on the new lesson.

Referral/Request Form must be completed and signed by the original instructor, referred instructor, and

supervisor.

Original (referring) instructor is responsible to ensure the new (referred) instructor and guest communicate prior to the lesson. Supervisors may switch a lesson to an assignment if the referred instructor and guest have not communicated. Not knowing the guest name or meeting location, or being in the wrong meeting area, are examples that indicate a lack of communication between instructor and guest and may result in the lesson being changed to an assignment.

Assigned lessons cannot be referred by one instructor to another. Management will reassign the lesson as an assignment.

### When are assignments converted to request lessons (rollovers)?

When a guest extends the length of an assigned private lesson booking within 48 hours of the current lesson, that day's assigned lesson is converted into a Daily Private Rollover. The extended lesson is then booked as a Request lesson. The extended lesson must be taken within the same season as the original assignment to qualify.

There are times during the holiday seasons when a private lesson cannot be extended because there are no available instructors. When an assigned lesson cannot be extended, the instructor does not get credit for a request.

If an assignment qualifies for a request and has not been changed in the computer, the instructor must fill out an Assignment to Request Form and submit it to their private lesson supervisor. Examples qualifying for Assignment to Request credit:

Prior to noon, a ½-day a.m. assignment is extended into the afternoon creating an all-day lesson. In this case the newly created all-day lesson is booked as a Daily Private Rollover and request credit is earned.

At the end of the day, today's lesson is extended with the addition of a 1-hour, 2-hour, ½-day or all-day for later in the week/season. In this case, today's lesson is changed to a Daily Private Rollover and the extended time is booked as a request lesson. If the extended lesson is cancelled, the original lesson will be converted back to an assigned lesson.

If, during an assigned lesson, the guest wants to extend the lesson but the instructor teaching is not available, the instructor may then assist the guest to extend by referring another instructor to the extended lesson. The first instructor's assigned lesson is then changed to a Daily Private Rollover and the referred instructor's lesson is booked as a referral lesson, both earning request credit.

When an instructor has an assigned private lesson and adds an instructor(s) to the booking that instructor earns request credit for the same day(s) the other instructor joins the booking. The assigned lesson on that day becomes a Daily Private Rollover and all subsequent assigned days become request lessons if the additional instructor(s) are also booked. The instructors who are added to the booking have assigned lessons if management chooses the instructor and referral lessons if the original instructor refers them directly.

Please review your work activity on instructor.snow.com to ensure proper private lesson assignments are denoted and subsequently paid.

### When are continuing assignments converted to request lessons?

A continuing assignment is any assigned booking covering two or more days. It does not have to run consecutive days and can be any length of lesson during those days. The 4th+ day(s) of all continuing assignments are paid as requests. It is the instructor's responsibility to fill out an Assignment to Request Form and submit it to their private lesson supervisor so the change can be made in the computer – it does not happen automatically. When an instructor extends the assigned part of a continuing assignment he/she will be given request credit as outlined below.

If a continuing assignment is extended for an additional day, that day's assigned lesson is converted to a Daily Private Rollover. The extended business is booked as a Request.

When a continuing assignment is extended by additional hours being added onto one of the days, only that day's assigned hours will be converted to a Daily Private Rollover. Only one day of a continuing assignment will convert to a Daily Private Rollover or Request, regardless of the amount of days added considering the guest or PSS agent originated the business.

### Corporate Lessons

Private lessons organized through Group and Corporate Sales bookings will be considered a request if the group leader requests the instructor. The request does not need to be by name. A group leader requesting "the same" instructors as a previous booking will count as a request for those instructors. A group leader is defined as any person, including an instructor, who is organizing a group. Changes involving the assignment/request must be made prior to the start day of the lesson(s).

### Club Lessons and Familiarization Tours

Many of our private clubs book regular lessons as part of their club activities. These lessons will be booked, scheduled, and paid as request private lessons because they cannot be extended. This also applies to FAMs (Familiarization Tours, booked through Vail Marketing/PR or International Marketing/PR). FAMs will also be booked as request lessons for the same reason.

### Private Lesson Situations NOT Qualifying for Private Incentive Pay

The following situations are considered assigned private lessons and do not qualify for private lesson Incentive Pay. In order to retain the integrity of the Incentive Pay System, exceptions to these guidelines will not be made.

Assignment: guest has not requested or been referred to a specific instructor.

Requests for a specific skill, qualification (e.g., Adaptive or children), gender or quality (e.g., female, advanced). Instructors who possess these skills/qualities have a greater opportunity to work.

Assignments made by private lesson reservation agents or management.

Continuing assignment of three days or less.

