



Groups Information Kit

2022/2023

Welcome to Mount Washington! We are thrilled you are considering us for your group's Alpine and/or Nordic experience. This kit has been designed to provide you with all the information required to promise a safe and memorable experience at our resort. We have included everything from rental and lesson information to pricing details in order to make planning and executing your trip a success. Our programs are dynamic, educational and fun, the way snow sports are supposed to be!

Thank you for choosing Mount Washington for your group adventures, we look forward to working with you!



Table of Contents

Group Cancellation Policy	2
Alpine Rentals.....	2
Lockers.....	2
Important General Information.....	3
What To Bring.....	4
Getting Here.....	5
Contact Information.....	6
Rental Preset Information	6
Tube Park Information	7
Nordic Snowsports Lessons & Programs Information	8
Lesson Times	8
Snowshoe Fondue	9
Nordic Group Pricing General and Educational.....	10
Nordic Group Pricing General and Educational.....	11
Alpine Snowsports Lessons & Programs	12
Vancouver Island Adaptive Snowsports Contact Information	12
Ability Types.....	13
Alpine Lesson Times	14
Rental and Accessory Information	15
Educational Group Assumption of Risks.....	16
Alpine Group Pricing General and Educational.....	17
Tubing and Miscellaneous	18
Group Lunch Information.....	19

GROUP CANCELLATION POLICY

Mount Washington Alpine Resort requires that notification of any cancellations for group lessons must be made **at least 72 hours in advance** of the lesson or tubing time. If cancellations of lessons or tubing are made **within** 72 hours no refunds will be issued for the lesson or tubing time slot. The lift ticket portion may be eligible for a refund, providing it is not used.

In order to cancel or adjust any lesson or tubing times and/or numbers of participants please contact our Groups Office at **250-334-5749** (8-4 M-T, 8-6 F-S during open winter season) or via email to groupsbooked@mountwashington.ca.

We cannot guarantee availability when changing lesson numbers, dates and times.

ALPINE RENTALS

Mount Washington is home to the "Rossignol Experience Centre" where we feature the latest in award-winning rental equipment that is built with technology to make skiing and snowboarding easier than ever before.

To ensure your group spends as much time as possible on the snow, all rental equipment is set up the night prior to your arrival. Please use the **Alpine Ski and/or Snowboard Rental Preset Forms** to gather all applicable information from your group. We also encourage you to read the information found on **page 14** thoroughly prior to filling out and submitting the form(s).

Lockers

Daily lockers will be available in the Rossignol Experience Centre and on the Marmots Floor this season for your convenience. The charge for locker use is \$1.00 *per use* so please make sure your group brings sufficient change.

Important General Information

Booking Confirmation:

- Your booking is **not** confirmed until your Group Booking Request form has been returned and Groups office staff has verified with other departments that space is available. The Groups staff will contact you with verification of confirmation.
- To **qualify** for a group booking you must have minimum of **15 people**.

Arrival Times:

- Please ensure your group arrives at Mount Washington **at least** 60 minutes prior to the start of any lessons and 30 minutes prior for tubing.

Communication:

- Please call 250-334-5749 when you get to the turnoff at the bottom of the hill to Mount Washington or if you are delayed at any time.

Tickets and Vouchers:

- Any unused tickets and vouchers must be returned to the Groups office by **3:00pm** in order for us to credit your account at which time you will receive an invoice upon your departure.

Lessons:

- ***Lessons are mandatory for all alpine child and youth educational programs.***
- All lesson numbers must be submitted **14 days prior** to the date of your trip to ensure availability. Reservation requests received **within** 14 days are not guaranteed.

Alpine Safety:

- It is the responsibility of the teacher/guardian/parent/group leader to know where and how your group members are skiing/snowboarding and to make them aware of mountain safety policies and practices.
- It is recommended that all guests ski/snowboard in pairs on runs within their abilities.
- Students should carry identification and a contact/school name at all times in case of emergency, as well as the Groups office having a contact on mountain for day of activities.
- Emergency contact numbers for Ski Patrol, Security and Groups can be found on page 6 of this document.

