

# ELDORA

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MOUNTAIN RESORT

## TREK

### *PARENT HANDBOOK*

2861 Eldora Ski Road #140 Nederland, Colorado 80466 303-440-8700 x278 Fax 303-447-2070

## ***What You Can Find in the Parent Handbook***

- **Overall Goal of the Trek Program**
- **Trek Group Lesson Description**
- **What to Expect**
- **Drop-off and Pick-up**
- **Special Requests**
- **Ability Level Placement**
- **Absences, Illnesses, and Tardiness**
- **What to Wear (including equipment needs)**
- **Chair Lift Riding Procedures**
- **Lunch Expectations**
- **Behavior Expectations and Disciplinary Actions**
- **Emergency Procedures**
- **Changes**
- **Refunds**
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### ***PHILOSOPHY:***

**The Eldora Mountain Resort Trek Program promotes a team-learning environment between the children and their Instructors.**

### ***GOALS:***

**The Eldora Mountain Resort Trek Program is based upon a skill oriented, confidence-building lesson. The Eldora Snowsports School promotes a *safe, fun*, learning environment with each lesson given. Lesson planning within the Trek program will concentrate on developing safe, controlled skills on appropriate terrain.**

### ***LESSONS:***

All Trek lessons are geared to the age and ability of the group. New skills will be introduced on easier terrain, progressing to more challenging terrain once the whole group has mastered the necessary skills.

**\*\*\* Please note, all Trek participants must be completely potty trained and able to use the restroom on their own. Instructors are not allowed to assist children in the restroom.**

# WHAT TO EXPECT

## First Day

- Please take your child, with their snacks, **compact, mobile, and disposable** lunch (X-Country skiers do not need a lunch) and equipment to the back side of the Indian Peaks lodge to meet the greeter at the corral that corresponds with the age group you gave during registration between 9:00 - 9:15 am (X-Country skiers meet at the Nordic Center.)
- Ability assessments begin between 9:00 -9:30am
- Children must be dressed and ready to ski!
- Children must use the restroom at Eldora before the lesson starts
- **Please Note**
  - First day check-in is necessary to ensure you have a signed lesson waiver (different than a season pass waiver) for the child for 2016-2017, the child has a Season or Trek Pass and you have provided allergy, medical condition and emergency contact information
  - If you need to check in, please check with the greeters or SnowSports desk in the Indian Peaks lodge as to where to go
- Lessons end between 2:15-2:30 pm. (X-Country ends at 11:30 am.) We aim to be back at the designated group area within that time frame, allowing for classes to work their way back in a safe manner. Please pick up your child in the same place where you dropped them off

## Weeks 2 - 6 of Trek

- Please meet your instructor at the number where you picked up your child the first day, at 9:15 am. Classes will leave the backyard at 9:30 sharp
  - **If you arrive for your child's lesson after 9:30, drop your child with their lunch off at the Snowsports Desk and a Trek attendant will take them to the lift designated on the Trek Information Board.** Waiting for late students is not fair to the ones who are on time. Please be considerate of the other students in the class and be on time
- Lessons end between 2:15 and 2:30 (X-Country ends at 11:30 am.) Please pick up your child in the same place where you dropped them off
  - If you are late, your child will be in TLC located in West Wing next to Timbers Lodge. **If parents do not pick their child by 2:45 pm, there is a \$15 late pick up fee. They can pay that fee at the Guest Services Office and then receive the late fee receipt, that they will need in order to pick up their child.**

## **DROP-OFF AND PICK-UP**

- There is a drop-off and pick-up area for vehicles set up in front of the Woodward Hub. **Please limit your drop-off time to five minutes.** Many other guests are trying to do the same. Please be courteous. Parking attendants are not always available for assistance.
- Parking at Eldora is free. Eldora's driving lanes move in a counter clockwise direction. There is additional parking available in the lower and upper North lot. White shuttle buses run between the parking areas and the base area.
- Please give yourself **plenty** of time to drive to Eldora. **A prediction of snow changes the driving time required dramatically!** Plan accordingly and leave in plenty of time to account for the slower traffic, shuttle time and the number of additional guests that can be expected on a powder day. Please arrive in time to get your child to the bathroom and to their class post outside the Indian Peaks lodge before classes leave at 9:30 am. We cannot guarantee that late Trek participants will ski or ride with their assigned class before lunch time.
- You are staying at Eldora for the day, please let your child's instructor know where you will be.