If an instructor has a student in a private lesson and moves that guest with them to a group lesson product, it does not qualify as extending a private lesson. (If the same instructor teaches the group, that guest does qualify as a group return.)

If you are assigned to a private lesson for one or more days with a guest, who is in turn booked for additional days with another instructor, the guest may request to keep you on the booking. We will try to accommodate the guest's wishes, however, the private lesson will not be considered a request until the fourth day. (The original booking was an assignment to both instructors, and therefore, will remain an assignment. This is based on the fact that the reservation agent originated the booking and the length of the booking has not changed.)

### [Policies Related to Private Lesson Incentive Pay](#)

Instructors are prohibited from manipulating the Incentive System for their personal benefit.

Instructors must receive prior approval from the private lesson supervisor or manager before extending a lesson.

Instructors may not purposely reduce an all-day private lesson assignment into a ½ day lesson with the intent of extending it in the afternoon, thereby earning request credit.

Once an instructor is booked with a request or referral private, it will not be changed in favor of a perceived "better" request or referral lesson.

An instructor cannot have a booking changed without prior approval from the private lesson supervisor or manager.

Next season's bookings are made first priority to guests with history (skied with instructor during the same time period the previous season) and then on a first-come/first-served basis. If an instructor has a double request for the same time period he or she must contact the guest who they will not be skiing/riding with, and either move the booking to another time period or refer a qualified instructor.

### [Private Lesson Other Pay Categories](#)

#### [Cancelled Private Lessons](#)

A customer cancellation policy is in place to deter customers from canceling lessons and to cover the costs of our administrative and management staff time processing changes and re-bookings. The cancellation policy states:

If a guest cancels a lesson 48 + hours in advance he or she will not be charged for the lesson and will not be assessed a penalty. If the lesson is cancelled within 48 hours, the guest will be charged 50% of the cancelled lesson.

### Guest Extended Day Pay

Instructors are expected to manage their day and work for the assigned lesson time. Those who teach outside of the designated lesson time at the request of the guest may be eligible for Guest Extended Day pay. Instructors must be in the course and scope of their job and teaching a lesson to qualify for this pay and be requested by the guest to do so. Any instructor who manipulates this system or signs a fraudulent Time Card is subject to immediate discipline up to and including termination.

The following DO NOT qualify for GED pay and should be paid under the appropriate pay code if applicable:

Waiting with children after the lesson for parent pick up in a private or group (Guest Service Pay)

Travel time (Travel Pay)

Shopping with guests or boot fitting (No pay associated)

All activities off the snow (No pay associated)

### Private Lesson Booking Mistake/No Show Pay

Instructors will not receive Booking Mistake Pay on request or referral lessons. It is the instructor's responsibility to communicate with the guest and to communicate any changes in a timely manner. Note: Request/referral guests are subject to fees as described in our cancellation policy.

When a private lesson guest does not show up for a scheduled lesson, the instructor must notify the private lesson supervisor within a ½ hour of the lesson start time. At this time the booking will be researched and the supervisor will work with the instructor and the indoor supervisor or reservation staff to determine the proper course of action.

If the private lesson supervisor asks the instructor to continue to wait for the guest, the instructor will be paid their current Teaching Rate (Base Wage + Base Wage Incentive) for the applicable hours. If it is determined that a booking mistake has been made, or that the guest is a no show, the lesson will be canceled and the instructor will become available for an assignment and fall under the normal booking process.

If an instructor is re-booked he or she will be compensated for the actual work done, plus an additional amount if applicable, based on Guest Service pay.

If an instructor does not get an assignment, he or she will be paid at the Guest Service rate if applicable. Instructors will not receive compensation, Incentive Pay or credits for the canceled lesson. An instructor's current Base Wage may be applied at supervisor discretion if warranted by the circumstance.

### Referral Lessons

Referred private lessons are important to our business and we want to reward instructors who bring in private lesson guests beyond the number that they can teach. We track referred private lessons and pay out an incentive each pay period throughout the season to each referring instructor based on the number of referral days generated during the pay period. A full-day referred lesson will be worth one "referral" and each ½ day

referred lesson will be worth a “½ referral.” Half-day referrals will be combined and paid out as full days. Single half days will not be paid out. No referral incentive will be awarded for one or two hour lesson referrals.

# Referred	Days	Incentive Earned
Each Full Day		\$20 per referral

[Follow these guidelines when referring lessons:](#)

Referring instructor must be working for the V/BC SSS on days of referred lessons to receive referral incentive. For multi-day bookings the referring instructor will receive referral incentive only on the days that they are working.