What to Bring

Please remember to check the weather report and adjust this list accordingly:

- Waterproof or resistant gloves:
 - A second pair is recommended
 - We do not rent gloves for sanitary reasons, but do have an abundance for sale
- Warm tights or long johns
- Balaclava or face mask
- Long sleeve turtle neck or thermal layer
- Warm fleece or sweater
- Ski/Snowboard socks or thin synthetic socks:
 - Wearing two pairs of socks in boots is not recommended and will not keep your feet any warmer
- Snow pants or water-repellent pants
- Winter jacket
- Warm hat or toque
- Goggles and/or Sunglasses:
 - Due to Covid, Goggles are not available for rent at our Accessories desk in the Rossignol Rental Centre.
- Winter boots
- Helmet (if you prefer your own):
 - All lessons include Helmet rental
- Sunscreen
- Lip balm
- Loonies for the lockers

Don't worry if you forgot something on the list. You can purchase these items at Outdoor Elements, our mountain retail location!

GETTING HERE

Travel Times

Location	Distance	By Car	By Bus
Victoria	244 km	3hrs 15min	4hrs
Duncan	184 km	2hrs 15min	3hrs
Nanaimo	134 km	1hr 45min	2hrs 30min
Qualicum	91 km	1hr 15min	2hrs
Comox Valley	27 km	45min	1hr 15min
Campbell River	58 km	1hr	1hr 30min

**Estimations based on Google Maps' driving times and distances.*

Arriving By Bus

Your bus will be met by one of our friendly Group Greeters who will provide you with important details regarding your time on the mountain. Your tickets will be issued by the Group Greeter at this time. The Group Greeter will take you inside the Alpine or Raven Lodge, depending on your activity, and escort you to your activity.

****In keeping with our new environmental initiatives, we would appreciate "No Idling" of buses in the parking lots during your visit with us****

Arriving By Van or Car

Alpine Groups: Your group will meet one of our friendly Group Greeters as well as your Group Coordinator on the Marmots Floor of the main Alpine Lodge. Our Groups staff will issue you your tickets, provide any other details regarding your visit and escort you to your activity.

Nordic Groups: Your group will meet one of our friendly Group Greeters on the main floor of the Raven Lodge. You will receive tickets and proceed through rentals.

**Visit <https://mountwashington.ca/resort/getting-here.html> for directions and links to road conditions.*

Please account for longer driving times when taking the bus and always expect winter conditions.

Contact Information

Ski Patrol / First Aid	250-334-5741
Security / Lost and Found	250-334-5753
Groups Office (groupsbooked@mountwashington.ca)	250-334-5749

For all concerns or general questions

Rentals Preset Form Information

Important:

- Small changes or additions **must be completed three days prior** to your arrival and sent via email to groupsbooked@mountwashington.ca
- If you have last minute changes to your group **within three days** of your visit please call 250-334-5749 and we will do our best to accommodate your needs.
- There are two different Rental Preset Forms; one for skiers and one for snowboarders. Please ensure you complete the appropriate one(s) for your group.
- Before you begin filling out the forms, make enough photocopies to ensure there is enough space to add all students.
- **Complete ALL forms in their entirety.** Each box must have accurate information including age, weight and height to ensure equipment is set up properly.
- Please leave the "Office use only" columns blank.
- If someone cancels (i.e. #14 on your list) and you've already sent in the Preset Forms, please call or email to let Groups staff know. We will remove #14 for you. Please **do not** resubmit your forms or add a new person as #14 on another page.

TUBE PARK

With the 1 hour tubing time slots, riders can just reserve and go. Enjoy a fun, hassle-free tubing experience with low traffic, less lineups and more tubing!