### **Classes leave the backyard of Indian Peaks lodge promptly at 9:30am!**

- Trek classes end between **2:15 and 2:30 pm** (X-Country classes end at **11:30 am.**) All Trek participants must be picked up at the backyard of Indian Peaks lodge at their assigned post. If you are letting another adult pick up your child, please inform your child's instructor prior to the start of class.
- Please **do not** take children from instructors on the slopes unless it is an emergency or pre-arranged prior to the beginning of the lesson that day. This in turn limits the rest of the class getting back on time to the Trek flags for the other parents.
- Instructors cannot release children to “free ski” or “free ride” on their own after lessons unless we have a written permission slip signed by a parent or legal guardian each day of the request. Eldora does not take responsibility for children once they leave the class
- Please help Eldora by educating your child that if he/she sees you in the distance that he/she needs to stay with the instructors until you arrive and speak with his/her instructors.
- Upon pickup instructors will give you a brief summary of what the class worked on and your child's accomplishments that day.

## SPECIAL REQUESTS

- If your child would like to be in the same class as a friend, we will do our best to accommodate this request. We do have to consider each child's age, ability and skill level. Please be aware that the children will be placed in the **lower ability level group** of the two friends. Please email Taylor ([ttheall@eldora.com](mailto:ttheall@eldora.com)) in advance and tell your greeter about the friend request on the first day of the session and have the children let the instructors know as well. This request, or any other special information, should be written on your registration form. Please call the Programs Office at 303-440-8700 ext. 278 if you would like to add information to your registration form.

## ABILITY LEVEL PLACEMENT

- Each Trek participant will be placed in a class **based on their skiing/riding ability, not on the level of terrain on which they have previously skied or ridden.**
- On the first day, after verbally assessing each child's ability, key staff will place the children into the proper group. Each group will then be assessed together on snow. Any adjustments will be made during this time. If your child has skied before, you can make your child's first day more enjoyable and progressive by coaching them to show the Eldora staff their very best skiing during the on snow assessment.
- If your child is signed up for the Red Level, they will work with a community of instructors until a coherent group forms within our Red Zone. Students will start with two instructors team-teaching, while highly qualified instructors support and help identify coherent groups. Once a group has been identified, an instructor will be assigned for the remainder of the session.
- Please note children may **regress** from year to year depending on new equipment, growth spurts, or cognitive development.
- *Please do not misrepresent your child's age or ability. This undermines our classes and instructors and most importantly, does a disservice to your child.*

## ABSENCE, ILLNESS, and TARDINESS

- Please be fair to everyone and do not bring your child to Trek if he/she is sick! A sick child can make the day miserable for everyone, and possibly make the instructors and other participants sick.
- Please note, if your child misses lessons, they may fall behind their team and need to be moved to what is now a more appropriate group.
- If your child becomes sick or injured while in their lesson, we will put his or her name on the "TLC" board outside the Snowsports Desk on the first floor of the Indian Peaks lodge as well as outside our TLC center located in West Wing next to Timbers Lodge. We will also do our best to write the parents' or legal guardians' names and instructions on the dry erase boards at the base of each lift. It is the parents' or legal guardians' responsibility to check these boards throughout the day. Please notify your child's instructor where you will be for the day.

## Special Medical Needs

- If your child has a medical issue that requires special medication or may require emergency treatment, please make sure this information is on your registration form and please notify your child's instructor on the first day!