Original (referring) instructor is responsible to ensure the new (referred) instructor and guest communicate prior to the lesson. Supervisors may switch a lesson to an assignment if the referred instructor and guest have not communicated. Not knowing the guest name or meeting location, or being in the wrong meeting area, are examples that indicate a lack of communication between instructor and guest and may result in the lesson being changed to an assignment.

Referral/Request form must be completed and signed by original instructor, referred instructor and supervisor and turned in prior to the commencement of the lesson. Forms for instructors referred day-of must be completed by end of the day.

Corporate lesson referrals are not allowed under this incentive plan.

Instructor cannot refer the same clients to the same instructor more than once. Subsequent bookings are simply a request for the instructor teaching the lesson. Referral incentive is not given to the referring instructor if the guests have previously taken lessons with the referred instructor.

Referring instructors must recruit their own instructors in order to qualify for referral incentive. If the referring instructor asks for management assistance, it is at the discretion of management to determine if the booking qualifies as a referral and if referral incentive is warranted.

If an instructor currently on a booking adds instructors to the booking, he/she can qualify for referral incentive by completing the referral forms.

Referral incentive will only be given for original booking dates and not for days added after the lesson has begun.

Instructor cannot refer an assigned lesson.

Referral incentive bonus will be entered into the pay system based on completed referral forms. Incomplete forms or forms turned in after the day of the lesson will not be counted. Referral Incentive Pay will be paid out in the pay period they were entered. All referral incentive disputes must be resolved by May 31 after the

season has ended.

Policies are subject to change with or without prior notice.

No referral given if referring instructor calls in sick.

Referrals are listed as \$0 on your pay advice, they will calculate in the payroll system and show up as a Bonus on your pay stub.

### **How Do I Get Paid? - Other Pay**

While instruction accounts for most of your compensation, there are many other non-teaching situations for which instructors are paid. Just by showing up for work, you are almost always presented with an opportunity to make "Other Pay," even if you aren't assigned a lesson. Note: Base Incentive is not added to these activities. You should report any teaching and non-teaching work time on a daily time card.

Examples of Other Pay include:

#### **Guest Service Pay**

Guest Service pay is what an instructor earns while waiting to get a teaching assignment. To receive Guest Service pay instructors must be willing to do non-teaching tasks such as greeting, helping other classes, etc., while waiting to be assigned. [The Guest Service rate is your Base Wage \(not including Base Wage Incentive\).](#)

#### **Form Completion Pay**

When asked to complete required forms outside your work day, including work comp forms, incident reports, referral forms, you are eligible for Form Completion Pay. [The Form Completion rate is your Base Wage \(not including Base Wage Incentive\).](#)

#### **Coaching and Feedback Pay**

When asked to come in outside your work day to discuss feedback or coaching you are eligible for pay. [The Coaching and Feedback rate is your Base Wage \(not including Base Wage Incentive\).](#)

#### **Paid Training**

Training wages are paid when instructors attend new hire training, required training clinics or communication meetings. [Training wages are your Base Wage \(not including Base Wage Incentive\).](#) Master Camps training will be paid at the Base Wage.

#### **Trainer Pay**

- Trainers are paid at least their Teaching Rate (Base Wage + Base Wage Incentive) when leading a clinic.
- [Clinic signup sheet must be turned in within 24 hours, preferably that day, and signed by a](#)

**Supervisor. Failure to turn in a signed sheet within 24 hours is a violation of school policy.**

- Trainers receive one flex credit for each hour of training delivered.
- The following situations qualify the trainer to receive Request Incentive Pay of \$8/hr up to 6.5 hours per day. The General Manager may waive these requirements.
  - 3-6: PSIA/AASI Level 2 Certified and CS-2, current and active, delivering training in area of expertise (3-6).
  - 7Teen: PSIA/AASI Level 3 Certified and CS-2, current and active, delivering training in area of expertise (7-Teen).
  - PSIA/AASI Advanced Educators current and active delivering in area of expertise.
  - ISIA Advanced Educators current in their home country who are PSIA/AASI Level 3 certified, current and active, delivering certification training. *Note: \*ISIA Advanced Educators must become Level 3 certified with PSIA/AASI to be eligible to deliver certification training.*
  - Ski and Snowboard School Directors and General Managers will function as a pay review board to consider unique circumstances when assigning wages/status and to strive for consistency.

### Operational Assist Pay & Program Coordinator Pay

Operational Assist pay is for instructors who are assisting with organization, without the additional responsibility of coaching and counseling instructors. The manager will assign an Operational Assist pay that is appropriate to the individual. When instructors have the assignment of Operational Assist, they will earn one flex credit for each hour worked. There is no pay associated with these credits, however these credits will be added into the Base Incentive pool.