****Educational groups must have chaperones attending with their groups****

Helpful Information

- Guests must be a minimum height of 42" (107cm) tall to ride on a tube alone.
- Rider's under 42" tall must ride with an adult but can do so for free!
- Children under 12 must be accompanied in the Tube Park by an adult.
- One over 42" person per tube only. Adults may hang onto a child's tube in the lane (conditions permitting).
- Ski boots or other hard shell footwear is not permitted in the Tube Park for safety reasons.
- No personal sleds, toboggans or tubes are permitted in the Tube Park.
- The Groups Office will contact you the day before or the morning of your reservation to confirm guest numbers.

Basic Information

- Sliders should be prepared for varying weather conditions and temperatures.
- Winter boots with good tread and appropriate clothing are recommended.
- There are staff stationed at the base of the lift, top of the lift, start of the lanes as well as in the run out lanes to provide assistance and instruction.
- Always observe and obey all signs and instructions from Tube Park and lift operations staff.

IMPORTANT INFORMATION:

In order to ensure everyone has plenty of time to enjoy the Tube Park, there is a maximum restriction of 50 guests per 1-hour time slot.

We have many other guests who enjoy the Tube Park, so, if your group is more than 15 minutes late, your reserved spaces will be opened up and sold to the public.

NORDIC SNOWSPORTS LESSONS & PROGRAMS

Wilderness Experience

Wilderness Experience is a **2-hour** snowshoe tour, which includes trail pass, snowshoes, lunch and a lesson about how to travel off marked trails. Your guide will take you on the unmarked trails in and around Strathcona Park, while teaching about safe travelling, what to wear and how to be prepared for a day of hiking in the winter.

Winter Survival

Winter Survival is a **4-hour** snowshoe tour, which includes everything from Wilderness Experience plus a focus on longer trips. During this 4-hour tour, the guides will be able to expand on the travelling in winter with lessons on navigation, snow shelters and safe route finding.

Lesson Times

	Lesson Start Time	Lesson Length (approximate)	Days Available
Classic Ski Lesson	10:00 am	1.5 hours	7 days/week
	12:00 pm	1.5 hours	7 days/week
	2:00 pm	1.5 hours	7 days/week
	Lesson Start Time	Lesson Length (approximate)	Days Available
Skate Ski Lesson	10:00 am	1.5 hours	7 days/week
	12:00 pm	1.5 hours	7 days/week
	2:00 pm	1.5 hours	7 days/week
	Tour Start Time	Tour Length	Days Available
Snowshoe Tour	10:00 am	1.5 hours	7 days/week
	12:00 pm	1.5 hours	7 days/week
	Tour Start Time	Tour Length	Days Available
Snowshoe Program			
Wilderness Experience	10:00 am	2 hours	Monday to Friday
Winter Survival	10:00 am	4 hours	Monday to Friday

Group Snowshoe Fondue

Experience an hour of guided snowshoeing through stands of majestic old growth forest in **Strathcona Provincial Park**, returning to Raven Lodge to enjoy a three-course West Coast version of the European classic

Begin with a amuse bouche upon arrival to your table. Continue with our cheese fondue made with local artisan cheese accompanied by sausage, cornichon, little meat balls, breads, and vegetables. Next is our rosemary scented hot oil course served with sliced beef tenderloin, fingerling potatoes, scallops, and a variety of dips. Finally warm melted chocolate, marshmallows, orange, pretzels, and mini donuts to finish the evening.

The tour departs at 5:00pm. Please arrive **at least 30 minutes in advance** and check in at our rental shop on the lower floor of the Raven Lodge. This event is held daily for groups, but for Friday and Saturday for general public as well. Please take that into advisement when deciding on the day you would like to book.

*****You can book fondue for groups starting **January 7th, 2023*******

A minimum of 14 days in advance is required for group bookings.

6 people to a table

Minimum guests are 20, maximum of 40.