## \*Make-ups, Weather, Driving\*

- There are no make-up days in the Trek program. We cannot switch days if your child is unable to make the designated day. We do not want to disrupt the group dynamics by adding a new student to a group
- Eldora does not cancel classes for winter weather conditions, winter driving conditions or traffic. Skiing is a winter sport which can involve wind, snow, and below freezing temperatures. As long as the mountain does not shut down for safety reasons, Trek will happen. Please ensure your child is dressed appropriately and allow yourself a sufficient amount of time to drive to Eldora

## WHAT TO WEAR

- Your child should wear warm layers of clothes under a **waterproof** jacket and pants, warm **waterproof** mittens, a helmet and **one pair** of warm, knee-high socks. Wool, polypropylene, capilene, or any other synthetic is preferable to cotton garments, as cotton absorbs water and does not hold body heat. Goggles are also strongly recommended.
- You can check Eldora's daily weather before attending your child's lesson by calling our main line at 303-440-8700 or by visiting [www.eldora.com](http://www.eldora.com) for the updated snow report.
- Each Trek participant must bring their own equipment. If you are renting equipment, we strongly advise that you obtain a "seasonal" rental from your local ski shop. Seasonal rentals are checked out for the whole season and do not have to be picked up and returned daily. Helmets are also available seasonally.

**\*\*\* PLEASE NOTE: Trek rentals are not included in the cost of Trek and are not available from Eldora.**

## CHAIR LIFT

- Riding the chair lift is part of skiing. Each instructor is trained to give a safe and detailed lesson on proper lift loading and unloading. Children will not load chairs until the whole group has mastered these skills. Children may ride with another child or by themselves on a chair lift. The lift operators have been trained to help the kids get on the lift. The beginner chair lifts move at a slower speed and the lift operator has the ability to slow the lift down if needed. We do not encourage instructors to get adults from the general public to ride with the kids due to ability levels of the adults, and kids riding with strangers.

# LUNCH

- *Please make sure your child has a good breakfast!*
- Snacks for the morning and afternoon should be stored in your child's coat pockets.
- Please pack a healthy, hearty **compact, mobile, and disposable** lunch for your child. Pre-packaged lunch boxes may not provide enough substance to keep your child going until the end of the day. All lunches must be labeled with your child's first and last name written on the bag. **No backpacks, please.** Plastic grocery bags work best for keeping the lunch dry on wet days.
- Water and hot chocolate are provided. Please do not pack a water bottle unless it is collapsible and empty.
- Please do not send money for the cafeteria. Instructors cannot leave the rest of the class to take your child through the food line. Lunch times are kept to a minimum to accommodate a large number of students and will not allow for time to buy food.
- Children will eat with their instructors at designated times and in designated areas. Please check with your child's instructor for their time and place of lunch.

**\*\*\* Please note: There is no room in these areas for parents to eat with the children, nor is it kind to the other children whose parents are unable to eat with them. Also, please consider whether or not visiting your child during lunch will upset them after they have just gotten comfortable with being away from you for the day.**

# BEHAVIOR EXPECTATIONS AND DISCIPLINE

- Each Trek instructor is expected to establish a clear understanding of the **Skier's Responsibility Code** with each class.

## **Skier's 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 where you 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
- Each instructor has a set of rules and expectations with regard to safety and behavior that will be clearly explained to each participant. Instructors will use discipline only when expectations are not

met. Discipline may be a time out or, in rare cases, a visit to “TLC” for some down time. Parents will be notified if there are problems with a child.

- Safety and creating a fun learning environment are our main goals! If your child has behavioral issues, let the instructor know what discipline measures you use.

**\*\*\* Eldora reserves the right to remove a disruptive child or the child of a disruptive parent from further participation in the Trek program.**

## **EMERGENCY PROCEDURES**

- If your child is injured or ill, they will be transported to the Ski Patrol First Aid Room, located at the southwest corner of the main parking lot. The building has a large red cross on the front and is below the Eldora administrative offices. The name of the child will be placed on the "TLC" dry erase board in the West Wing as well as at the Snowsports Desk on the first floor of the Indian Peaks lodge. Also, the parents' or legal guardians' names and instructions will be written on the dry erase boards at the base of each lift.
- Injured children will remain in the Ski Patrol First Aid Room until the parent or legal guardian is present. Ski Patrol has limited space for patients. Please check the dry erase boards throughout the day to avoid your child spending the day in the First Aid Room.
- If an injury or illness warrants an emergency procedure, we will immediately contact your child's emergency contact person. It is essential that your emergency contact be available and willing to come to Eldora.
- In the case of an ambulance or Flight For Life transfer to a hospital, we will make every effort to find the parent or legal guardian at the resort! Your emergency contact will also be advised of the situation, and given instructions for where to meet your child.