#### Operational Assist Pay

Category	Wage
Infrequent/Fill In	Base Wage
Developing	Base Wage
Experienced	Base Wage

### Benefit Pay: Sick Pay, Jury Duty Pay, Funeral Pay, etc.

(Eligibility information is detailed in the Employee Guide which can be found under the “Our Company” section of [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com) or the EpicEmployee app)

An instructor’s Base Wage is used as the flat rate for the above categories (Base Wage X 6.5 for all day or Base Wage X 3.25 for a half day). For an instructor to qualify to be paid, he or she must have been scheduled to work the day when he or she wishes to use the Benefit pay AND must have called in and notified management that he or she will not be at work prior to the start of his or her assignment for the day. ***Please speak with a supervisor rather than leaving a message.*** A doctor’s note may be required to receive sick pay. *Any sick pay claimed beyond a 5-day work week, i.e., for the 6<sup>th</sup> and 7<sup>th</sup> day in a pay week, must be approved by the Location*

*Manager/General Manager. A maximum of 40 sick hours may be paid in a given work week. A maximum of 40 total benefit hours can be accrued each week.*

### **Emergency Sick Leave**

(Eligibility information is detailed in the Employee Guide which can be found under the “Our Company” section of [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com) or the EpicEmployee app)

In addition to the regular sick time, upon the declaration of a public health emergency, the Company will provide employees with a one-time emergency sick leave supplement with the number of hours needed (see the Employee Guide for full details).

### **Health Insurance and Bridging**

(Eligibility information is detailed in the Employee Guide which can be found under the “Our Company” section of [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com) or the EpicEmployee app)

Please search DirectConnect for insurance and COBRA eligibility and details.

\* Employees must have been hired by **December 25, 2008**, to be eligible for bridging. Please see your benefits manual or contact HR with any questions or for further clarification.

### **Overtime Pay**

Instructors are paid overtime for all hours worked beyond 40 hours per work week (a work week is Saturday to Friday). Overtime is not calculated or paid on Paid Time Off (PTO), sick or benefit pay. Please reference the Employee Guide for overtime details (the Employee Guide can be found under the “Our Company” section of [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com) or the EpicEmployee app).

### **PTO (Paid Time Off)**

Please reference the Employee Guide for eligibility (the Employee Guide can be found under the “Our Company” section of [epicemployee.vailresorts.com](http://epicemployee.vailresorts.com) or the EpicEmployee app).

**The rate of pay is the instructor’s initial Base Wage (the wage you start the season with, as listed on your Employment Letter) and DOES NOT include any base wage incentive pay bumps.** Benefit Hours continue to accumulate during PTO hours taken.

### **Corporate group/other non-teaching Pay**

Instructors will be paid for required work outside of teaching hours at their Base Wage.

### **Personal Development Reimbursement**

Instructors who *successfully* complete certification (levels 1, 2 or 3), Children’s Specialist (1 or 2) or a divisional trainer recognition (such as RMT – Rocky Mountain Trainer) are eligible for reimbursement of exam fees for

the *successful* days and the minimum pre-requisites. Maximum reimbursement amounts are based on the requirements and fees of PSIA/AASI – Rocky Mountain and actual reimbursement amounts may vary based on the division where development is achieved.

- **Eligible for reimbursement:**

- Successful Exam days only
- Written exams
- The minimum pre requisites. (If CS is a requirement, it will count toward 2 or 3 days of pre reqs depending on level of exam. If one more day is required, only that day is eligible for reimbursement. Example: If your additional pre-req day is from a two-day clinic, only the required day will be reimbursed.)

- **Not eligible for reimbursement:**

- Failed Exam days
- Late fees
- Additional clinic days in preparation for exam
- Lodging, transportation, meals, parking, etc. are not reimbursed
- Any fee not included in the “Eligible” list above

Reimbursements will be paid in the current season, with the exception of Level 1 passes after President’s Day. Those will be paid upon the instructor’s return to their respective resort the following season. Important note: All paperwork must be completed and submitted to your training supervisor/manager prior to the end of the season.

Reimbursement will be provided for secondary discipline in Alpine, Snowboard and Adaptive Level 1 (alpine – Cog/VI, snowboard – ITC).

To receive this reimbursement, instructors **must produce legible receipts of payment for all reimbursable fees (exam, clinic, written) and certificate (proof of accomplishment).** These must be submitted to their Training Supervisor/ Product Manager **ASAP for timely payment.** Reimbursement will not be provided for fees without receipts.