*****Blackout dates for Group Bookings***

***Dec 17th, 2022 - January 1st, 2023
February 18th – 20th, 2023***

NORDIC GENERAL & CORPORATE GROUP PRICING

Trail Passes	Day	Tax	TOTAL
Adult (18-64)	\$23.00	\$1.15	\$24.15
Youth (13-17)	\$16.00	\$0.80	\$16.80
Child (7-12)	\$12.00	\$0.60	\$12.60
Senior (65+)	\$16.00	\$0.80	\$16.80
X-Country Ski Rentals	Day	Tax	TOTAL
Adult/Youth/Senior	\$26.00	\$3.12	\$29.12
Child	\$14.00	\$1.68	\$15.68
Snowshoe Passes	Day	Tax	TOTAL
Adult/Youth/Senior	\$13.00	\$0.65	\$13.65
Child	\$9.00	\$0.45	\$9.45
Snowshoe Rentals	Day	Tax	TOTAL
Adult/Youth/Senior	\$19.00	\$2.28	\$21.28
Child	\$14.00	\$1.68	\$15.68
Lesson & Tours			
All Ages	\$23.00	\$1.15	\$24.5
Winter Survival	Day	Tax	TOTAL
All Ages	\$81.85	\$5.15	\$87.00
Winter Experience	Day	Tax	TOTAL
All Ages	\$59.94	\$4.06	\$64.00
<i>*Includes Trail Pass & Snowshoe Rentals</i>			
Snowshoe Fondue**	Evening	Tax	TOTAL
Adult/Youth/Senior	\$70.00	\$3.50	\$73.50
Child	\$50.00	\$2.50	\$52.50

****Snowshoe Fondue includes Tour/Rental/Dinner ***Blackout dates Dec 17th, 2022 – Jan 1st, 2023****

For every Fifteen people in your group, we will issue you ONE complimentary Alpine lift/Nordic trail ticket!

Groups Information Kit | 2022/2023

NORDIC EDUCATIONAL GROUP PRICING

Trail Pass & Lesson	Day	Tax	TOTAL
Adult Lesson with Pass	\$38.10	\$1.90	\$40.00
Youth Lesson with Pass	\$34.29	\$1.71	\$36.00
Child Lesson with Pass	\$31.43	\$1.57	\$33.00
Trail Pass Mon - Fri	Day	Tax	TOTAL
Adult	\$15.24	\$0.76	\$16.00
Youth	\$11.43	\$0.57	\$12.00
Child	\$8.57	\$0.43	\$9.00
X-Country Ski Rentals Mon - Fri	Day	Tax	TOTAL
Adult/Youth/Senior	\$16.96	\$2.04	\$19.00
Child	\$11.61	\$1.39	\$13.00
Snowshoe Pass & Tour Mon-Fri	Day	Tax	TOTAL
Pass/Tour – all ages	\$29.53	\$1.47	\$31.00
Snowshoe Trail Pass Mon - Fri	Day	Tax	TOTAL
Adult/Youth/Senior	\$9.52	0.48	10.00
Child	\$6.67	0.33	\$7.00
Snowshoe Rentals Mon - Fri	Day	Tax	TOTAL
Adult/Youth/Senior	\$15.18	\$1.82	\$17.00
Child	\$9.82	\$1.18	\$11.00
Winter Survival	Day	Tax	Total
All Ages (pass/rentals & lunch)	\$81.85	\$5.15	\$87.00
Winter Experience	Day	Tax	Total
All Ages (pass/rentals & lunch)	\$59.94	\$4.06	\$64.00
Miscellaneous	Daily	Tax	TOTAL
Bagged Lunch	\$18.00	\$0.90	\$18.90

****Blackout dates for Educational Groups are Dec 17th, 2022 – Jan 1st, 2023****

ALPINE SNOWSPORTS LESSONS & PROGRAMS

Our qualified instructors can teach all ability levels and will encourage safe outdoor adventures in a fun and inclusive atmosphere. Our Easy Acres beginner terrain is ideal for learning to ski and snowboard thanks to our easy-on, easy-off Magic Carpets that are covered to protect students from the elements. We also ensure our Student-to-Instructor ratios are kept small as our goal is to see that all students have the best experience possible.

