

WEEKLY GROUP PARENT/GUARDIAN INFORMATION

2026/2027

Ski Sundown is committed to offering a safe and fun experience for all skiers and snowboarders. Our Weekly Group program is a wonderful opportunity to regularly participate in a great winter sport.

- ❄ Read and understand this handout and discuss the information with your child.
- ❄ Everything you need to know about the group program is in this handout.
- ❄ All inquiries, Questions, Program add-ons and cancellations:
MUST GO THROUGH YOUR GROUP LEADER.
- ❄ The Group Leader organizes and administers your group and handles all issues.
- ❄ Ski Sundown cannot make any changes to your child's Program unless arranged by your Group Leader.
Always Contact your Group Leader first.

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➔ **LABEL ALL YOUR EQUIPMENT!!!** ⬅

Ask your Group Leader about the *Helmet, Goggle, & Lock Offer!* Ski Sundown is offering a special discount to all kids participating in our afterschool program.

1. Online Registration and Payments

All registration and payments due to Ski Sundown will be done online. Liability waivers will be signed there as well. If you do not have an account already, you will have to create a profile for yourself and then add on your child to make the purchase.

How to create an account online:

- Visit [skisundown.com](https://store.skisundown.com/) and click **BUY ONLINE** or go to <https://store.skisundown.com/>
- Click the *My Account* or blue account icon to register for a new account or sign into existing account.
- **Add Family Members** – To add a family member, go the *My Account* icon and click on family. Enter all information for child.
- Links will be provided to the Group Leaders from Ski Sundown that will be forwarded to the parents to make desired purchases on website (Lift/Lesson, Lift Only, Passholder Lesson and Rentals)
- A specific code will be provided for each individual group to be entered before purchase is complete.

***We recommend saving your credit card information on to your account so it is accessible for future purchases and refunds**

2. WHAT TO EXPECT ON THE FIRST DAY AT SKI SUNDOWN

Be prepared to ski in any weather. Wear a helmet or hat, waterproof gloves, snow pants, waterproof jacket, neck warmer (no scarves), goggles or sunglasses and ski/snowboard socks. ➔ **LABEL ALL YOUR EQUIPMENT!!!** ⬅

- ❄ **Arrival:** When the bus arrives at Ski Sundown, a member of the Ski Sundown staff will greet the bus and give a brief talk about safety and proper behavior. All participants will then go to the lodge where a group Chaperone will reserve a table with the group's name on it. There will always be a Chaperone at this table if a participant needs assistance. Skiers/boarders may leave their bags at this table or in the lockers or cubbies.
- ❄ **Rentals:** Renters then go to the Rental Shop to pick up their equipment. If using your own equipment, please have a ski shop perform a binding safety check and wax and tune your child's skis or snowboard prior to the start of the program.
- ❄ **Lessons:**
 - A. On their first visit all first-time skiers/boarders will meet outside of the Rental Shop exit. They will be met by Ski Sundown staff and will be supervised in the first- time learning area until their lesson time. Since the use of the chair lift may not be taught on the first day, beginners will use the conveyor lift on their first visit.
 - B. All other lesson participants are expected to be outside the Rental Shop 10 minutes before their class begins. They will then be placed in groups according to their skill level. If a participant cannot ski/board in control or ride a chair lift, he/she will be grouped with the new skiers/boarders to review the basics.
 - C. Lesson groups are arranged on the first day and participants will stay in the same group unless an instructor recommends a change. When you enroll your child in group lessons, take into consideration your child's other commitments and obligations that may interfere with the scheduled lesson. IF YOUR CHILD MISSES A SCHEDULED LESSON DUE TO ILLNESS OR ABSENCE, THE LESSON IS LOST. Makeup lessons are not offered. Participants are not allowed to switch groups or attend a lesson on another day. This is necessary for lesson continuity, group size and participant safety.

➔ **LABEL ALL YOUR EQUIPMENT** ⬅

This includes personally owned equipment and leased equipment such as: Helmet, Ski Poles, Skis, Snowboard, Ski Boots, and Snowboard boots.

3. RESPONSIBILITY AND SAFETY

A safe and fun environment requires the cooperation of all those who choose to ski and snowboard at Ski Sundown. Please discuss these responsibilities and rules of etiquette with your child before he/she visits Ski Sundown.

RESPECT

- The mountain is for everyone to enjoy. Respect the mountain and those using it and act responsibly at all times. Be watchful and aware of others and show courtesy to them. Present a positive image for our sport.

SAFETY

- The mountain undergoes changes continuously. Take a slow and careful run to familiarize yourself with the current conditions and trails.
- Never follow anyone too closely.
- Do not stop in the middle of a trail.
- We try to provide features that accommodate different skier/boarder abilities. **KNOW YOUR LIMITS.**
- We **DO NOT ALLOW INVERTED AERIALS** at Ski Sundown.
- Be aware of your surroundings. Ski or snowboard with care.

