

BRISTOL MOUNTAIN

2014 – 2015 MIDDLE & HIGH SCHOOL SNOWSPORTS CLUB STUDENT/PARENT PROGRAM GUIDE



Extended Snowsports Club Pass Season!

We have been busy during the off season with many great things. This last spring we opened Bristol Mountain Aerial Adventures, a self-guided high ropes experience with zip lines, rope bridges, tight rope walks, and swinging surprises. The experience is geared toward all ages and abilities and allows individuals the opportunity to test themselves physically and mentally in a safe and nurturing environment. In preparation for the 2014-2015 ski/snowboard season we have been replacing snowmaking pipe, replacing fan guns with newer technology, and planning our new terrain parks. We will be moving the Morningstar Star Terrain Park to the South side of Galaxy and creating a new mid-station rail park at the bottom of Upper Rocket and Upper Meteor. We are also bringing back the AcroBag during the Christmas and President's Week breaks. At Roseland Waterpark we will be starting construction soon on a cable park which will open in May 2015. The park will tow wakeboarders and water skiers in Muar Lake and offer training and equipment for all ages and ability levels.

For the 2014-2015 snowsports season we have extended the use for the Snowsports Club Pass program into December. This season students will be offered a weekly pass that will be valid from December 12th through March 8th. Again, students will not have to wait in line to exchange a coupon for a lift ticket which will allow them to get to their lesson or on the snow much faster. They will also have a photo I.D. that will be attached to their outerwear and visible to the lift attendant that will allow the use of debitware and for any misplaced cards to be easily identifiable.

We have worked over the summer to refine many of the online purchase processes and the success of this program will rely heavily on your engagement with this program and your students. With the automated online enrollment system parents of students will be able to enroll their child in the snowsports program, upload their photo, and finalize payment in the same transaction.

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MISSION STATEMENT

It is our mission to inspire multiple generations to enjoy a healthy, active lifestyle, in a natural environment.

CORE CLUB VALUES

- ⇒ Be respectful to others, including fellow students, guests, Bristol Mountain employees and facilities.
- ⇒ Know, Understand, and Follow “Your Responsibility Code”
- ⇒ Abide by your school’s Code of Conduct policy while participating in the Bristol Mountain Snowsports Club Program

CLUB MEMBERSHIPS & OPERATING HOURS

Memberships are sold to students who are 4th graders and at least 8 years old. Parents/guardians of club members now have the opportunity to purchase memberships for themselves, at a discounted rate as well. The club program offers unlimited day or evening visits, on the day or night of the week chosen by the club. The 2014-15 Snowsports Clubs season is tentatively scheduled to operate from December 12, 2014 through March 8, 2015, which offers members at minimum, 12 visits. The 2014-15 operating season is tentatively scheduled for November 27, 2014 through April 5, 2015 with extended hours to 10 p.m. from December 12, 2014, through March 8, 2015.

CHAPERONES

Chaperones are expected to ride the bus, monitor students in the lodge, assist in the rental process, ski/snowboard or take lessons with students and encourage proper behavior and safe skiing/snowboarding. It is our expectation that your School Code of Conduct Policy extends to time spent at Bristol Mountain. A key part of the chaperone responsibility is to maintain order in the lodges this includes ensuring that the floor space remains open and uncluttered at all times, tables are bused so all guest may sit anywhere they would like, kids remain in control and there is absolutely no smoking or use of e-cigarettes or vapor pipes on Bristol Mountain property. Management and Security personnel will confiscate all smoking and e-cig related paraphernalia. We suggest one chaperone for every 20 members present. If your school mandates a higher chaperone/student ratio, please review your needs with a Group Sales Representative prior to the club’s visit. One complimentary lift/lesson ticket (lessons are taken with students), and equipment rental will be issued for each advisor and chaperone during club visits. **Complimentary tickets are intended for the advisors and chaperones use during club visits and are not issued for redemption outside of club visits.** Additional chaperones or parents exceeding the chaperone ratio may purchase a lift ticket at the group rate. The Advisor will purchase the lift tickets at the group rate in the Guest Services Office upon arrival.