**Please notify the Programs Office at 303-440-8700 ext. 278 if your emergency contact changes.**

### **Wayward Wanderers**

- Your child will be given clear instructions for what to do if they are separated from their class. Please review these procedures with your child's instructor and remind your child each day if necessary. We have an efficient Ski Patrol network that responds immediately upon notification of a separated child.

## **CHANGES**

- Sometimes it is necessary to make changes to your program registration. We would like to keep these to a minimum. Therefore, we have a firm policy for registration changes. One change per participant is allowed. ***Additional registration changes will be subject to a \$40 administrative fee.*** To make a registration change please contact us via:
  - Email to [programs@eldora.com](mailto:programs@eldora.com)
  - Phone to the Programs Office 303-440-8700 ext. 278



# REFUNDS

**\*\*\* Trek is a non-refundable program.**

**\*\*\* There are no make-up days in the Trek program. We cannot switch days if your child is unable to make his/her designated day. We do not want to disrupt the group dynamics by adding a new student to the group.**

**\*\*\* Eldora does not cancel classes for winter weather conditions, winter driving conditions or traffic. Skiing is a winter sport which can involve wind, snow, and below freezing temperatures. If the mountain is unable to open due to safety concerns, Trek will be unable to run for that day. Please ensure your child is dressed appropriately and allow yourself a sufficient amount of time to drive to Eldora.**

## PROGRAM PROTECTION 2016-2017

Programs such as “multi week lessons” are a great way to improve experiences and save over several weeks of commitment. But things don’t always go according to plan. The Program Protection Plan provides coverage for you and or your child that is participating in one of our multi week lesson programs and your investment when the unexpected happens.

What if...

- you get sick and are unable to use your multi week program before it starts?
- you are injured and can no longer use your multi week program?

**Affordable Protection Pricing: \$25.00 per person per program**

**\*\*\*Note: The Program Protection Plan is not transferable or refundable. Claims are pro-rated based on the number of days attending programs prior to the date of the incident preventing the use of the program. Multi Week Programs are non-refundable and not transferable. If you do not purchase the Program Protection Plan, you will be solely responsible for any loss to, or loss of use of, your multi week program.**

## Coverage

Program Protection Plan covers the cost of your multi week program if you are no longer able to use the program for reasons such as sickness or injury to you, your primary residence being made uninhabitable, being subpoenaed, required to serve on jury duty, or quarantined; job transfer; pregnancy or childbirth; employer termination or layoff. If you have any coverage questions and cannot find them on this page, please call (303) 440-8700.

- **What Program Protection Plan Covers: Conditions of Reimbursement**
- **Pre-Season Program Cancellations:** Eldora will reimburse the full cost of your multi week program if you’re unable to use it due to a covered reason. Pre-season program claims must be made prior to the start of the multi week program.

