



SKI & SNOWBOARD SCHOOL INSTRUCTOR HANDBOOK

Welcome!

Welcome to the Ski & Snowboard Schools of Vail Resorts (the “Company”). You are part of an exceptional group of professionals dedicated to providing the Experience of a Lifetime to our guests and coworkers. We are connected by our shared commitment to safety and Epic Service.

We all share in our culture of Safety and Epic Service is the foundation of all aspects of our job. This Instructor Handbook, along with your [Vail Resorts Team Member Handbook](#) (“Team Member Handbook”) outline the basic expectations for all Vail Resorts Ski and Snowboard School team members. Please read and understand this Handbook and contact your supervisor or manager with any questions.

Stay safe and find your Experience of a Lifetime!

This version of the Instructor Handbook (formerly Ski and Snowboard School Core Resources and Guidelines) is the most current edition and supersedes all previously issued editions. The information presented may not be inclusive and is subject at any time to change or revocation at the sole option of the Company.

This Handbook is supplemental to your Employee Handbook and your resort-specific Ski and Snowboard School resources. Important information is available in all three of these documents.

AT-WILL DISCLAIMER (US RESORTS ONLY)

THIS RESOURCES & GUIDELINES MANUAL DOES NOT CONSTITUTE A CONTRACT, BARGAIN, OR AGREEMENT, EXPRESS OR IMPLIED, NOR IS IT TO BE INTERPRETED TO BE A CONTRACT BETWEEN THE COMPANY AND YOURSELF. YOU SHOULD BE AWARE THAT THE COMPANY IS AN AT-WILL EMPLOYER AND THAT YOU ARE HIRED AT-WILL. JUST AS YOU MAY VOLUNTARILY LEAVE AT ANY TIME, YOUR EMPLOYMENT MAY BE TERMINATED AT ANY TIME, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE AT THE OPTION OF THE COMPANY. 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 OR EMPLOYEES. ANY SUCH AGREEMENT MUST BE IN WRITING AND SIGNED BY THE CHIEF EXECUTIVE OFFICER. THIS NOTICE APPLIES TO ALL EMPLOYEES REGARDLESS OF DATE OF HIRE.

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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 every phase of their journey and seizing opportunities to create the Experience of a Lifetime.

The ski and snowboard school has a unique opportunity to connect with our guests on a more personal level. We are ambassadors for the mountain with the opportunity to create an Experience of a Lifetime by providing our guests with the finest ski and snowboard instruction in the world and working with our resorts to exceed every expectation.

Your Role in Creating the Experience of a Lifetime

- Maintain a safe environment for your coworkers and guests.
- Teach skiing and/or snowboarding according to the highest standards.
- Create a connection between the guest, yourself and the resort. Communicate clearly using the language appropriate for your guests.

Key Guest Focus Behaviors:

- Seek opportunities to greet and help guests.
- Listen to understand rather than to respond.
- Be aware of how your actions impact others.
- Know services available to effectively assist Ski & Snowboard School and resort guests.
- Model Company, resort and Ski & Snowboard School guest service initiatives.
- Keep all discussions professional when in the presence of guests and other employees.
- Be a role model of courteous guest service procedures, such as lift-line alternating.
- Be informed of resort and town amenities to extend the guest experience beyond the lesson.

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.

SECTION Two: What Is Expected of Me?

Professional Performance Expectations for All Instructors

Our guests expect nothing less than the best. You are expected to embody professionalism in ski and snowboard instruction by following the expectations set forth in this Handbook, contribute to a positive work environment and take responsibility for all functions of the job.

Key Professional Performance Focus Behaviors:

- Accept all lessons as assigned regardless of age, ability, or level.
- Know and demonstrate proper lift line alternating and Ski & Snowboard School lane usage.
- Check your schedule frequently and know your assigned meeting area.
- Be on time 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.
- Understand and adhere to Company Policies and Procedures.
- Use discretion when relating guest/client stories and/or ski school business to others.
- Personal phones should not be used during a lesson, unless you are 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 amicably and in a timely manner. Escalate to your supervisor/manager when appropriate.
- Submit accurate and completed class lists and time cards daily.
- Complete documentation for incidents, Workers' Compensation, injured student, lost student and all other forms legibly and within the proper timelines.
- Demonstrate efficient time management. Start and stop all lessons on time. Contact a supervisor as soon as possible if your lesson goes beyond its scheduled finish time.