All beginner lessons are 90 minutes in length while the Intermediate/Advanced lessons are 60 minutes (please see below for ability types and lesson times).

Please Note:

Vancouver Island Adaptive Snowsports

We are well equipped to offer guests with disabilities the opportunity for a fun learning experience on snow. If you have group members with special needs, please contact the Adaptive Snowsports Society at:

250-334-5755 or www.visasweb.ca

We encourage you to do so at least 14 days ahead of your visit to ensure they can accommodate your request.

Ability Types

Type 1 (First Time Skier/Snowboarder up to Beginner Skier/Snowboarder):



- Can or will learn to navigate gentle, smooth green slopes with cautious skiing/riding techniques
- Never ever touched snow or up to skied/ridden four times before
- Easy Acres beginner terrain only

Type 2 (Novice Skier/Snowboarder):



- Can confidently link turns on all Green runs
- Skied/Snowboarded 5+ times
- Starting to cautiously navigate on Intermediate (Blue) terrain
- Hawk Chair terrain

Type 3 (Intermediate Skier/Snowboarder up to Advanced Skier/Snowboarder):



- Can confidently ski/ride on Blue terrain at moderate to fast speeds up to an aggressive skier/rider that may venture onto Black runs
- Shows an interest or may already ski/ride on varying terrain such as moguls, un-groomed terrain or the terrain park
- Hawk, Whiskey Jack, Eagle and Sunrise terrain

Alpine Lesson Times

Type 1 Skiers/Snowboarders	Lesson Start Time	Lesson Length (approximate)	Days Available
	9:00 am	1.5 hours	5 days/week
	11:00 am	1.5 hours	5 days/week

Type 2 & 3 Skiers/Snowboarders	Lesson Start Time	Lesson Length (approximate)	Days Available
	1:30 pm	1 hour	5 days/week

Full Day Supervision Includes Lesson	Lesson Start Time	Lesson Length (approximate)	Days Available
	10:00 am	4 hours (10am to 12pm, 1pm to 3pm)	5 days/week

**All lessons will commence in the Snow School Lesson Meeting Area at the
BIG tree with the #1 sign**

***Our Group Sales Office
will work with you to
schedule your preferred
lesson times in advance!***

***If travelling from schools with a drive that
is 2 hours+ we suggest the 11:15am lesson
slot! Wake up later and still get a full day of
skiing/riding in without tiring out your
students!***

Rentals and Accessories Information

- Please ensure rental preset information is submitted no less than **72 hours** prior to your group's arrival.
- Upon arrival at the Rossignol Experience Centre, in the Bradley Center building, all students who are renting equipment will be asked to line up in numerical order according to their number on the Preset Forms.
- **Please have each student's number written on their hand.** Our staff will guide the group to the rental area where their equipment will be ready for them.
- It is the responsibility of everyone renting equipment to return items.
- Group leaders must ensure that all renters understand that they will be expected to pay replacement costs for any missing or damaged equipment.
- Upon meeting the Groups Greeter at the resort you will be asked about Miscellaneous Rental items (jackets, etc.) It is up to you as the leader to decide whether your group will be "**YES**" or "**NO**" for these additional items.
 - **YES** means anyone in your group can receive these miscellaneous rental items. Any additions will be added to your invoice with a list of guest names and inventory of products given out.
 - **NO** means group members wishing to rent any additional items are responsible for paying for the items on their own. This will be done at the Accessories till at the time of pick up. Group rates will be applied.