- **Mid-way Reimbursements (pro-rated):** Eldora will pro-rate your reimbursement based on the number of days attended in the multi week program prior to the incident where you can no longer attend for the entire program. For example, if you make a claim after using your 1st day of a 6 week program, and can no longer attend the reimbursement will reflect the prior use and reimbursement will be minus this day, for 5 days. On the other hand if you miss one of the days but want to return, no reimbursement will be paid and considered a no show. Please remember that mid-season reimbursement is based on the usage of your program, until such a time you can no longer attend. An exact, pro-rated amount for your claim will be determined after documentation has been received and reviewed, including the actual purchase price.
- **Sickness, injury or death of the program person or family member:** The injury or sickness must be so disabling that the program member can no longer ski/snowboard the remainder of the 2016-2017 program/ski season, as certified by a physician at the time of sickness or injury. The program family member's illness or injury must be life-threatening, as certified by a physician or because they require the program member's care. In the case of a death, a copy of a certified death certificate will be required.
- **Program member's primary residence is made uninhabitable by natural disaster, vandalism, or burglary:** The primary residence must be deemed uninhabitable due to flood, hurricane, tornado, earthquake, fire, wildfire, volcanic eruption, or blizzard; vandalism; and/or burglary determined by a local authority report.
- **Program member is being subpoenaed, required to service on a jury, hijacked, or quarantined:** Local authority reports or documentation (such as a summons or police report) must be provided.
- **Program member has an involuntary employer-initiated transfer of 100 or more miles after the date of purchase of the Ski Pass Protection Plan:** Program member must be an active employee for the same employer for one year or more and will require proper documentation from employer regarding transfer.
- **Program member has a complication of pregnancy, normal pregnancy or childbirth:** Medical documentation must be provided to show that normal pregnancy or complication occurred after the date of purchase of the Program Protection Plan.
- **Program member is involuntarily terminated or laid off following the date of purchase of the Program Protection Plan:** Program member must be an active employee for the same employer for one year or more. This provision is not applicable to temporary employment, independent contractors, or self-employed person.

### **Declining the Program Protection Plan**

**INELIGIBLE FOR REFUND: ELDORA WILL NOT REFUND YOUR MULTI WEEK PROGRAM AMOUNT IF YOU ARE UNABLE TO USE YOUR PROGRAM. PLEASE UNDERSTAND THAT THE PROGRAMS ARE NON-TRANSFERABLE, NOT REFUNDABLE, NOR FOR RE-SALE.**

## **Making a Claim**

Claims are made to [info@eldora.com](mailto:info@eldora.com), at the Eldora Season Pass Office located in the Timbers Lodge at Eldora Mountain Resort, or call (303) 440-8700 to discuss the claims process.

Special circumstances or concerns must be addressed in writing to be reviewed by Eldora Mountain Resort.

Please address letters to:  
Eldora Mountain Resort

P.O. Box 1697  
Nederland, CO 80466

Attn: Programs  
or

E-mail: [programs@eldora.com](mailto:programs@eldora.com)

## **SPECIAL CONSIDERATIONS**

### **Important Notes to Follow Throughout the Season**

- Trek participants must wear either their Season or Trek Pass each day of the session. This pass can be picked up at the Season Pass Office on the lower level of the Timbers lodge. **Passes must be picked up prior to the first day of the Trek session**
- Please make sure your child is well hydrated. There will be water available throughout the day
- Children **must** use the restroom at Eldora **prior to** the start of class!
- Children must be dressed appropriately with all clothing on upon arrival at their class post
- Children must bring a **compact and mobile** lunch - no backpacks. Please do not send money for your child to eat in the cafeteria
- RTD bus schedules are available by phone at 303-299-6000, or on the RTD website: [www.RTD-Denver.com](http://www.RTD-Denver.com). Bus schedules are also printed on the back of our Trail Maps

### **Notes Regarding Group Ski Lessons**

- In a group lesson, instructors will do their best to give individual feedback and attention, but sometimes feedback may be directed to benefit the entire group or an instructor may need to work with the slower student in order to get him/her caught up so the entire group can move on.
- We operate a **skill based** learning environment. As your child's skills progress, your child's group will progress to more challenging terrain
- Eldora staff will do their best to group classes according to skill level, common goals, and confidence levels
- Children are taught how to get up on their own after they fall. You may see you child struggle for a minute or two while the instructor is helping another student. Please be patient and the instructor will get to your child as quickly as possible
- Trek is a progression of lessons. Each week's lesson builds on the previous week's lesson. If you take your child skiing in between lessons he/she will naturally improve at a quicker pace than the rest of the class. We may not have the ability to move your child up a level every week. Likewise, if your child misses lessons, they may fall behind their team and need to be moved to what is now a more appropriate group.