Your Responsibilities for Scheduling

- You are expected to meet your required Schedule and Work Commitment.
- Work with your scheduling supervisor to submit a work schedule that meets your resort's needs.
- Fulfill the commitment you agreed upon when hired.
- Work proactively with your supervisors to support your school's business.

Leadership

If your role in the Ski & Snowboard School includes the 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, including:

- Leads through change and adversity, makes the tough call when needed, builds consensus when appropriate, motivates and encourages others.
- Exemplifies Company values and supports the Company's and School's mission and purpose.
- Considers Company mission and values while planning.
- Supports and implements key policies (*i.e.*, helmet policy, safety initiative).
- Follows up with or acts on issues raised by team members.
- Handles tough issues and seeks understanding.

Training and Development

Attending required training and maintaining a focus on professional development ensures you are providing the guest with the best possible lesson experience. There are optional unpaid trainings and continued education opportunities available to instructors who wish to further their professional development. Instructors may find and attend trainings at any Company resort by using the clinic calendar and signup at instructor.snow.com.

Key Behaviors for Training and Development

- Sign up for and complete the 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.

See your supervisor/manager for more information on how we deliver every day on an Experience of a Lifetime.

Optional Unpaid Training

Unless noted otherwise, optional clinics are entirely voluntary, do not constitute in any way work activities, are not covered under workers compensation and are unpaid. Participation in optional clinics is not a prerequisite to certification testing. An employee is free to undergo certification testing without any involvement in these voluntary and non-mandatory clinics. Participation in optional trainings and continued education opportunities will not be considered in performance evaluations. Any paid and/or required training will be clearly identified as such.

Professional Development & Feedback

We are fortunate 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:

Seasonal Performance Assessment Process

Your supervisor will contact you at the start of the season to check in and set goals. Take advantage of this great opportunity!

- Basic job performance expectations are shared with you in written form in this Handbook. Specific seasonal goals and measures will be shared by your supervisor.
- All instructors will receive a written or verbal Season-End Performance Assessment.
- The annual merit increase, if any, on each instructor's base wage will be determined by the Overall Rating on the Season-End Performance Assessment.
- A copy of your Season End Performance Assessment will be provided after your end of season review. This is generally sent to you via email.
- Your Season-End Performance Assessment will be based on yearly performance goals provided by your supervisor/manager, and will be rated using the [Performance Rating Categories](#) found in Epic Employee

SECTION Three: *Health and Safety*

Your safety and our guests' safety is of paramount importance to our school and Company. The management of risk lies 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.

Assess Terrain using the Five T's

- 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 to **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

Taking steps to support your physical and mental health is important to a sustained and successful season. Talk to your local team about effective preemptive strategies, utilize resources available through benefits like Epic Wellness, and reach out to your supervisor or manager if you need assistance.

Health and Safety Reminders

- Take at least one day off, if not two per week for your own well being.
- Good housekeeping must be practiced in all working areas (including locker rooms).
- 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 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, before any foot injuries or medical problems develop. In general, injuries caused by poor boot fit are not covered by Workers' Compensation. A boot fitter can help with problems before they become a hindrance to your job. A \$25 reimbursement for footbeds is available. Reimbursement details are available through Direct Connect. 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 are eligible for the Company's [Equipment Loan Program](#), which provides season-long equipment rentals free of charge to all employees who are required to ski or snowboard for work. Loaned equipment is also eligible for complimentary maintenance, including tuning.
- Follow the Company's [Employee Ski/Snowboard Equipment Inspection Procedure](#)
- All instructors must wear gloves and an approved helmet while skiing/riding in uniform. Instructors are eligible for a complimentary helmet under the Company's Helmet Policy.
- Keep equipment updated and in good condition.
- Wear sunglasses or goggles with UV protection.
- Tune and wax equipment regularly.
- Check bindings regularly and have them set to manufacturers recommended settings.
- Use protective rubber gloves or latex for accidents involving loss of blood.

Instructor Related Accidents

If injured while working, note names of observing students and responding Ski Patrol.

- If involved in a collision with another skier/snowboard, 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 you think there was an injury, notify your supervisor IMMEDIATELY to begin the resolution process.
- If not involved in an incident, but witness to one, it must be reported to your supervisor.

Helmet Use

Employees: All employees must wear an approved snowsports helmet whenever they are in uniform and attached to their gear. In addition, helmets are required during ALL clinics and training sanctioned and operated by the school, including all elective clinics, whether in or out of uniform.