PROPER USE OF LIFTS

- Be familiar with the common courtesies and guidelines for using the lifts at Ski Sundown. They are for your safety and the safety of others.
- Obey all posted instructions at each lift.
- Do not use a lift until you are familiar with its operation. Watch and learn. Ask any lift employee for help.
- The area around all lift mazes is a **SLOW SKIING ZONE.**
- Do not stand in front of lift mazes or block the flow of traffic.
- Load and unload only at designated areas.
- Lower restraining bar immediately after loading.
- Sit quietly and do not bounce chairs, hit lift towers, or in any way abuse lift equipment.
- When unloading, make sure no loose clothing, poles or packs are caught in the lift. Move quickly away from unloading areas.
- If a lift stops, do not attempt to get off. Remember, if there is a mechanical problem, area personnel will provide assistance.

YOUR RESPONSIBILITY CODE

Skiing and snowboarding are dynamic, fluid sports of motion in a winter environment that requires constant awareness and judgment by skiers or snowboarders to overcome the inherent risks of the sport. Ski Sundown is committed to skiing or snowboarding safety and expects all skiers or snowboarders who choose to ski or snowboard at Ski Sundown to follow **Your Responsibility Code** listed below and other posted rules and regulations that are designed to make a visit to Ski Sundown a great experience for everyone.

1. Always stay in control. You must be able to stop or avoid other people or objects.
2. People ahead or downhill of you have the right-of-way. You must avoid them.
3. Stop only where you are visible from above and do not restrict traffic.
4. Look uphill and avoid others before starting downhill or entering a trail.
5. You must prevent runaway equipment.
6. Read and obey all signs, warnings and hazard markings.
7. Keep off closed trails and out of closed areas.
8. You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
9. Do not use lifts or terrain when impaired by alcohol or drugs.
10. If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

Know and Obey the Code. It's Your Responsibility.

If you need help understanding the Code, please ask an employee.

Safety Talk Video

Safe, responsible skiing is a top priority at Ski Sundown and we want to bring this message to all our skiers/boarders and their parents. Please watch the NSAA Safety video with your child and read the Safety Guidelines document at our website, skisundown.com under Group Visits then in Weekly Groups.

4. COMMUNICATION

If your child requires any special attention due to a physical or medical problem, inform your Group Leader immediately so that Ski Sundown is notified of it at the time of registration. If your child has an issue with a lesson group assignment, he/she should inform their group leader who will speak with a Snowsports School Lesson Supervisor prior to the start of the lesson. **If you or your child have other concerns about lessons or any other aspect of the program, please contact your Group Leader.**

5. SKI SUNDOWN RFID GO CARD

The Ski Sundown Go Card is a reloadable, RFID-enabled media that stores your child's program information. If your child already has one, the program will be added to it. If not, they will receive a new one. They need to keep it in a separate pocket (left or right side, away from other cards or electronics). This card can also be used for lift tickets, season passes, other programs and lessons. Gift cards may be purchased for your child and can be added right on to the card. The cards are included with the program but if the card is forgotten or lost, there will be a \$5.00 charge for a new one.

NO EXCEPTIONS to this because we no longer provide paper tickets for one day uses. We recommend saving your credit card information on to your account so it is accessible.

6. CANCELLATIONS

Ski Sundown offers make-up dates if Ski Sundown cancels a visit due to unfavorable weather conditions. If school is cancelled on a scheduled session date in the district where participants reside, a make-up session will be offered. Your Group Leader will keep you informed of any changes, cancellations or make-up dates. **Please contact your Group Leader, not Ski Sundown, regarding cancellations and make-ups.**

7. MISSED SESSIONS

If your child misses a session, their Ski Sundown Go Card will still have a 4-hour Lift Only make-up visit loaded on it. They are able to come **Mondays through Fridays** excluding holidays **(December 28 – 31, 2026; January 1, 2027; February 15-16 2027)** until the end of season. If your child misses a session by choice, illness or quarantine, there is **no** make-up, credit or refund for a missed Lesson and/or Lift. If your child purchased the rental option, he/she will be able to use the rentals on the make-up visit if prior arrangements are made with the Rental Shop. You can contact the Rental Shop at (860) 379-7669 ext. 250.

8. REFUND POLICY

Full refund will be given if request is made **by the Group Leader** and received by Ski Sundown **prior to January 4, 2027**. No refunds or credits will be given after this date unless the protection policy criteria are met. The protection policy is added to your program at no cost and will reimburse the price of your program on a prorated basis in the event of injury or illness that prevents your child from completing the program. The illness or injury must be confirmed by a letter from a licensed physician, and the refund request must be received **from the Group Leader by March 12, 2027**. **No refund requests will be accepted after this date.**

9. LOST AND FOUND/ FORGOTTEN CLOTHING OR EQUIPMENT

➔ **LABEL ALL YOUR EQUIPMENT!!!** ⬅ If the item is missing during your child's visit, he/she can go to the Ski Shop to fill out a Missing Item Report. There is also a link on our website that you can use to contact the Ski Shop about the missing item. **We recommend that all personal items be labeled** with identification (Name, Group/ School Name and Phone number) that will help with getting the lost item back to your child. Ski Sundown NEVER lends items from our lost and found. If your child forgets anything, they can make a purchase in our Ski Shop or arrange to purchase rentals. The Welcome Center will be happy to help a parent purchase a Gift Card over the telephone and make sure it gets to a chaperone in the group.