

Terms and Conditions for the Gravity School Multi-Week Programs

We are excited to welcome you and your family to our Mighty Mites (Skiing and Snowboarding) and All Mountain Kids (Skiing and Snowboarding) program. Our role in supporting your family's mountain experience is a commitment that we are passionate about. We strongly value a "student and team centered" lesson environment. To achieve the most supportive lesson experience for your family, we ask that parents and students commit to our terms and conditions.

SKILL LEVEL

Please provide your child's current skill level under their Skier or Snowboard profile upon purchase. If we don't receive accurate skill levels, we are unable to assign instructors accurately. If you did not update your child's level, you may call reservation at 541-382-1709 to update. The program coordinators will also email your child's level and if incorrect you can respond at that time.

COMMUNICATION

Be respectful of the coach's attention being directed at their team during the lesson experience. Please save communication between instructor and parent to the beginning and end of the lesson.

Program supervisors will send emails to all participants prior to the first week of the program. Please read these emails carefully. These serve to confirm program, discipline, level and important information to help you be as informed as possible.

All future communications for the program will be on the Multi-week program link. <http://www.mtbachelor.com/gravity-school/weekly-updates/>

Please check the link prior to arriving for your child's lesson. We will post coaching assignments. It's a good idea to know the name of the coaches assigned to your child's age and level.

EXPECTED BEHAVIOR

Our expectation is for a safe and fun learning experience for all students. If a child is physically aggressive or bullies another child he or she may be asked to leave the program. Parents are expected to use appropriate language and behavior with other parents, instructors and in the presence of children.

ATTENDANCE

To ensure continuity of the program, you should plan on attending all the days in your session. ***All students must attend the first 2 weeks of the program.***

Classes leave promptly at their scheduled time. Please have your student at their class level sign and ready to go with all equipment at least 15 minutes prior to the start of class. If you arrive late and your child misses the class departure time, you are responsible for your child until his or her class is located by the supervisor. If the class has left the base area, your child may forfeit their lesson for the day and no make-up or refund will be provided. However when possible our goal is to connect student's with their team. Mighty Mites (Skiing and Snowboarding) start at 10:00. All Mountain Kids (Skiing and Snowboarding) start at 9:30.

We will run regardless of weather conditions 99% of the time. Weather conditions include sun, snow, wind or rain. It is very rare to cancel the program due to weather however, if there is a resort closure we will determine a plan of action that morning. Check the snow phone, 541-382-7888, [Mt. Bachelor website](#) or [Multi-week program](#) link.

If you choose to skip a lesson, we do not offer makeup days, drop-ins or switching between sessions. In the rare event of a full mountain closure on a lesson day, Mt. Bachelor will designate a make-up day for all affected session participants. If a student cannot or chooses not to participate on the designated make-up day, there will be no additional make-up days provided.

PROOF OF REGISTRATION

The ESTORE generates a confirmation letter automatically. Please make sure you save your confirmation letter and check to make sure your child's ***session and discipline*** are correct. If you did not receive a confirmation letter, you may not be signed up for the program. If you have purchased the wrong session or discipline, please contact reservations as soon as possible at 541-382-1709.

LIFT ACCESS

All participants must have a season pass or daily lift ticket. If you purchase a season pass it's a good idea to pick it up before the first day. If you forget your child's season pass, I FORGOT tickets are **only** available at the Sunrise Lodge ticket sales counter or in the Mountain Gateway building at West Village. Daily tickets and the Free 5 and under tickets are available in advance at the Sun Country Offices at 531 SW 13th St, Bend, OR 97702; or the day of lessons at the Sunrise Lodge ticket sales counter or in the Mountain Gateway building at West Village.

READY WILLING AND ABLE

Please make sure your child is **ready** to separate from parents, **willing** to ski or snowboard and **able** to participate in a full day lesson

I FEEL MY CHILD HAS BEEN PLACED IN THE WRONG GROUP

Instructors and the multi-week supervisor will determine the correct level for your child. If you think your child has been placed in the wrong level please speak to your child's instructor during a break period or a supervisor.

I WANT TO REQUEST A FRIEND OR INSTRUCTOR FOR MY CHILD

Please fill out the comment portion in the child registration profile online. We try our best to accommodate.

REFUNDS – Cancellation Policy

All Gravity School ski and snowboard programs (and Childcare) have a 24-hour Cancellation Policy: If you need to cancel or change a lesson or childcare reservation, please contact us at least 24 hours prior to the lesson or child care date.

Specific to the multi-week lesson programs:

- Cancellations are allowed without penalty and eligible for a full refund with at least 24 hours of notice prior to the session start date/time.
- Cancellations/changes within 24 hours of the session start date/time are subject to a \$25 cancellation/change fee, to be subtracted from the refund amount.
- There are no refunds for any session that has started or is underway.
- Once a session begins, changes are not allowed. Although the nine-week programs are offered on Saturdays and Sundays, children cannot mix & match Saturday & Sunday attendance. All Session 2 participants must attend only on Saturdays while all Session 3 participants must attend only on Sundays.
- The program fee is structured such that each enrolled participant is paying for the *option* to attend every lesson day offered during the session. Mt. Bachelor is reserving a spot for your child each day of the session and Mt. Bachelor cannot resell any vacated spots once a session begins. Accordingly, program fees are not pro-rated on a per-day basis and there shall be no provision for partial refunds in the event a child misses one or more lesson days.
- There are no make-up days for individuals who miss a lesson day.
- In the rare event of a full mountain closure on a lesson day, Mt. Bachelor will designate a make-up day for all affected session participants. If a student cannot or chooses not to participate on the designated make-up day, there will be no additional make-up days provided.

ADDITIONAL INFORMATION

The first day is spent assessing children's skills to place them in the appropriate groups based on ability and level.

Throughout the season, children may stay with their same group or move to a more appropriate group. The coach and the supervisor will determine if a child needs to be placed in a different group. While we try to provide consistency in coaching, children may have multiple instructors throughout a session

All parents and students must agree to the terms and conditions of the Mighty Mites (Skiing and Snowboarding) and All Mountain Kids (Skiing and Snowboarding) programs. Failure to comply with these terms and condition may result in a child being asked to leave the program.

Thanks you for your cooperation and we look forward to a great winter!