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. 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.

- 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.
- Teach students how to get up on their own versus trying to lift or pick them up.
- Take time to thoroughly teach all students to load and unload lifts before riding.

- If students are having trouble loading or unloading a lift do not rush in to offer sudden assistance putting yourself at risk. Allow the lift operators to aid.
- Choose appropriate places to stop with your students; rest areas or an area protected from above are generally 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.
- Educate students on rules, etiquette, and practices designed to promote safe skiing/riding on our mountains. This focus must be integrated into every lesson.
- 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.
- Teach rhythmical turns within a narrow corridor when in congested 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 should warm-up before skiing/riding.
- Teach students how to get up rather than lifting them. If necessary, use proper lifting techniques when helping guests.
- Skiing/riding alone is not recommended.
- Know the closing times and snow conditions of all mountain areas. Time your lessons accordingly.
- Do not throw objects from or jump from a lift.
- Read and obey all posted information and warnings.
- Follow all directions of Patrol, Mountain Safety and Mountain Management.
- Ski/snowboard in a manner reflective of your position as a professional.
- Follow all designated/approved travel routes (refer to your local Terrain Management plan for details)

Skiing Backwards

Skiing backwards while teaching should be avoided whenever possible, and is to be used only in specific situations as described below:

- Teaching in beginner areas serviced by carpets, and in fenced children's yards.
- It should be considered as an option only after exhausting all other teaching techniques.
- Avoid skiing backwards if yard is congested.

Freestyle "switch" skiing may only be taught in parks and on green and blue terrain.

- 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).

Terrain Selection

Selecting the proper terrain for your guests is critical. 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 (under terraining) 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.

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 and choose easier terrain to promote safety, success and to anchor learning. Snow conditions are important to consider as well – have a plan to adjust your selection or choose easier terrain when weather or hazards warrant.

When skiing or riding natural terrain or off-piste conditions use caution in your lesson plan and decision making. What is the business purpose of selecting the natural terrain for your lesson? Never let the guest dictate your decisions to be safe, and always ensure that you are leading with a skiing/ snowboarding for work mindset, not play. 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. 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.
- Make the first run easier 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/snowboard for short distances to keep the group together. With experience, students will gain more confidence and flow and be able to ski/snowboard longer stretches.
- Remain extra attentive for signs of fatigue and anxiety.

Terrain Management

All instructors must follow the Terrain Management system outlined for each resort. This system will identify areas on the mountain that may require different tactics or areas that may be closed for teaching. This is vital information and may change depending on conditions and traffic patterns. Local resort managers/supervisors will provide specific information on how to reference terrain management on a daily basis.

Out of Bounds






- Instructors are not allowed to take a guest out of bounds or into closed terrain.
- Instructors are not allowed to ski out of bounds while working and, under no circumstances, can ski in closed terrain.
- Any employee skiing/riding in a closed area or taking a guest out of bounds is subject to immediate discipline up to and including termination.

Freestyle Terrain

Freestyle Terrain is a part of our mountain resort culture. 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 snowboarders.

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.

<p>The five main messages of the NSAA PARK SMART Program are:</p>  <p>Start Small Work your way up. Build your skills.</p> <p>Make a Plan Every feature. Every time.</p> <p>Always Look Before you drop.</p> <p>Respect The features and other users.</p> <p>Take it Easy Know your limits. Land on your feet.</p>	<p>Freestyle Terrain has designations for size. Designations are relative to this ski area.</p> <p>Extra Small Features</p>  <p>Smaller Features</p>  <p>Medium Features</p>  <p>Larger Features</p> 
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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, if 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 can teach students on 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 can take students into small parks and designated small features and provide coaching and instruction with demonstration.

Instructors with Small Park Passes are not allowed to ski or ride over medium or larger terrain park features during the lesson, except 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 manual 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 must 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 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 use progressions promoting skills ownership and encouraging lateral learning on small features before 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.
- Inverted aerials are not recommended.

Student Health and Safety

- All instructors should be on the watch for lost students.
- 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 are not 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 and caffeine.
 - Avoid strenuous exercise the first 24 hours at altitude.
- 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 the 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.
- Pace the lesson according to the 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 uphill from 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 incident to Ski Patrol, your supervisor, and the appropriate Children's Center via phone or find a competent adult to assist. 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 Patrol arrives.
- Verify first and last names of all students on the class list and verify their contact information, home phone and address.
- Patrol must ALWAYS 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.
- A basic follow-up (when appropriate) with the guest reflects good guest service and care. 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 Ski Patrol.
- Avoid making statements of 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 blood loss.
 - 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 Ski & Snowboard School Safety provisions apply to Children's Centers and Children's Mountain staff members.