EQUIPMENT RENTAL

Snowsports Club Rental Coupon Books are available for students or parents who need to rent skis or snowboards. Rental Coupon Books are available in quantities of four or six visits for either the twilight or day program. Multiple Rental Coupon Books may be purchased to meet your needs and share amongst families. Ski rentals include skis, boots, and poles. Snowboard rentals include a snowboard and boots. **Club members should complete the rental form included in the Rental Coupon Book prior to getting off the bus**, including their weight, height, boot size, and ability. Rental Coupons are redeemed in the Rental Center. Rental equipment is returned at the end of each visit. Club members will incur the retail cost of any unreturned equipment. Twin Tips may be rented for an additional cost at the ticket windows when students arrive.

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LESSONS (VERY IMPORTANT!)

Complimentary class lessons, from beginner through advanced, are offered to students with each club visit and are highly recommended. Complimentary beginner class lessons are offered to parents during club visits. Members who participate in lessons build their skill and confidence, as well as reducing the risk of injuring themselves or others. The instructors at Bristol Mountain are capable of teaching all levels from beginners to expert skiers and snowboarders. Please instruct your students to attend the lesson time based on their skill level. The intent of a Snowsports Club is that members ski or ride with their club during scheduled visits. Lessons are prescheduled for each school. For this reason, complimentary lessons are not included for students who visit at different times outside of their club scheduled visits, regardless whether or not their pass is valid. The Snowsports Club lesson schedule operates from December 12th – March 8th (no lessons will be provided during the Winter Break/New Year holiday weeks, 12/22 through 1/1 and Presidents holiday week, 2/16 through 2/20).

CLUB MEMBERS WITH SEASON PASSES

Executive, Student, or Twilight passes may be purchased directly through Bristol Mountain. Students who plan on skiing or riding outside of club visits may benefit from an unlimited season pass. Passes may be purchased at www.bristolmountain.com or by calling 585-374-6000.

NON MEMBER STUDENT VISITS

Non-member students who would like to visit Bristol Mountain with the club may purchase a lift ticket and rental equipment at discounted rates in the Guest Service Office. A complimentary lesson is included with the student's visit. It is our hope that these students will enjoy their visit and join the club for the remainder of the season or the following year.

REFUNDS AND CREDITS

Snowsports Club Passes are sold at a highly discounted rate and are non-transferable and non-refundable under any circumstances.

Students unable to participate in their Snowsports Club after purchasing the pass may return the issued pass to a group sales representative before December 12th, to be exchanged for a Bristol Mountain Gift Card. The Gift Card has no expiration date and may be redeemed for any services or products at a Bristol Mountain sales point.

PERSONAL SECURITY

Ski and snowboard racks are located around the lodges and base area. It is strongly recommended that students secure personal equipment in the racks. Personal gear or gear bags should be clearly labeled with the student's name. While at Bristol Mountain, it is expected that students are enjoying the slopes and taking lessons. Therefore, valuables such as cell phones, iPod's, iPad's, MP3 Players, or anything unrelated to snowsports remain at home. Valuable belongings, if brought to the mountain, should be secured in a day locker located in the lodges or Rental Center.

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LODGE SAFETY AND DINING

For ease of access for all our guests as well as in case of an emergency evacuation from the Rocket or Sunset Lodges, walkways must be kept clear at all times. Ski/snowboard bags must be stored in cubbies or under the tables. Bags lying in the walkways create a safety hazard and will be picked up by security and placed in Lost & Found. If possible, please leave equipment bags on the buses. **Bag storage is reserved to the first floor of both the Rocket and Sunset Lodges.**

Please make sure you guests adhere to the no smoking and no e-cigarette policy that applies to all areas inside and outside the lodges and chairlifts.

Meals, snacks, and beverages may be purchased in either the Sunset Kitchen located in the Sunset Lodge or Carver's Kitchen located on the second level of the Rocket Lodge. Carry-in meals are welcome in the Sunset Lodge or first level of Rocket Lodge. The seating area on the second level of Rocket Lodge may be utilized for Carver's Kitchen customers.

We would also like you to remind students to clean their tables after eating, discard their garbage, and return trays to the appropriate location. If there is a spill at your table, please alert our staff immediately if you require assistance. Please let your club members know that pass holders, visitors, and numerous schools visit Bristol Mountain each day. For this reason is important to help keep the lodges clean. Your chaperones are welcome to secure a table for your club, as long as they understand that the tables are provided so students can rest or eat during their break. If you have seats open, please allow resort guests and students from other programs the opportunity to take a seat at your table.