<b>Professional Development Reimbursement</b>		
<b>Exam</b>	<b>PSIA-RM Pre Requisites (see PSIA-RM.org for details)</b>	<b>Reimbursement maximum</b>
<b>Alpine</b>		
Level 1	Membership	\$330

Level 2	Written exam, CS-1, 3 days (2 days CS-1, one of something else)	\$680*
Level 3	Written exam, CS-2, 4 days (3 days CS-2, one of something else)	\$770*
RM Trainer	Successful completion of skiing entrance exam	\$770
<b>Snowboard</b>		
Level 1	Membership	\$330
Level 2	NEW for 18/19: Written exam, CS-1, 3 days (2 days CS-1, one of something else)*	\$680*
Level 3	Written exam, CS-2, 4 days (3 days CS-2, one of something else)*	\$770*
RM Trainer	SB RMT Prep, Snowboard FS 1	\$1,290**
<b>Children's</b>		
CS-1	Level 1 certification	\$220
CS-2	Level 2 certification	\$485
<b>Adaptive**</b>		
Cog/VI (current level 1)	Level 1 certification, Functional Skiing Exam	\$240
Cog/VI (current level 2 or above)	Level 2	\$145
Snowboard Adaptive ITC	Membership	\$285

\*\*FS1 is only reimbursed as part of the SB RMT process. It will be paid out upon successful completion of the SB RMT process.

**\*\*NEW as of 2018/19:** Snowboard Adaptive Level 1 is included as a secondary discipline. For alpine, currently certified instructors are eligible for reimbursement of exam costs related to the Adaptive Cognitive & Visually Impaired module, providing Level 1 Adaptive certification. Those who received these certifications in prior seasons are not eligible for reimbursement as this a new policy and only effective moving forward.

## How Do I Get Paid? - Time Cards

As part of our commitment to operating with integrity, we want to ensure that we are keeping accurate records and paying you for all the time you work. “Time cards” refers to both paper time cards and electronic time cards (if available). It is the instructor's responsibility to report time in an accurate and timely manner.

- Time cards **MUST** be completed each day you work and must capture all the hours you worked.
- You **MUST** include any miscellaneous, non-teaching time on your daily time cards. Please obtain prior permission from your supervisor, whenever possible, before incurring any miscellaneous non-teaching time.
- When teaching a group lesson, you **MUST** submit your time card (included on the class list) to your supervisor at the end of each day.
- When teaching private lessons, please endeavor to submit your time card to your supervisor at the end of each day. However, we recognize that certain circumstances may make daily submission of time cards for private lessons difficult. If you are unable to submit your time card after a private lesson, please submit it as soon as possible and no longer than the first day after the end of the pay period. Our pay periods run for a two week period, from Saturday through Friday and all time cards must be submitted by the Friday following the pay period end.
- If your lesson ends early, you must reflect the actual hours you spent working on your time card. However, you will be paid at least the number of hours included in the lesson product you taught, even if it ended early.
- It is a serious violation of company policy to falsify a time card or incorrectly report hours worked. Never over or under report your time. Please refer to the Employee Guide for a complete copy of the Wage Payment Policy.

## How Do I Get Paid? - Travel

Please see the updated Travel Policy in **Section 2**.

## Pay Formulas

As you've probably discovered, there are lots of ways to increase your earnings. You have a great deal of control over how much you make, but in order to reach your potential you have to understand the intricacies of our pay system. Hopefully this section has given you a better grasp of what factors contribute to your overall wage. If you have any questions, please see your supervisor.

The charts below give examples of how the pay formula works for different products. You can calculate your own pay based on this formula:

**[(BASE WAGE+BASE WAGE INCENTIVE] X WORK HOURS)+ADDITIONAL PAY+ RETURN AND REQUEST PAY**

Remember, you are responsible for knowing how much you should be earning. Please look at your paycheck and detail report carefully and report any errors immediately. [You can, and are encouraged to, check your pay on the instructor computer and make necessary adjustments BEFORE the end of the pay period to avoid missing pay. Payroll Advances are only issued in extraordinary circumstances \(death in immediate family or major medical emergency\). See the Employee Handbook for details.](#)

Here's to your earning potential – may you make the most of it!