- Follow [Ski & Ride School Check-In/Out Procedure](#).
- 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 information.
- Follow [Ski & Ride School Allergy and Special Concern Procedure](#).
- 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 the [Children's Ski & Snowboard School Lost or Separated Child Guidelines](#).
- Injured student: Any suspected injury should be reported to Ski Patrol. Follow your resort's protocol.
- 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.

Kids on Lifts

All instructors should be comfortable and familiar with the following procedures for riding lifts with children.

All instructors who are working with children (ages 14 and under) must follow the [Kids on Lifts Procedure found in Policy Tech](#).

Child Abuse and Neglect Detection and Reporting Guidelines

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

Immediately raise any concerns to your supervisor or Human Resources. Vail Resorts employees are required to follow the [Child Safety & Abuse Prevention Procedure](#).

You may not actually see any physical "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 inappropriate 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. Report facts and not conclusions or assumptions. Remember, your obligation is to only **inform** your supervisor or Human Resources about the suspected child abuse, neglect or exploitation; you do not have to prove it. **Do not try to investigate.**

When you inform your supervisor or Human Resources, 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:

- Your name;
- Your job title;
- The address of the ski school/child care facility;
- Full names, addresses, and ages of 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).

The Company strictly prohibits retaliation against any employee who reports suspected child abuse, neglect or exploitation in good faith. If you have any questions regarding 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 by following the lost student protocol found in Policy Tech: [Children's Ski & Snowboard School Lost or Separated Child Guidelines.](#)

Lightning Procedures

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

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

Educating Guest Safety

As an instructor you have a unique opportunity to help educate guests on safe practices. If you encounter a guest behaving in a way that poses a danger to themselves or others, you may use the opportunity to help educate. Use the following to help guide you in a productive conversation.

- Know the Skier Responsibility Code.
- Witness the violation – or have a reliable source.
- Be firm, but friendly.
- Ask the violator if they know what they did wrong.
- Explain how what they did violated the responsibility code or put themselves/others at risk
- Suggest a better option for the future.
- Thank them for their time
- If the situation requires assistance or for more serious incidents, enlist the aid of Mountain Safety, Mountain Information group, or Ski Patrol.
- 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. Patrol will intervene at the top of the lift.

SECTION Four: *On Snow Policies*

How Do I Get Paid? – Punch In/Punch Out

We want to ensure that we are keeping accurate records of your time and paying you for all the time you work. “Punch In” & “Punch Out” refers to the utilization of the Instructor App, accessible via EpicEmployee.com, to record all instructor work time. It is the instructor’s responsibility to record all worked time accurately by punching in and out through the Instructor App.

- Instructors must “Punch In” before starting to perform any job duties and “Punch out” after completing all job duties or for an uninterrupted, duty-free meal period.
- If your lesson ends early, you must “Punch Out” at the actual lesson end time and not at the scheduled end time. Your “Punch Out” time will reflect the actual hours you spent working, but you will still be paid at least the number of hours included in the lesson product you taught, even if it ended early.
- If your supervisor notes an error in your “Punch In” and/or “Punch Out” times, they will reject the “punch” and contact you to discuss and ensure you are paid for all time worked.

What Do I Get Paid For?

Employees will be paid for all time worked. For more information on what is compensable time, what is not compensable time, and additional details on paid time, please refer to the [SRS Wage and Hour Policies - Quick Reference Guide](#).

Additional pay FAQs can be found here:

- [SRS Employee Paid Time – Key Information FAQs and Policies](#)
- [Missed Punch Instructions for Ski and Ride School](#)

Please refer to the [US Team Member Handbook](#), the “Getting Paid” section, for additional information.

Guest Communications

Vail Resorts strives to provide the best guest experience possible. However, the Company does not allow non-exempt/hourly employees to work “off the clock” under any circumstances (i.e., employees must be paid for all time worked), and working “off the clock” for any reason whatsoever is considered a violation of Company policy. This includes sending or responding to work-related e-mails or text messages during off-hours or the off-season. If an Instructor receives work-related e-mails or text messages from guests during off-hours or the off-season, they are not required to respond. Similarly, if the Instructor is unable, or unwilling, to respond to guest communications during normal workhours, the Instructor should alert their supervisor. If an Instructor chooses to engage in social conversation with a guest during off-hours or the off-season, this voluntary contact is not considered compensable working time.

