

IMPORTANT: Please check your email spam and junk files and read through these FAQ prior to contacting SSCS as there may be a fee for answering questions regarding information that has already been sent or is on this FAQ list. Oftentimes, parents will call requesting information that has already been sent to them - *please recheck your email (spam especially) before calling!* Thank you in advance. :)

Q. I have registered, but what should my child bring?

A. It's important to be prepared, so we have prepared this easy to follow checklist for you. Here is what your skier/snowboarder will need:

1. Ski Lift Pass - attached to jacket, a key ring works great!
2. Ski/snowboard boots
3. Skis/poles (Beginners should NOT bring poles) or Snowboard
4. Helmet (this is optional)
5. Goggles
6. Warm, waterproof coat
7. Snow, waterproof pants
8. Ski gloves or mittens
9. Ski socks
10. Wear warm under-layers - Sweater or fleece and long underwear
11. Healthy snacks (lots of snacks, snow sports take a lot of energy!) and water bottle
12. Homework, books & electronic devices if desired (**PLEASE LABEL!**) Please note, SSCS is not responsible for lost or stolen items.
13. Purchase Ski Lift season pass from Summit at Snoqualmie (by December 15). Registered participants will receive an email with a discount pass application and a code for online purchases.
- 14.

Q. Should my child wear a helmet?

A. Helmets are generally recognized as essential safety gear for skiers and snowboarders. To help you decide if a helmet is appropriate for your child, we recommend that you visit the following website: www.lidsonkids.org

Q. Where can I get more information about concussions?

A. One informative site is maintained by the CDC: www.cdc.gov/ConcussionInYouthSports

Q. Can I pick my child up from the ski area?

A. Only if this is pre-arranged. **PLEASE! NEVER PICK UP A CHILD WITHOUT CHECKING THEM OUT!** We will stay on the mountain looking for your child until we locate them or hear from you. This could result in the bus being delayed hours. This is a MAJOR inconvenience to parents and the whole group while we needlessly search for a 'lost' child whom you removed without our knowledge.

Q. Where should I purchase or rent ski / snowboard equipment and gear?

A. We recommend the following trusted and reputable businesses:

1. Ski Mart in Bellevue <http://www.sturtevant.com/>
2. Gerk's in Issaquah <http://gerksonline.com/>
3. REI in Redmond or Bellevue <https://www.rei.com/>

Q. What is the cost?

A. Please remember that the tuition you pay SSCS is for the lessons and transportation ONLY! You need to purchase or rent your equipment, provide proper snow clothing (especially ski/snowboard gloves) and you must also purchase a season pass (you will have access to student discounts).

Q. Do you offer scholarships?

A. Unfortunately, trying to keep prices as low as possible for all, we simply do not have the resources to offer discounts or scholarships.

Q. Who coordinates the ski bus?

A. A Parent coordinator works with Snow Sports Consulting Service LLC of Bellevue to offer the ski bus. Your SSCS contact is Ed Kiser (info@snowsportsconsultingservice.com). Please check this FAQ before you send an email with another question that is possibly already answered here as there may be a fee associated with your question.

Q. What does the ski bus tuition include?

A. The registration fee covers transportation and lessons at the Summit @ Snoqualmie only. Students are responsible for bringing their own equipment and purchasing ski lift tickets (see more details above).

Q. Can we rent equipment?

A. Yes, and renting is a great way to go for growing kids. However, rentals through the Summit @ Snoqualmie are not possible for bus transportation programs because there is no time for students to get their daily or season rentals prior to their lesson start time. Therefore, we require and check for all equipment before allowing students to board the bus. See rental recommendations above. Drive up lessons may purchase daily or season rentals through the Summit @ Snoqualmie.

Q. Are season passes necessary?

A. Yes, every student taking bus transportation lessons is required to buy a season's pass. It is cheaper than buying lift tickets and more convenient. Season's pass details are provided by SSCS. Drive up lessons may purchase daily lift tickets from the Summit @ Snoqualmie.