HELMETS

Helmets provide significant protection, but they cannot provide total protection from all foreseeable impacts. It is up to you to educate yourself and your students about their benefits and limitations. Ultimately, the choice of whether to wear a helmet is one of personal or parental choice. By following *Your Responsibility Code*, you will reduce your risk of injury. For more information, visit the Lids on Kids website at <http://www.lidsonkids.org/home.asp>.

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YOUR RESPONSIBILITY CODE
Know the code. It's your responsibility.

Please review **Your Responsibility Code** with club members, parents, and chaperones. Those who understand and follow the responsibility code are less likely to injure themselves and others. In fact, most injuries that occur are completely avoidable if the rules of the code are followed.

Skiing and snowboarding can be enjoyed in many ways. At ski areas you may see people using alpine, snowboard, telemark, cross country and other specialized ski equipment, such as that used by disabled or other skiers. Regardless of how you decide to enjoy the slopes, always show courtesy to others and be aware that there are elements of risk in skiing that common sense and personal awareness can help reduce. Observe the code listed below and share with other skiers the responsibility for a great skiing experience.

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

Club members who fail to abide by these rules may lose their skiing/snowboarding privileges for the remainder of the season without any refund. Additionally, they will be required to attend Bristol Mountain's Ski Sense and Safety class before returning to the slopes. We stress that skiers and riders remain under control at all times to avoid endangering the safety of themselves or others.

Violation of New York State drinking or drug laws will not be tolerated. Violators will be prosecuted to the fullest extent of the law.

SAFETY PLAN & PATROL ASSISTANCE

Each school should institute a safety plan and review with students, parents, and chaperones. To prevent injuries, students should follow **Your Responsibility Code**, ski/ride in pairs, and participate in lessons. However, if an injury should occur advisors and chaperones must be prepared. If you are involved with an accident do not leave the scene and if able, call 585-374-6000 and ask for help if your cell phone is available. Also, if possible, flag down Ski Patrol or an adult to help.

Advisors should keep a binder with parental/guardian contacts listed along with any medical conditions. All injuries should be reported to parents/guardians as soon as possible. If a hospital visit is necessary, then students will be transported via ambulance and taken to F.F. Thompson Hospital located at 350 Parrish Street Canandaigua, NY 14424. The telephone number is 585-396-2000.

Ski Patrol reports injuries immediately to the Guest Services Office. At that point, the Guest Service Representative will contact the advisor or chaperone. Advisors or chaperones will be given instructions as to where to report. It is a good idea to list several contact names for Guest Services to notify in case of an injury. **Please make sure all contacts have their cell phones on at all times.**

Serious injuries may require transport via Mercy Flight Central. If this is the case, an ambulance will transport the student from Ski Patrol to the helicopter landing located north of the North Star Village entranceway on Route 64.

For the benefit of your members, Snowsports Clubs are strongly encouraged to hold a safety meeting. A Bristol Mountain group sales representative will be available to attend the club's meeting and present a 30 minute safety segment and answer questions. It is a good idea to schedule meetings as soon as possible, as schedules fill up quickly.

5662 Route 64 - Canandaigua, NY 14424
(585) 374-6000 - Fax (585) 374-2253 - www.bristolmountain.com

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2014 – 2015 STUDENT SNOWSPORT CLUB PRODUCTS AND PRICES

Student Twilight Snowsports Club Pass One Evening Per Week, 3pm – 10pm	Fall Rates Through 11/21/2014	Winter Rates 11/22/2014 – 1/11/2015
Twilight Snowsports Club Student Pass	\$180.00	\$190.00
Twilight Snowsports Club 4x Coupon Rental Book	\$47.30	\$58.05
Twilight Snowsports 6x Coupon Rental Book	\$70.95	\$81.70
Student Day Snowsports Club Pass One Day Per Week Saturday or Sunday 8am – 4pm or a Weekday 9am – 4pm	Fall Rates Through 11/21/2014	Winter Rates 11/22/2014 – 1/11/2015
Day Snowsports Club Student Pass	\$250.00	\$260.00
Day Snowsports Club 4x Rental Coupon Book	\$60.20	\$70.95
Day Snowsports Club 6x Rental Coupon Book	\$90.30	\$101.05