Videos and Images in Lessons

With consent and permission of guest(s) or their parent/guardian provided in advance, an instructor may take videos or images of a student to augment lesson instruction and enhance the guest experience. The following are guidelines to provide a secure, controlled, and safe environment for filming or photographing while teaching and after a lesson. Taking videos or images of guests is only allowed for purposes of teaching and instruction during and/or after a lesson.

Stationary Filming

Instructors should maintain a stationary position while filming students during lessons. This position should be carefully chosen to provide an optimal view of the student's actions and maneuvers without interfering with their progression or interfering with anyone else on the mountain. Safe stationary areas, such as behind rest area or slow sign baffles, should be prioritized for filming.

Wearable Equipment Usage

Instructors may also use wearable filming equipment, such as GoPro cameras, securely attached to their gear.

Safety Considerations

At all times the safety of instructors and guests comes first, and no videos or photos should be taken if it may in any way compromise safety. The positioning of the instructor or equipment should not obstruct pathways, create hazards, or impede other skiers or snowboarders.

Permissions and Use of Media

Instructors should avoid using their own personal devices to record or take images of guests and should instead use Company equipment for teaching purposes. If Company equipment is not available, consider if the guest would allow you to use one of their personal devices to record them. As a last option, and only with the consent and permission of the guest or their parent/guardian provided in advance, the instructor may use their own personal device to record or take images of the guest to enhance the lesson.

Permissions

Prior to taking any images or videos of guests, the instructor must:

1. Ensure the guests have signed all resort and/or Ski and Snowboard School required waivers/releases prior to the lesson.
2. Ask all guests in the lesson for verbal permission to video or take images
3. In the case of minors, ask the parent or guardian for verbal permission
4. In accordance with these guidelines, discuss what device will be used and how images will be stored/shared/removed

Sharing and Storage

1. Never post images or media content of guests to social media or other online platforms
2. Images and media of guests and especially minors must be completely removed from any personal devices immediately after the lesson.
3. Sharing of images or media should be done directly with the guest if requested and not through any third party.
4. Images or media content of guests should not be shared with anyone but them.
5. At all times, instructors remain subject to and must adhere to all applicable Company policies, including but not limited to, the Social Media Policy, Acceptable Technology Use Policy and other similar policies in the [US Team Member Handbook](#)

Lifts

As an instructor, you are more visible in the lift area than almost anywhere else on the mountain. Be organized, courteous, and safe. *Your 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 guests who may find themselves in the Ski & Snowboard School Lane by mistake and 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.*
 - 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 that 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 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.

Lift Line Alternating

It is imperative that we engage our non-school guests in a positive manner and exemplify Epic Service while interacting in the lift line

Loading

- Your safety is always your 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.
- Allow the lift attendant to give necessary assistance to students once they enter the loading area.
- In all but exceptional cases, you should ski/snowboard 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 and assign a landmark where they should gather after unloading.

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 them know that a representative of the Company will be calling them. Pass on the guest's 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.

Presentation Guidelines

All staff are expected to adhere to the Employee Presentation & Uniform Policy guidelines outlined in your Employee Handbook. The following Ski & Snowboard School Uniform Policy is in addition to those and is the minimum standard.

Uniform Appearance While Working

- Employees are expected to wear uniforms in the appropriate manner. Nametags must be worn and jackets zipped up to above nametag level. Fasten any zippers, snaps and buttons. All hats, where permitted, must be worn facing forward.
- *Nothing contained in this section shall be interpreted to prohibit employees from engaging in protected concerted activity under Section 8(a)(1) of the NLRB.*