Q. Are there discounts for season passes?

A. Enrollment in SSCS's ski bus/lesson program entitles students to a discount on youth season pass prices. Registered participants receive an email with a discount pass application and a code for online purchases. Purchase method requires a small photo emailed per instructions. Season passes are required for all students taking bus transportation lessons. This is the cheapest and most convenient. Drive up lessons may purchase daily lift tickets from the Summit @ Snoqualmie.

Q. Is there a place where I can get more questions about season passes at the Summit @ Snoqualmie answered?

A. Yes, we encourage you to take a look at this link - it will have more details that you might be looking for: <http://www.summitatsnoqualmie.com/tickets-and-passes/big-s-season-pass-faq>

Q. How are students grouped for lessons?

A. If a student has taken prior lessons through SSCS, they are emailed a skier evaluation form with a current skiing level to use for the current registration form. Otherwise, parents should try to best indicate a ski level when completing the evaluation form. Class assignments are emailed in mid-December.

Q. What if my child wants to change classes?

A. On the first day of class, all students will be assessed to ensure that they are placed correctly. If your child feels that they should be in a different class, please have them discuss this with you and then email SSCS to request a change.

Q. If I need to cancel, will I receive a refund?

A. Yes, refund in full until classes are put together in mid-December. After that there will be a deduction of \$55.00 as a processing fee.

Q. Can beginners participate in ski bus?

A. Yes! Beginners are welcome. We enjoy the process of starting with beginners and watching them develop over the years. They start their lessons on the magic carpet before progressing to the chair lift. If your student has never skied, it is helpful that they at least have experience taking their ski and boots on and off by themselves before going up on the ski bus (and this will make them more comfortable, too). Beginners should not bring poles on the ski bus because they will not need them.

Q. Can my child request a buddy placement?

A. If a student requests being placed in the same lesson group as a friend at registration, SSCS will try to honor that. (Please write friend request on Registration form) No friend requests can be made after the registration deadline. Also, students must be placed in lessons according to ability so please consider that when requesting buddy placements.

Q. How can my child best manage his/her gear and equipment?

A. There is a lot of "stuff" needed for skiing! Help your child keep track of everything by labeling all equipment pieces and even clothing with their name and class number. Clearly labeling belongings helps us help your kids! Ensure you pack all equipment each week, especially their ski lift season pass. They cannot get on the bus without this.

Skis/poles and snowboards go underneath the bus. Pack helmet, goggles, gloves, food and entertainment in a separate bag for them to take on the bus. See the first question with the checklist above.

We highly recommend having students wear clothing to school that can be worn under ski clothes (leggings, fleece pants, long-underwear, ski socks, sweaters). This will make changing for the bus much easier. Duct tape and a sharpie work great for labeling items and equipment or a label-maker with waterproof and/or fabric labels. Optional, but, using a Velcro strap that binds ski and poles together can help students better carry their skis from the bus to the slopes and back (and then tuck it into their pocket while skiing).

Q. Is there a lost and found?

A. Your parent coordinator will send an email to all parents each Thursday after lessons including a list and description of any items left behind as well as a location on where to pick up. At the end of the 6 week session, lost items will be submitted to your schools' Lost & Found.

Q. What if my student forgets some of their gear?

A. Skiers without essential gear (skis/snowboards, boots, helmets, goggles, gloves, warm clothing/coats and pass, etc.) will not be allowed to board the bus as there is no one to supervise them at the Summit. We take safety seriously and essential equipment is vital to the safe skiing or snowboarding. Parents will receive a call to come pick up their child right away. Please use the checklist above and carefully pack every week!

Q. What if my child forgets the season pass lift ticket?

A. Your child needs to let a chaperone know right away. For students with a season pass, the area will issue them a one day lift ticket. *This is a one-time-only courtesy.*

Q. What if the bus is delayed or comes back early?

A. If conditions warrant an early return or cause us to be delayed coming home, you will receive either a call from your student via cell phone or a call from a chaperone letting you know the time we are expected to leave the ski area as well as the estimated time of our arrival at the unloading zone.