As an example, the following instructor profile will be used:	
Status	S5
Base Wage	\$16.48
Credits earned	250
Base Incentive	\$1.50
Request Private Lesson Incentive	\$8.00
Return Student Class Lesson Incentive	\$10.00
Request	Yes
Number of Students	6
Number of Returns	2

Private Lessons					
Product	Base Wage + Base Wage Incentive (Example)	Work Hours	Additional Pay	Request or Return Incentive	Pay Example
All Day (P6)	(\$16.48+\$1.50)	6.5	\$0	\$52.00	\$168.87
1/2 Day (P3 a.m.)	(\$16.48+\$1.50)	3.25	\$5	\$26.00	\$89.44
1/2 Day (P3 p.m.)	(\$16.48+\$1.50)	3.25	\$5+\$10 (\$15 Total)	\$26.00	\$99.44
2 Hour (P2)	(\$16.48+\$1.50)	2	\$5	\$16.00	\$56.96
1 Hour (P1)	(\$16.48+\$1.50)	1	\$5	\$8.00	\$30.98
All Day Adaptive	(\$16.48+\$1.50)	6.5	\$25	\$52.00	\$193.87
1/2 Day Adaptive	(\$16.48+\$1.50)	3.25	\$15	\$26.00	\$899.44

Les Streeter	(\$16.48+\$1.50)	6.75	\$0	\$52	\$173.37
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<b>Adult Class Lessons: Alpine and Snowboard</b>					
<b>Product</b>	<b>Base Wage + Base Wage Incentive (Example)</b>	<b>Work Hours</b>	<b>Additional Pay</b>	<b>Request or Return Incentive</b>	<b>Pay Example</b>
Alpine All Day Premium Class	(\$16.48+\$1.50)	6.25	\$0	\$20	\$132.38
Alpine All Day Unlimited Class	(\$16.48+\$1.50)	6.25	\$13 @ 8 <sup>th</sup> student	\$20	\$132.38
Snowboard All Day Premium Class	(\$16.48+\$1.50)	6.25	\$0	\$20	\$132.38
Snowboard All Day Unlimited Class	(\$16.48+\$1.50)	6.25	\$13 @ 7 <sup>th</sup> student	\$20	\$132.38
Alpine 1/2 Day Premium Class	(\$16.48+\$1.50)	3.25	\$4 @ 1st student	\$20	\$102.44
Snowboard ½ Day Premium Class	(\$16.48+\$1.50)	3.25	\$4 @ 1st student	\$20	\$102.44
Focused Learning	(\$16.48+\$1.50)	7.25	\$0	\$20 (all students last day on 3 & 4-day programs)	\$150.36
Her Turn, K. Reichhelm Camp	(\$16.48+\$1.50)	7.75	\$0	\$20 (all students from last day only)	\$159.35
Pepi's Wedel Weeks	(\$16.48+\$1.50)	7.25	\$0	\$20 (all students on day 4 & 5)	\$139.48

**Adult Class Lessons: Nordic**

Product	Base Wage + Base Wage Incentive (Example)	Work Hours	Additional Pay	Request or Return Incentive	Pay Example
Nordic All Day	(\$16.48+\$1.50)	6.25	\$4 @ 1st Student	\$20	\$156.38
Nordic 1/2 Day	(\$16.48+\$1.50)	3.25	\$4 @ 1st Student	\$20	\$102.44

**Child Class Lessons: Alpine and Snowboard**

Product	Base Wage + Base Wage Incentive (Example)	Work Hours	Additional Pay	Request or Return Incentive	Pay Example
7-14 Alpine All Day Premium Class	(\$16.48+\$1.50)	7.25	\$0	\$20	\$150.36
7-14 Alpine All Day Unlimited Class	(\$16.48+\$1.50)	7.25	\$13 @ 8 <sup>th</sup> Student	\$20	\$150.36
7-14 Snowboard All Day Premium Class	(\$16.48+\$1.50)	7.25	\$0	\$20	\$150.36
7-14 Snowboard All Day Unlimited Class	(\$16.48+\$1.50)	7.25	\$13 @ 7 <sup>th</sup> Student	\$20	\$150.36
3-4 2.5 Hour Class	(\$16.48+\$1.50)	3.25	\$4 @ 1 <sup>st</sup> Student	(total return students)/ (number of inst. teaching) \$20	\$86.44
3-6 Alpine Premium Class Mogul/Mini	(\$16.48+\$1.50)	7.25	\$10 yard set-up	(total return students)/ (number of inst.)	\$160.36