On-Mountain Uniform Policy

- Jacket and matching uniform pants are the proper outer uniform.
 - Helmets and accessories should complement the uniform and be appropriate for teaching all guests.
 - Under layers (including soft shells, fleeces, sweaters, etc.) should NOT be visible below the hem of the jacket.
 - Hats worn with your uniform during non-skiing/riding activities must be clean, professional and appropriate.
 - **No under garments with exposed hoods are allowed.**
 - Gloves must always be worn.
- Inner pieces of clothing not issued with your uniform must be clean and professional. Turtlenecks, mock-tees, technical wear, collared shirts, etc. are acceptable. Torn t-shirts, graphic t-shirts, oversized sports jerseys or any excessively baggy clothing is not acceptable.
- If an employee chooses to put on or take off their equipment (boots, helmet, skis/board) at work, they should clock in before putting on equipment and clock out after equipment has been removed. (*Note: This does not include time spent putting on and taking off uniforms, which should not be done on the clock.*)
- All uniform pieces and accessories must be kept clean. 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.
- Company-issued nametags:
 - Must be worn at all times when in uniform.
 - Must have proper names.
 - Notify your supervisor to replace a lost nametag.
- Sleeves should always remain at wrist length.
- You should NOT, under any circumstances, give or sell your uniform to any other person. You are responsible for all your uniform pieces. You will be held financially responsible if the exact uniform that was issued is not returned.
- Headphones may not be used while in uniform.

Instructor Locker Rooms

The locker room is your space and is provided to you as a convenience. You are not required to use the locker room. When using the locker room, 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.
- If your locker room has an access code, it should not be revealed to anyone other than fellow instructors.
- You may, but are not required to, keep your skis, snowboards, boots and poles in the area provided. All your equipment should be clearly marked and locked when possible.
- If 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.
- 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 dressing and undressing.
- Occasionally, visiting instructors from other resorts will need access to gear storage and changing areas – please welcome them and aid if necessary.
- After hours use of locker rooms is prohibited.
- Please see your resort specific guide for additional policies regarding employee lockers.

PSIA/AASI Certification

While not required, instructors at Vail Resorts are encouraged to obtain membership and work towards certification with the Professional Ski Instructors of America and/or the American Association of Snowboard Instructors. To gain recognition and any associated status for a certification, instructors must meet the following criteria:

- Have attained necessary current certification.
- Be in good standing (current on dues and education requirements) with PSIA/AASI.
- Provide necessary documentation to your manager/supervisor.

Ski and Snowboard School Directors and Senior Managers have discretion in determining when to assign recognition and/or status for instructors with other certifications or unique circumstances.

PSIA/AASI Certification Reimbursement

Instructors who are awarded one of the following certifications or accreditations are eligible for reimbursement of exam fees:

- Certifications: PSIA/AASI Level 1, 2, and 3
- Accreditations: PSIA/AASI Children's Specialist 1 and 2

Reimbursements will be paid promptly after submitting supporting documents to appropriate Ski and Snowboard School staff. To be eligible for reimbursement, instructors must be active employees of Vail Resorts at the time of the exam.

Booking and Reservation Systems/Services

Instructors and Ski & Snowboard School employees are prohibited from using and/or maintaining their own booking and reservation systems/services and are also prohibited from using and/or maintaining any booking and reservation system/service that is not approved, authorized, endorsed, used and/or maintained by the Company.

Instructors are prohibited from selling or re-selling their instructional services. All lesson products must be booked and paid in full through Vail Resorts approved reservation channels and may not be resold under any circumstances.

"Underground" Teaching

Teaching for compensation or other remuneration (e.g., complimentary items, discounts) while off the clock under all circumstances is prohibited. Instructors may not conduct lessons, snow sport instruction, guiding, or other similar activities for pay or remuneration outside of their assigned, on-the-clock responsibilities as

employees of Vail Resorts. Participation in these unauthorized activities may result in disciplinary action, up to and including termination. Additionally, engaging in these or similar activities at resorts not owned by Vail Resorts may also result in disciplinary action.

Vail Resorts employees are the only persons authorized to conduct ski and snowboard instruction and guiding operations at our resorts. Additionally, several of our resorts operate on U.S. Forest Service land. Vail Resorts employees are the only persons authorized by the U.S. Forest Service under its Special Use Permit to conduct ski and snowboard instruction and guiding operations at these resorts. Instruction and/or guiding operations conducted without a permit from the U.S. Forest Service are a violation of Title 36 of the Code of Federal Regulations, Part 261, Section 261.10(c).

Instructors who observe what they suspect to be underground teaching must promptly report this activity to their manager or supervisor.

Resort to Resort Travel

If your resort has provisions for resort to resort travel to teach private lessons, the linked procedures apply. Not all resorts will have this option so please refer to your local leadership if you are uncertain.

[Instructor Resort to Resort Travel Procedure](#)

Resort Specific Addendums

[Breckenridge Instructor Handbook Addendum](#)

[Keystone Instructor Handbook Addendum](#)

[Vail and Beaver Creek Instructor Handbook Addendum](#)

