

Queenstown Regional Schools 2023

Programme overview:

Requirements	<p>Any New Zealand school or recognised non-commercial community youth group (e.g., youth groups, church groups, scouts etc.).</p> <ul style="list-style-type: none"> ▪ Students must be school age, 5-18 years ▪ Must book directly with NZSki School & Group team, and not through a commercial agent or third party
Package product	<ul style="list-style-type: none"> • Full mountain day lift pass ▪ Recreational rental equipment ▪ 2 hour group lesson at time allocated by NZSki
Rentals & Equipment	<p>Included in the package:</p> <ul style="list-style-type: none"> ▪ Recreational skis, boots & poles or ▪ Recreational snowboard, boots & wrist guards ▪ Helmet <p>If any teacher or student would like to upgrade to Premium Skis / Snowboard they can do so at their own cost. The upgrade rate is at the full price of the Premium Rental equipment cost, in addition to the package rates. Payment must be made at Guest Services on the day of use and before collection of equipment.</p> <p>Not included in the package:</p> <ul style="list-style-type: none"> ▪ Clothing (jackets & pants) are not included but are available at an additional cost
Snowsports lesson	<ul style="list-style-type: none"> ▪ 1 x 2 hour Lesson <p>The lesson time(s) will be advised by the NZSki Schools & Groups Team. Group ratio of approximately 1 instructor to 8 students of similar ability, groups might be as large as 10 students.</p>
Supervisors	<p>For every 10 paying students:</p> <ul style="list-style-type: none"> ▪ 1 adult receives a day lift pass and recreational rental equipment free of charge. <p><i>e.g., A group of 46 students will be entitled to 4 adults FOC.</i></p> <p>Any additional adult supervisors will be given a 10% discount on retail rate day passes and rental equipment. Supervision of the students (except during lesson) is the responsibility of the teachers/adults and not of our mountain staff.</p>
Price	<ul style="list-style-type: none"> ▪ \$109 per day, per student
Schools & Groups Contact	<p>Coronet Peak / The Remarkables Email: schoolsandgroups@nzski.com Phone: 0800 697 547 Website: https://www.coronetpeak.co.nz/groups/ Website: https://www.themarkables.co.nz/groups/</p>

Regional Schools, Terms & Conditions 2023

1. Programme dates

- a. NZSki's ski areas has a maximum capacity of schools and groups bookings to offer on any given day. To avoid disappointment, it is recommended to book well in advance.
- b. Due to the nature of our business and peak times during the season, NZSki is not able to provide this product between the dates of 1/07/2023 – 16/07/2023.
- c. Availability across the rest of the season is limited and on a first come first served basis.
- d. NZSki reserves the right to reschedule a school group to a different ski area to enable the delivery of the experience.

2. Booking process

- a. Final numbers, disciplines, and levels (provided through submission of a key information document (KID) must be confirmed 2 weeks or more before your arrival to the ski area.
 - i. Payment will be calculated based on these confirmed numbers.
 - ii. If numbers are not confirmed 14 days before arrival NZSki will not guarantee sufficient instructors or availability of rental equipment.
 - iii. A limit on the maximum number of skiers or snowboarders may be put in place.
- b. Please note once we have confirmation of discipline (Ski or Snowboard) this is not able to be changed as our instructor advanced allocations and availability is tight.
- c. Lesson times/programme need to be adhered to and will be provided via email before arrival.

3. Payment

- a. The total charge will be calculated on confirmed numbers supplied by the school.
- b. Payment must be made more than 48 hours prior to arrival. Payment changes after this time will not be made.
- c. Payment methods include:
 - i. Credit Card
 - ii. Bank Transfer
- d. If you would like to pay via bank transfer, please allow an extra 2 business days for funds to clear. *Be aware, if you make a transfer on Friday, we won't receive the payment until Tuesday afternoon.*
- a. MyPass cards will not be distributed without proof of prior payment.

4. Absenteeism

- a) Our products are non-refundable and non-transferable. However, we understand that students may be unable to visit the mountain at short notice due to sickness or injury.
- b) Any absenteeism must be communicated to the Schools & Groups coordinator before receiving allocated MyPass cards.
- c) Absenteeism notices will only be accepted from the group leader.

5. Refunds

- a. Students who are absent and therefore do not participate in the skiing programme will be eligible for a refund, less a \$20 administrative fee per student per day.
- b. Refunds need to be requested on the day of your visit and will be processed at the end of the day via EFTPOS (no bank transfer).

6. Contingency Planning (Bad Weather days)

- a. Schools are required to check our weather reports each morning before a scheduled visit at [The Remarkables](#) or [Coronet Peak](#) to confirm mountain and roads status. Snow Reports are updated at 6:30am.
- b. Please note, if the mountain is operational lessons will go ahead as planned and no refunds or rescheduling will be permitted.