Q. What should my student expect on the bus?

A. Skis and snowboards are stored underneath the bus. Each student presents a ski pass before boarding the bus. Unless it is determined that assigned seating is necessary, students may sit wherever they please. Snacks and drinks are fine on the bus – in fact, they are encouraged so that students have energy for the skiing ahead! There is also a bathroom on the bus. Chaperones will sit throughout the bus. *We expect the same standard of behavior as at school.* We will watch a movie on the bus to and from the Summit @ Snoqualmie. Only G or PG movies will be chosen.

Q. How do students get to their lessons?

A. Once at the Summit @ Snoqualmie, students stick with their chaperones to collect gear from the bus and then stay as a group to the slopes, where chaperones escort all students to their assigned class instructor. From there, instructors take responsibility for the students and chaperones are free to ski or stay in the lodge. At the end of lessons, chaperones meet the instructors and gather their groups for the walk back to the bus. Students are never unaccompanied!

Q. I would like to chaperone. What are my duties?

A. Chaperones are a very fun and important part of ski bus! They are responsible for student safety by making sure kids act in a responsible manner (not swinging skis around, etc.). Chaperones escort kids from the bus to their lesson, back to the bus, monitor behavior on the bus and make sure kids are met by parents once back at school. While kids are in lessons chaperones are free to ski or relax in the lodge *after* each student from their group has left with an instructor for lessons. If a child is sick and cannot ski, present chaperones should help supervise the child if a parent cannot pick them up. Chaperones must bring their own equipment. A limited number of free day ski lift passes are available for free each week and are given out by your program coordinator. We encourage chaperones to be "full time" (i.e., all six sessions). Please notify your program coordinator if you are interested in being a chaperone.

Q. What happens if my child is injured?

A. SSCS has an excellent safety program with a dedicated staff of experienced safety volunteers. Multiple teams of safety volunteers are on hand throughout the day to assist injured or sick students. If your child becomes ill, they should go to the staging area where staff will assess your child's condition and determine a course of action. Members of the of the National Ski Patrol are stationed at The Summit At Snoqualmie. If your child is injured and unable to get back to the staging area, the Ski Patrol will be contacted and will transport them to the Ski Patrol building. Our safety team will be notified and, in conjunction with the Ski Patrol, determine a course of action.

Students with minor injuries are transported from the mountain on their bus. At the direction of the Ski Patrol, students with more serious injuries will be transported by ambulance. You will be notified of course if this rare circumstance occurs.

Q. What about weather problems or being absent?

A. If ski bus is cancelled due to inclement weather or bad road conditions, the ski bus program will be extended. If a student has to miss ski bus, there will be a make-up lesson offered (but the student must provide their own transportation to the lesson) on a specific day.

Q. What if ski school is canceled?

A. Information regarding changes in our schedule or last minute cancellations will be posted on our website and you will receive an email.

Q. What if it rains?

A. Please remember this is the Pacific Northwest and we do occasionally receive rain during the winter months. Generally if the ski area is operating, our ski and snowboard classes will be as well. Please dress accordingly.

Q. Do you offer private lessons?

A. We do have private lessons options available. Please check our website or send us an email to the office to arrange. Private lesson registration ends on 12/31 every season unless you are already a registered student in one of our other on-snow programs.

Q. Are there other lesson options?

A. SSCS also offers six group lessons on Friday's from 6:30 to 8:30 pm and Saturday's from either 10 am to 12 pm or 1 to 3 pm starting in January. Cost is \$140 per child. This information is on our website or contact SSCS for more details. Check the SSCS website during the season for up-to-date class info.

Thank you for reading our FAQ. There is a lot to remember and we appreciate your efforts to help your child have a safe, fun learning experience on the slopes.

HELPFUL HINTS

1. Please make sure all equipment is labeled (prior to January 6). Skis, snowboards and poles **MUST** be labeled with student's name and class number (class number to come in email from SSCS in December). Duct tape and a sharpie work great, or a label-maker with waterproof and/or fabric labels.
2. Please teach your kids how to put on their own equipment (as much as possible) and how to carry their skis/snowboard! This is important in building confidence before your child even gets to the slopes and will help them get up to speed a little bit faster. (Cradling skis and poles in open arms works well for younger students.)
3. Please do not bring sick kids to the ski bus! One sick kid can make everyone sick!