				teaching) \$20	
3-6 Alpine Premium Class Superstar	(\$16.48+\$1.50)	7.25	\$0	(total return students)/ (number of inst. teaching) \$20	\$150.36
5-6 Snowboard Premium Class	(\$16.48+\$1.50)	7.25	\$0	(total return students)/ (number of inst. teaching) \$20	\$150.36
12-14 Alpine Half Day Unlimited Class	(\$16.48+\$1.50)	3.5	\$15 \$13 @ 8 <sup>th</sup> Student	\$20	\$82.93
12-14 Snowboard Half Day Unlimited Class	(\$16.48+\$1.50)	3.5	\$15 additional \$13 @ 7 <sup>th</sup> Student	\$20	\$82.93
Teen Alpine/Snowboard All Day Premium Class	(\$16.48+\$1.50)	7.25	\$0	\$20	\$150.36
Beavo	(\$16.48+\$1.50)	7.75	\$4 @ 5 <sup>th</sup> Student	1st day only returns from previous session (\$20)	\$167.35
Devo	(\$16.48+\$1.50)	8.25	\$4 @ 4 <sup>th</sup> Student	1st day only returns from previous session (\$20)	\$176.34
High Rockies	(\$16.48+\$1.50)	7.25	\$4 @ 5 <sup>th</sup> Student	1st day only returns from previous session (\$20)	\$167.35
Small Champions, Vail Veterans & Foresight	(\$16.48+\$1.50)	6.75	\$0	\$0	\$121.37

\*Work hours used in these formulas will be at least the lesson product length but if additional time is worked during the lesson, the formula will reflect that additional time as captured on your daily time card.

## SECTION NINE: Appendix

### Appendix A: Specific Behaviors

#### Specific Behaviors

##### A. Group Handling and Technical Expectations:

Keep yourself safe

Keep You guests safe

\_\_\_ Quickly establish rapport with guests. Check participants' readiness for the day, including equipment, clothing, accessories, etc.

\_\_\_ Make sure you and your students know each other's names.

\_\_\_ Support and assist level or zone leaders and supervisors in forming groups.

\_\_\_ Be aware of where other instructors are located and take responsibility for reassigning students.

\_\_\_ Make necessary changes with tickets, class lists and supervisors.

\_\_\_ Do not make negative comments about the organizational process, including making comments about your group size in front of students.

\_\_\_ Describe the organizational assessment process to alleviate anxiety and to explain its importance to each individual and the group.

\_\_\_ Use the assessment run as a warm-up for students, and a skill assessment opportunity. Focus on tactics and pacing, NOT skill development or "teaching." Stop for organization and pacing, not for "tech" talk.

\_\_\_ Watch students as they are led down the hill and decide if they fit in the group. Inform split supervisor of adjustment needs.

\_\_\_ When moving students to another group, be sensitive to their feelings and make changes diplomatically.

\_\_\_ Keep students occupied and engaged if asked to wait by the supervisor.

\_\_\_ Follow recommended routes and terrain for specific levels. Designate a "rendezvous point" just in case!

\_\_\_ Use freestyle parks, glades and terrain attractions to build specific skills, enhance learning and increase enjoyment of the sport.

\_\_\_ Check mountain grooming reports daily. Be prepared for weather changes, students' changing energy

levels, varying crowds, and coach your students to do so.

- Teach all students “Your Responsibility Code” and mountain/environmental etiquette.
- Provide variety, creativity and flexibility to reach lesson goals.
- Use exercise progressions of sound technical merit that directly lead to progress in skills.
- Set a tempo that allows the students/class to improve skiing or riding skills.
- Vary your teaching style to meet the needs of the individuals and the group.

**Specific Level Leader Expectations:**

- Communicate with supervisor to determine class sizes.
- Work with fellow instructors to form cohesive groups pleasantly and efficiently.
- Track return students, instructor names and verbal split class size on level leader or zone leader cards.
- Continuously report group organizational progress and readiness to split supervisor.
- When notified by split supervisor, clearly inform fellow instructors to depart to ski/ride in a pleasant, non-commanding manner.

**B. Lesson Content Expectations:**

- Introduce lesson plan and product highlights.
- Set objectives in partnership with guest based on skill assessment and students’ goals.
- Respect the guests’ ideas and viewpoints.
- Tailor presentation to guest developmental stage, physical, cognitive and motor abilities.
- Demonstrate at appropriate pace and skill level for students’ understanding and performance.
- Offer ample opportunity to practice skills related to lesson objectives.
- Use Lateral Learning to anchor skills and verify learning.
- Check students’ understanding as they demonstrate and verbalize what they have learned.
- Use training tools to enhance learning. Utilize the concepts in the Vail/Beaver Creek Teaching Handbooks.
- Summarize the lesson periodically throughout the day and week.
- Create a memorable experience for the guest by blending tasks, practice time, play and adventure.
- Invite each guest back.
- Preview the following day/lesson.

**C. Private Lesson Expectations:**

- Instructors are responsible for staying informed of their private lesson bookings and for seeing that all lessons begin at the time and location scheduled. This may require checking the computer several times during the day as bookings can and do change.