7. Contingency Planning (Closed days)

- a. If the ski area you have booked to visit is closed, we will try to reschedule your visit for another day. Do not travel to a different ski area than scheduled unless this change is confirmed by the Schools and Groups coordinator.
- b. In the event of a reschedule and participant changes, NZSki will issue a new, updated payment summary.
- c. If an alternative day is not available a refund for mountain closure day(s) will be issued.

8. Check-In Times / Rental Pick Up

- a. For 9:00am lessons, the group leader has to check-in with the Schools & Groups Coordinator no later than **7:45am** to collect your passes and proceed through Rentals no later than 7:50am. If your group is not ready to go through rentals by 7:50am NZSki reserves the right to refuse rental service until 10:15am without reimbursement or rescheduling for 9:00am lessons.
- b. For 11.00am lessons please check-in with the Schools & Groups Coordinator no later than 10.00am to collect your passes and proceed through Rentals after 10:10am.
- c. MyPass cards will not be issued to supervising adults prior to the main group coordinator arriving.
- d. We may have multiple groups arriving at any one time for the same lesson time. Please be aware that we may ask you to wait for a short time before entering our rentals department for equipment collection, to ensure a smoother process for you.
- e. If your school group is visiting for multiple, consecutive days with a rest day during your visit, all equipment must be returned before departing the mountain.
- f. For safety reasons, it is compulsory that all children wear helmets, which are included in the programme cost.
- g. Wrist guards are available at no extra charge and are highly recommended for all snowboarders.
- h. NZSki ski areas do not have waterproof gloves, goggles, sunglasses, or warm hats available for hire. All individuals must bring their own, or these items can be purchased from our retail stores.
- i. As per the Terms & Conditions of the rental agreement, the renter is liable for the cost of replacement if equipment is lost or stolen, and the cost to repair the equipment if damaged.

9. Snowsports Lessons

- a. Snowsports lessons are 2 hours in duration. There are three daily slots at our mountains for which schools can be allocated lessons (9.00am, 11.00am and 1:30pm). The slot/s they are allocated to depends on availability and load.
- b. Lesson times are on an available basis. If capacity has been reached, your lessons will be scheduled across 9-11am, 11-1pm, or 1.30-3.30pm.
- c. Participants will be split into groups by NZSki according to level, discipline, and instructor availability. The visiting school or group is not permitted to make any changes to the school lesson programme provided by the Schools and Groups Coordinator.
- d. The minimum age for skiing is 5 years and the minimum age for snowboarding is 7 years.
- e. Snowsports lessons are 2 hours in duration. If group sizes are 3 students or below, lesson times will be reduced to 1 hour.
- f. Participants must be organised into groups 10 min prior to the scheduled time to ensure a timely departure at the meeting point.
- g. In the event of late arrival lessons will not be rescheduled or extended. Where late arrival was due to circumstances outside of your control, the Snowsports School will do their best to re-arrange lesson times in conjunction with your group coordinator but there is no guarantee of being able to do this.
- h. NZSki cannot guarantee the same instructor for each day of your visit if visiting for multiple days, however will endeavour to achieve consistency where possible.

10. Safety of Students

- a. Our mountain operates a patrolled area for your safety.
- b. Supervision of students is the responsibility of the school or group organising the group excursion.
- c. Supporting adults attend in a supervisory capacity; it is up to the teachers and accompanying supervising adults to maintain supervision of all students for the day of visit to ensure that safety is paramount.
- d. NZSki operates with a snow responsibility code. All guests to our mountain are required to adhere to this. The Snow Responsibility Code will be provided with your booking information.
- e. If you have any students with specific medical requirements, please let us know in advance so we can advise our medical team.
- f. NZSki operates a Children on Chairlifts policy that will be provided to you.
- g. NZSki requires that the organising school or group advises all accompanying supervising staff and adults of the requirements of their supervisory role and our safety policies.

11. Accessibility

NZSki seeks to provide an accessible environment for all.

- a. Adaptive assistance can be provided for a range of needs, please ensure that notice is given as soon as possible but no later than three weeks in advance of your trip.
- b. Private adaptive lessons are available to those that require them. Adaptive lessons are charged at a reduced rate from our standard private lesson rate. Lesson charges do not include lift pass and rental equipment, but this will be offered at the best available rate in addition to the private lesson.
- c. We offer sit-ski and adaptive lessons on an availability basis and cannot guarantee that lessons will be available on your booked date.
- d. For those requiring a sit-ski adaptive lesson we will require additional details of the participant, including height, weight, and level of experience on a sit-ski.
- e. If you require disabled access parking, please notify us at least one week in advance so we can ensure this is reserved for you.

NB: This document replaces any past agreements with NZSki and outlines terms of service for the 2023 winter season.

If a situation occurs that is not outlined in this document, please contact the Schools and Groups Coordinator to discuss.