2014 – 2015 PARENT/GUARDIAN SNOWSPORT CLUB PRODUCTS AND PRICES

Parent Twilight Snowsports Club Pass One Evening Per Week, 3pm – 10pm	Fall Rates Through 11/21/2014	Winter Rates 11/22/2014 – 1/11/2015
Twilight Snowsports Club Parent Pass	\$230.00	\$240.00
Twilight Snowsports Club 4x Coupon Rental Book	\$47.30	\$58.05
Twilight Snowsports Club 6x Coupon Rental Book	\$70.95	\$81.70
Parent Day Snowsports Club Pass One Day Per Week Saturday or Sunday 8am – 4pm or a Weekday 9am – 4pm	Fall Rates Through 11/21/2014	Winter Rates 11/22/2014 – 1/11/2015
Day Snowsports Club Parent Pass	\$300.00	\$310.00
Day Snowsports Club 4x Rental Coupon Book	\$60.20	\$70.95
Day Snowsports Club 6x Rental Coupon Book	\$90.30	\$101.05

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2014-15 SNOWSPORTS CLUB MEMBER ECOMMERCE GUIDELINES

Logging In:

- Select the STORE link from the Bristol Mountain home page, www.bristolmountain.com.
- At the Select an Item page, select the **GROUP LOGIN** link on the header of the page. If the **GROUP LOGIN** link does not appear, please refresh your browser.
- At the **CLUB LOGIN** page, enter the **Club Name** and **Club Member Password** provided to you by your Snowsports Club Advisor. Passwords are case sensitive. Select **Login**.

Making a Purchase:

- Click on **See Available Items**.
- Select the club pass option and rentals if needed.
- Executive Season Pass or card holders select Club & Bus Transport
- Change Quantity if needed then hit add to cart

Add/Change Guest:

- Member information must be put in here
- Click **ADD/CHANGE GUEST**

For New Guests:

- Select **Create New Guest** button.
- Complete all required fields and select **SAVE**.

For Existing Guests (If you have made purchases before):

- Enter First Name and last name click **Look Me UP**
- Click on matching name that pops up.
- Enter your personal password created in previous years
- If forgotten password click on the link: **I forgot my password/I don't have a password**.
- If you select **I forgot my password/I don't have a password**. You will be prompted to reset your password on next page-Select **Reset my password** and a new password will be emailed to the address that is on file at Bristol Mountain for your guest record.
- Enter password and select verify to proceed

Uploading A Photo:

- Select **Upload Photo** on the **GUEST DETAILS** page
- Select **Choose File** and select a photo from your computer that you would like to use for your Snowsports Club Pass.
- Once selected the file name will appear next to the Choose File button.
- Select **Upload**, after the picture is uploaded select **Use This Picture**.
- This will bring you to the **GUEST PHOTO EDIT** page. If you like the photo uploaded select **That's Good Let's Go!**

Liability Release Form:

- Students, age 19 and younger, must have a parent enter their first name, last name, and relationship to the student before accepting the terms of the release and proceeding to the next page.

Viewing You Cart and Finalizing Sale:

- On the **CART CONTENTS** page, a summary of your purchase is displayed showing the item, guest name, and price of the product you have selected. You will have the option to **REMOVE** the item **ADD/CHANGE GUEST**, **Clear Cart and Start Over**, **Continue Shopping** to purchase another product, or **Proceed to Checkout**.
- When you **Proceed to Checkout**, the next page allows you to verify your purchase as well as verify the purchaser. The purchaser will automatically populate as the most recent guest assigned to an item in the cart. All confirmation information will be sent to the information provided under **CHANGE/SET PURCHASER**. If you would like to change this information you are free to do so, but it is not required to finalize the sale.
- Once all of the information in your cart is correct, Scroll down to the PAYMENT INFORMATION section to enter your credit card information. You may pay in full with VISA, MC, DISC, or a Bristol Mountain Gift Card. You also have the option of saving or updating your credit card information to this guest record (credit card information is not stored in our database unless prompted by you). Select **Finalize Sale** to proceed.
- You will be directed to an **ON-LINE SALES RECEIPT**, which you may print for your records. An automated purchase confirmation will be delivered to the email address associated with the account for the purchaser.