Educational Group Leaders

Please add the wording below to your authorization forms which are sent home for consent of students to participate in your visit to Mount Washington Alpine Resort. The authorization form is **NOT** required to be returned to the mountain; only to be kept on file at the school. Thank you for your cooperation.

Assumption of Risks

****I am aware that skiing, snowboarding, Nordic skiing, skiboarding and snowshoeing involve risks, dangers and hazards and that injuries are a common and ordinary occurrence of these sports.***

Skiing: I understand that the ski boot/binding system may not release during every fall or may release unexpectedly. The ski boot/binding system is no guarantee that the user will not be injured.

Snowboarding,/Nordic/Telemarking/Skiboard/Snowshoe: I understand that the boot/binding system is not designed or intended to release and will not release under normal circumstances. I understand that as the boot/binding system is a non-release system this system will not reduce the risk of injury during a fall and will increase the risk of not surviving an avalanche.

Helmets: I understand that a helmet designed for RECREATIONAL SNOW SPORTS use will help reduce the risk of some types of injuries to the user at slower speeds. I recognize that serious injury or death can result from both low and high energy impacts, even when a helmet is worn.

ALPINE GENERAL & CORPORATE GROUP PRICING

Lift Pass	Day	Tax	TOTAL
Adult (18-64)	\$69.00	\$3.45	\$72.45
Youth (13-17)	\$59.00	\$2.95	\$61.95
Child (7-12)	\$39.00	\$1.95	\$40.95
Senior (65+)	\$59.00	\$2.95	\$61.95
Lift Pass Fri, Sat, Sun	Night	Tax	TOTAL
Adult (18-64)	\$24.00	\$1.20	\$25.20
Youth (13-17)	\$20.00	\$1.00	\$21.00
Child (7-12)	\$14.00	\$0.70	\$14.70
Senior (65+)	\$20.00	\$1.00	\$21.00
**Rental Package	Day	Tax	TOTAL
Adult/Youth/Senior	\$47.00	\$5.64	\$52.64
Child	\$27.00	\$3.24	\$30.24
Helmet	\$13.00	\$0.65	\$13.65
Night Rental Package	Night	Tax	TOTAL
Adult/Youth/Senior	\$27.00	\$3.24	\$30.24
Child	\$16.00	\$1.92	\$17.92
Helmet	\$9.00	\$0.45	\$9.45
Lessons Monday – Friday	Daily	Tax	TOTAL
All Ages	\$54.00	\$2.70	\$56.70

***For every 15 people in your group, we will issue you
ONE complimentary Alpine lift/Nordic trail pass***

ALPINE EDUCATIONAL GROUP PRICING

Monday – Friday ONLY	Day	Tax	TOTAL
Lift & Lesson	\$54.28	\$2.72	\$57.00
Lesson & Full Day Supervision	\$97.14	\$4.86	\$102.00
**Rental Package Mon - Fri	Day	Tax	TOTAL
Ski/Snowboard	\$25.00	\$3.00	\$28.00
<i>*Blackout dates for Educational Groups are Dec 17th, 22 – Jan 1st, 2023*</i>			

Tube Park

Monday, Thursday & Friday	Daily	TAX	TOTAL
1 hour Tube pass (all ages)	\$15.00	\$0.75	\$15.75

Miscellaneous Items

One-Piece Rental	Day	TAX	TOTAL
Boots, Skis, Snowboard	\$25.00	\$3.00	\$28.00

*****Includes Skis/Boots/Poles OR Snowboard/Boots***

******Limited quantities available***

***For every 15 people in your group, we will issue you
ONE complimentary Alpine lift/Nordic trail pass***

Group Lunch Information

Bagged Lunch

Choice of Sandwich:

- Vegetarian
- Roast Beef & Cheddar
- Turkey & Swiss
- Ham & Cheese

Includes:

- Fruit
- Juice box
- Cookie

Lunches	Daily	Tax	TOTAL
Bagged Lunches	\$18.00	\$0.90	\$18.90