- \_\_Ensure that bookings in the computer match what you taught on the hill.
- \_\_Check the instructor computer at any POD location every morning and evening.
- \_\_Know the assigned guest's first and last name and the duration of the lesson. If the name conflicts with the name in the computer, notify a supervisor prior to starting the lesson.
- \_\_Contact the SSS location at which you are meeting your students if, for any reason, you are going to be late.
- \_\_Know and facilitate the use of the "Private Appreciation Program," Private Lesson Perk Card and Guest Recognition Program.
- \_\_Help build a relationship between guests and our school. Invite supervisors to ski/ride or socialize with you and your guests when appropriate.
- \_\_Maintain a positive attitude when management is unable to allow you to roll a lesson or accommodate a request for any reason.
- \_\_Resolve any request guest conflicts that may arise due to multiple guests wanting to book you during the same time period. Typically "history" with the guest will over-ride "first-come, first-served" in booking priority. However, if you desire to change this priority, you must communicate with your clients and make the necessary arrangements.
- \_\_Check to make sure the guests have signed the Release of Liability form.
- \_\_Be sure you know your POD's booking deadlines for the 2021-2022 holiday periods. Getting your booking requests into the computer system before these deadlines is critical to assure smooth scheduling for instructors and guests. Without your booking dates in the system, you may be put on assignments to fulfill our private lesson business needs. If a request comes in after the deadline we will try to honor that request, but there is no guarantee.

#### **D. Children's Program-Specific Expectations**

- \_\_Meet child-specific expectations in addition to what's outlined above.
- \_\_Complete exercise progressions as outlined in the Children's Alpine and Snowboard Teaching Handbooks.
- \_\_Include ski/ride week activities in daily lesson plan.
- \_\_Use Children's Passport, Epic Mix Academy and related training materials (buttons, pins, etc.) to enhance learning.
- \_\_Build a cohesive team, expecting different rates of learning due to different skill and fitness levels as well as age and gender differences.
- \_\_Set class rules and follow through with consequences, which should NEVER include any physical discipline. Likewise, physical restraint should never be a "consequence" but should be used only to prevent injury to the child or others. Immediately report the use of any physical restraint to your supervisor.

- \_\_ Work in partnership with child and parent to maintain appropriate behavior.
- \_\_ Recognize and reward positive behavior.
- \_\_ Monitor and manage any special needs students may have (i.e. medications, physical and or emotional needs). Never administer medications but allow the student to do so if of an appropriate age. Otherwise, contact ski patrol or a parent.
- \_\_ Monitor emotional and physical wellbeing of the children.
- \_\_ Work to determine source of fears and anxieties that may manifest themselves as “illnesses.”
- \_\_ Communicate lunch location and time on class lists and turn list in on time.
- \_\_ Sit with class, interacting to develop rapport with the group.
- \_\_ Have another instructor or supervisor watch the class when not in the immediate presence of the group.
- \_\_ Be aware that parents critique the instructor and SSS when they visit their child at lunch, so actively promote a favorable impression.
- \_\_ Be sure to clean up after lunch and snack.
- \_\_ Summarize the day’s activities, child’s progress and future ski/ride week activities with parent and child.
- \_\_ Communicate realistic expectations to the parent about their child.
- \_\_ Prepare the parent for any changes or special events occurring the next day.
- \_\_ Establish a friendly rapport and instill confidence, so that the parents feel their expectations have been met and exceeded.
- \_\_ Use available support pieces to enhance and showcase the lesson.
- \_\_ In the event of any incident (1050 injured student, 1083 lost student, lifts) communicate facts of the incident with the parents. (Avoid judgmental comments, blame or personal opinions.)
- \_\_ In the event of a sick child, sign the child into the CSSC and notify an inside staff supervisor.
- \_\_ Display concern for the sick child – check back every 30 minutes to see if the child is able to return to the class.
- \_\_ Follow up at the end of the day to link the child up with parents.
- \_\_ Discuss with parents the child’s symptoms and the progress the child made throughout the day.
- \_\_ Use diplomacy while describing the symptoms clearly and honestly.

### **E. Chairlift Protocol**

- \_\_ Be aware of skill level, terrain, weather and fatigue to help prevent any injuries and accidents.
- \_\_ Review lift procedures and expected behavior for riding lifts with your class daily.
- \_\_ Interact with the lift department in a professional, diplomatic and cooperative manner.

Appendix B: Travel Request Form

Instructor Information			
Instructor Name:			Date:
Base Location:		Certification:	
<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	Length of Service:	
Guest Information			
Name:			
Number in Party:		Request Date of Travel:	
Previous Bookings:			
Additional Information:			
Ski and Ride/Snowboard School Director Approval			
Signature:			Date: