

MOUNT NORQUAY SNOW SPORTS CENTRE

SCHOOL HANDBOOK



NORQUAY

BANFF, ALBERTA





A place for learning...

As the Canadian Rockies' first ski area with the longest running school group program in Alberta, Mount Norquay has been developing kids winter sports skills and promoting balanced lifestyles since 1926.

Skiing and snowboarding are both recognized by the Alberta School Curriculum for Phys. Ed. Under *general outcomes of activity, health benefits, cooperation and daily activity*. Rooted in safety and designed to follow the skill development path created by the Canadian Ski (and Snowboard) Instructors Alliance (CSIA) and the Alpine Responsibility Code, our affordable price structure and well-rounded approach to outdoor recreation based programming makes us an attractive option for your school group's learning objectives.

We're only an hour's drive from Calgary and during the week we are the quietest resort in the Banff area. Our outstanding grooming, un-crowded hills and our new Spirit Chair mid-unload area, which has effectively doubled our beginner terrain has made the progression for all levels at Mt. Norquay some of the best in Alberta.

Because of our unique location within Canada's first National Park, our school programs can easily incorporate science-based themes such as conservation biology, geography, geology and history. All of our instructors are trained to reflect and deliver national park values and messages to their students with a goal of not only developing winter sports skills but also a *sense of place* within Banff National Park.

I invite you and your school to come and enjoy at one of Canada's best-kept secrets, and look forward to seeing your students' smiles as they learn to love the mountains as much as we do. For more information, please visit banffnorquay.com/school-groups or call us at 403-762-4221

Sincerely,

Gord Fielding
Ski School Director



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Banff's Backyard

Family-friendly Mt. Norquay offers outstanding conditions for beginner, intermediate and advanced skiers and riders.

Since it's opening in 1926, Mt. Norquay continues to be the locals' gem. Famous for being the training ground of Olympic and World Cup athletes, and with excellent beginner terrain, everyone will love this small, family-friendly resort.

Just minutes from the Town of Banff, Mt. Norquay offers the only night skiing in Banff-Lake Louise, including a fully lit terrain park, and expert snowmaking on 85% of the terrain. Our new mid-station on the Spirit Chairlift has doubled the access to beginner slopes.

We're also the only resort in the area to offer skiing by the hour, where you can ski/ride for 2, 3 or 4 hours and only pay for that time!

Our Snow Sports Centre has an excellent array of learning programs from Discovery packages for the beginner skier/rider right up to semi-private and private skills coaching on the steep and deep.

If you're looking to take a day off the boards, look no further! Mt. Norquay is the only resort in the Bow Valley to offer snow tubing. Our Snow Tube Park (or TubeTown as we like to call it) has a special rope tow to bring you and your group to a set of large sliding lanes where you will laugh out loud every time you glide down. This year, we've also added a small sliding area and play zone for the little ones as well as family fire pits for roasting marshmallows and sipping hot chocolate.

Mt. Norquay also offers snowshoe rentals. Come check out the breathtaking trails in the heart of Banff National Park. Rentals are available in the rental shop and in the historic Norquay Lodge.

The recent re-opening of Norquay's Cliff House at the top of the famed North American chairlift allows visitors the chance to check out one of Banff's hotspots in the 1950's. With breathtaking views of the Banff townsite and both Spray and Bow Valleys, the Cliff House still in its original form, takes you back to a golden era of Banff National Park. All are welcome to visit this must see Banff attraction!

Mt. Norquay in Banff's backyard, the closest downhill to downtown!

Mt. Norquay Statistics

Season Length	November – April
Hours of Operation	9:00am – 4:00pm daily (winter only)
Night Skiing	5:00pm – 10:00pm Fri/Sat (Jan-Mar)
Vertical	503m (1650')
Base Elevation	1630m (5350')
Peak Elevation	2133m (7000')
Acreage	190 acres
Avg. Snowfall	300cm (120")
Snowmaking	65% of skiable terrain
Trails	28 runs
Terrain	31% Beginner 25% Intermediate 28% Advanced 16% Expert
Longest Run	1167 metres (3828 feet)
Cum. Length of Runs	16.4 km (10.2 miles)
Lifts	1 High Speed Quad 2 Quad 1 Double 1 Magic Carpet
Lift Capacity	7,000 people/hour
Ski School	Group & Private Lessons available
Racing	Yes
Daycare	Available for children from 19mo to 6yrs.



SafetyFIRST

The management and staff at Mt. Norquay make every effort possible to ensure our resort safety requirements are up to the standards set out by both the Canada West Ski Areas Association and the regional school boards we serve. We take pride in our safety levels for all of our Snow Sports Centre programming.

Staff Training & Certification

The Canadian Ski and Snowboard Instructors Alliance certify all Mt. Norquay Snow Sports Centre instructors. Daily training is offered to our ski and snowboard instructors - sessions are focused on skill development as it relates to skiing/riding improvement, teaching techniques and group management.

Helmets

All school sanctioned visits require students to wear helmets when participating in a program.

Lesson Meeting Area

To ensure the safety of large groups, we have created a fenced-off lesson meeting area to facilitate a quick and easy transition from lodge to lessons. The school group teacher(s)/chaperone(s) and either the Ski School Director or Assistant Director are always on hand to organize and expedite the grouping process.

Lessons

Our lessons are either two or four hours in length. Designed to create a safe and fun learning experience for all levels, we will cover the alpine responsibility code in addition to safe skiing and riding practises. All lessons start and end in the fenced off lesson meeting area, where the students are returned to the care of the teacher(s)/chaperone(s).

Terrain Usage

The Snow Sports Centre does not allow any school groups in lessons to access the North American Chairlift, double black diamond runs or the Backyard Terrain Park. After assessing the group's skill level, the instructor may be allowed to bring his/her lesson through the Small Terrain Park.

In Case of an Accident/Injury

In the event of an accident or injury during a lesson, the instructor is required to secure the area with crossed skis or by asking a few students to stand above the accident site. All other group members are asked to stand in line below the injured skier/rider. The instructor contacts the Snow Sports Centre to report the incident to Ski Patrol or asks a passer by to alert the nearest lift attendant telling them 1) their location, 2) their full name 3) to send a patroller to the scene. If neither of the options above is available, the instructor will send the two best skilled students to the nearest lift to report the incident. Ski/snowboard instructors are not to administer first aid unless the injury is deemed life threatening - they are there to keep the person safe and as comfortable as possible until ski patrol arrives with further instructions.



Program Highlights

Easy to get to from Calgary

- Just over an hour's drive from COP.
- Our bus drop off is steps away from the rental shop and day lodge

Have your own private room

If your group is over 50 people, we're happy to offer you use of Kika's Café. A closed off area on the second floor of the Cascade Day Lodge, with seating for 185 people, its own washrooms, fireplace, AV equipment and screens, Kika's can become your own area for the day so all your belongings are safe and in place while your group is out on the mountain.

Interactive Programming and Heritage Interpretation

To properly inform, educate and connect with our protected mountain environment, we will show your school group a selection of videos highlighting avalanche awareness and safety instruction as well as provide a brief introduction to why Mt. Norquay's location in Banff National Park is special to all Canadians.

Multi-sport

For those members of your school group that aren't able to participate in ski/snowboard lessons, we also have a Snow Tube Park, where laughter abounds every time someone glides down.

Best teaching terrain for all levels in the Bow Valley

- Great transition from Green runs all the way to Black runs.
- Great consistent fall line skiing.
- Learn to ski bumps at any age and ability.
- Small group size: 1 instructor to 6 students.
- All lessons are built around the skier/rider responsibility code.

Booking Process

After coordinating groups for as long as we have, we know that getting logistics sorted can be a bit daunting. So we've made our booking process as easy as possible with 5 easy steps. Interestingly enough, each step starts with "C".

Connect

To kick start your booking process, get in touch with the Norquay Winter Sports Centre at 403-760-7716 or skischool@banffnorquay.com. You will need to complete a Group Booking Form (Form A) to reserve your lessons.

Due: One year to one month prior to arrival.

Circulate

Please distribute the Parent/Guardian Information Form (Form C) to parents in order to gather the required information about the student for their ski day. Mt. Norquay respects the privacy of your students, their information will be held in confidence as described in our [Privacy Policy](#). A copy of each form will be kept on-file in case of emergency.

Due: One week prior to arrival.

Credit

To guarantee your booking, we require a 25% deposit.

Due: One month prior to arrival.

Complete

Take the information provided by the parents and complete the registration process by filling in the Group Rental Form (Form D) and submitting Forms A, B, C & D to the Norquay Winter Sports Centre's Group Coordinator.

Due: One month to one week to arrival

Confirm

Please call the snow school guest service desk at 403.760.7716 to confirm arrival time and for condition report.

Due: Day before arrival.



What to Bring

Weather in the mountains can change without notice. We recommended that parents send their kids to Norquay with the following proper winter clothing:

- Long underwear top and bottom
- Ski/snowboard pants and jacket
- Hats under helmets
- Gloves or mitts (gore-tex/nylon outer shell)
- Goggles
- Neck tube or scarf (scarf will need to be inside the jacket)
- Please avoid cotton fabrics

It's always nice to know you have backup in case of emergency, please consider sending the following extra items:

- Socks
- Wool/Fleece sweater
- A change of clothes to wear home on the bus

Day of Trip

In order to ensure a smooth arrival, equipment rental process and transition out onto the slopes, we ask that you read through the group lesson guidelines below.

Transportation/Arrival

1. Plan to arrive at least an hour before lessons.
2. Please call us (403-760-7716) when you are passing through Canmore so we can have a member of our team in place to meet the bus.
3. A Norquay staff member will get on the bus to welcome everyone to the resort and explain the day's program.
4. Your bus is invited pull up right in front of the Cascade Day Lodge. After your group unloads, please have your driver park the bus in the back parking lot or head down to Banff.
5. The group will be escorted to their assigned area, where they will be able to leave their belongings for the duration of the day.

Lift Tickets

Each student will receive a lift ticket from the ski/snowboard pro at the start of their lessons. Once lessons are underway the chaperones and teacher will receive their lift tickets for the day.

We are happy to provide one complimentary ticket for every 8 students enrolled in lessons.

Rental Equipment

- Rental equipment will be ready for students the night before you arrive.
- If group is less than 50, staff will escort students into the rental shop 20 at a time in alphabetical order. Once in the rental shop staff will help students with boots and skis/boards getting poles and helmet.
- Once outfitted with equipment, staff will take them over to the day lodge.

Emergency Contact

Upon arrival at Mt. Norquay the group leader will provide the Parent/Guardian Information Forms (Form B) to the Snow Sports Centre guest service desk. We also ask that you provide three contact numbers of chaperones and teachers at the hill that day. One chaperone or teacher must be in the day lodge at all times.

Lesson Meeting Area

Your school will be directed to the Lesson Meeting Area where our Group Lesson Board will be in place with each student's name and group number clearly marked. We ask that your school's group leader be present to assist our team in getting students into the correct group in a timely manner. Numbered signposts corresponding to your group divisions line the fenced-off area.

To get to our Lesson Meeting Area, simply head out the Cascade Lodge's main doors on your right, you'll see a small building named "Snow Sports School Meeting Area".

Lessons

Our lessons are 2 hours in length and have been developed to create a safe and fun learning experience for all skill levels. All lessons start and end at the Snow Sports Centre Building. Students will only be released from their lessons to the group's leader, chaperone or teacher.

End of Day

Please ensure that all rental equipment is returned to either the rental shop or to your school's private area in the day lodge no later than 3pm.

Responsibilities of Group Leader

- Call snow school desk when passing through Canmore (403-760-7716).
- Provide Snow Sports Centre with completed School Booking Form & Agreement (A & B) Parent/Guardian Information Forms (C), and 3 mobile phone numbers for accompanying chaperones
- Assist Snow Sports Centre with dividing students into their lesson groups
- Organize chaperones to cover the day lodge (must have someone in the day lodge throughout the day)
- Organize and assist loading of the bus at the end of the day.



Appendix A: FORMS

FORM A

School Group Booking Form

School Name: _____

Requested Dates: _____ Lesson times: Please Select 1/2 day (morning/afternoon)
Full day

Mailing Address: _____

City: _____ Prov: _____ Postal Code: _____

Phone: _____ Fax: _____

Coordinator's Name: _____ Phone: _____

E-mail: _____ Transportation: Please select (bus or individual)

On-hill contact person: _____ Mobile Phone: _____

In the space provided below, please provide us with your estimated group numbers

	Total # of people	Lessons		Rental Equipment			Lift Tickets
		Half day	Full day	Ski	Snowboard	Helmets	
Students							
Adults							

	SKI Lessons				SNOWBOARD Lessons			
	Level 1	Level 2	Level 3	Level 4	Level 1	Level 2	Level 3	Level 4
Students								
Adults								

Please see the Ability Level Chart for more details.

Meals Required: No Yes # of meals: _____ Estimated lunch time: _____

Notes / Comments:

I, _____ the group coordinator, have read, understood, and accept Mt. Norquay's Policies and Conditions and agree to abide by all the rules and regulations.

Coordinator's Signature: _____ Date: _____

SKI Program Level/Description	
1	Never ever
	Can put on skis unassisted
	Can stand on skis
2	Can balance while sliding
	Can walk/ sidestep uphill
	Can get up unassisted
	Can snowplow with assistance. Can stop occasionally
3	Can snowplow unassisted
	Can stop consistently on demand
	Can ride the Magic Carpet
	Can turn left/ right (not linked) occasionally
	Can control speed on Magic Carpet
4	Can link turns comfortably on Magic Carpet
	Can load the Cascade Chair with or without assistance
	Can link turns on Cascade
	Can traverse across the hill with skis parallel
	Can match skis towards the end of the turn; occasionally
5	Can link snowplow turns on top pitch of Abracadabra (Spirit)
	Can ski down blue runs, with good speed control
	Can make basic parallel turns (occasionally)
6	Can make basic parallel turns (consistently)
	Controls speed at all times, can stop anytime and anywhere
	Can link turns on Mystic (Blue and Black Runs)
	Can ski easy moguls (blue runs)

SNOWBOARD Program Level & Description	
S1	Never ever
	Can put on board with assistance
	Can balance while sliding
	Can get up with assistance
S2	Can sideslip
	Can pendulum left & right
	Can ride the Magic Carpet
	Can turn left/right; not linked; occasionally
S3	Can link turns comfortably on Magic Carpet
	Can control speed on Magic Carpet
	Can load the Cascade Chair with or without assistance
	Can sideslip/pendulum down Cascade
S4	Can link turns comfortably on Cascade
	Can sideslip/pendulum down top pitch of Abracadabra (Spirit Chair)
S5	Can turn comfortably down top pitch of Abracadabra (Spirit Chair)
	Can link turns on Mystic (Blue/Black runs)



FORM B

School Group Booking Agreement

GROUP NAME: _____ DATE: _____

GROUP'S AUTHORIZED REPRESENTATIVE: _____

ADDRESS OF ABOVE REPRESENTATIVE: _____

PHONE: _____

ARRIVAL TIME: _____ DEPARTURE TIME: _____ # IN GROUP

CASH: _____ CHEQUE: _____ CHARGE: _____

**GROUP LIABILITY RELEASE AND AGREEMENT
PLEASE READ CAREFULLY**

I verify that I have provided Norquay with a properly completed "Release of Liability Form" for each group member.

In this agreement "skiing" shall include "snowboarding", "snowblading" and cross-country skiing and "we" shall refer to participating student, group member and his/her parent(s), guardian(s) or agent(s).

I understand and have explained to each member of the group there are inherent and other risks in the sport of skiing. I understand and have explained to each group member the sports of skiing, tubing and other recreational activities involve inherent risks of **injury and death**.

I understand and have explained to each member of the group the "Alpine and/or Cross-Country Responsibility Codes" approved by the Canadian Ski Patrol System and that adherence to these codes while participating in the sport of skiing could reduce the likelihood of injury, to each group member, and to others.

I understand that a helmet designed for "Recreational Snow Sports" use will help reduce the risks 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. I understand that helmets are not mandatory but HIGHLY recommended to be worn by all group members while skiing or snowboarding.**

This agreement is governed by the laws of Alberta. If any provision of this agreement is determined to be unenforceable it shall be severed and all of the remaining provisions shall be given full force and effect.

It is understood and agreed to that I am authorized to sign this "Group Rental and Liability Release Agreement" on behalf of each group member and each equipment user and behalf of the School Board or any other organization named on this agreement. It is understood and agreed by my signing this "Equipment Rental and Liability Release Agreement" it is binding on each group member and equipment user, the School Board or any other organization which I and each group member are part of.

I, THE GROUP'S REPRESENTATIVE, HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS OF THIS GROUP LIABILITY RELEASE AND AGREEMENT.

SIGNED: _____ DATE _____
(ON BEHALF OF THE GROUP)

SIGNED: _____ DATE _____
(ON BEHALF OF NORQUAY)



FORM C

Parent/Guardian Information Form



**NOTE TO PARENT/GUARDIAN AND STUDENT/GROUP MEMBER
PLEASE READ CAREFULLY**

_____ Is arranging a group trip to *Norquay*

Name of School/Group

In this agreement, the term "skiing" shall include "snowboarding", "snowblading", and "cross-country skiing" and "we" shall refer to participating student/group member and his/her parent(s)/guardian(s)/agent(s).

ASSUMPTION OF RISK

We are aware that skiing involves many risks, dangers and hazards and assume all the risks of personal injury or death or property loss resulting from any case whatsoever including but not limited to the inherent risks of skiing, and the use of ski lifts, collision with natural and man-made objects or other skiers, travel within or beyond the ski area boundaries, or negligence, breach of contract, or breach of statutory duty of care on the part of *Norquay* and it's staff. We agree that *Norquay*, it's employees and agents shall not be liable for any personal injury, death or property loss and release *Norquay* and it's employees and agents and waive all claims with respect thereto.

Group Member/Student Initials _____

Parent/Guardian Initials _____

EQUIPMENT

Norquay provides rental equipment.

We accept full financial responsibility for the care of the equipment while it is in the possession of my son/daughter/group member. We will be responsible for the replacement at full value of any equipment rented on the "Group Equipment User form" but not returned to the rental facility. We agree to return all rental equipment by the specified date.

We understand that the binding system cannot guarantee the user's safety. In downhill skiing the binding system will not release at all times or under all circumstances where release may prevent injury or death, nor is it possible to predict every situation in which it will release. In snowboarding, cross-country skiing, snowblading and snowshoeing, the binding system will not ordinarily release during use; these bindings are not designed to release as a result of forces generated during ordinary operation.

We understand that a helmet designed for Recreational Snow Sports use will help reduce the risks of some types of injuries to the user at slower speeds. We recognize that serious injury or death can result from both low and high-energy impacts, even when a helmet is worn. **We understand that helmets are not mandatory but HIGHLY recommended to be worn by students/group members while skiing and tubing.** (Helmets are not required for cross-country skiing.)

We further agree to defend and indemnify the PROVIDERS for any loss or damage, including any that results from claims or lawsuits for personal injury, death and property loss and damage related to the use of this equipment.

RESPONSIBILITY CODES

Norquay requires the parent/guardian and student/group member know and obey the ALPINE RESPONSIBILITY CODE and CROSS-COUNTRY SKIER'S RESPONSIBILITY CODE. *Norquay*, teachers/group leaders, chaperones reserve the right to revoke a lift/trail/tubing ticket in event of a violation of the RESPONSIBILITY CODES or other unacceptable conduct.

LIABILITY RELEASE

We agree to release *Norquay*, it's employees, owners, affiliates, agents, officers, directors, and the manufacturers and distributors of the rental equipment (collectively the "PROVIDERS"), from all liability for injury, death, property loss and damage which results from the equipment user's participation in the sport of skiing, use of, or in any way related to the use of the rental equipment, including all liability which results from the negligence of the PROVIDERS, or any other person or cause. This agreement is governed by the laws of Alberta. If any provision of this agreement is determined to be unenforceable it shall be severed and the remaining provisions shall be given full force and effect.

<< Please Sign Acknowledgement and Permission on Reverse >>



ACTIVITY STUDENT/ GROUP MEMBER TO PARTICIPATE IN (Check One)

Skiling **Snowboarding** **Snowblading** **Cross Country Skiling** **Tubing**

*Tubing is weather dependant, Snow blade numbers are limited. Please check second choice for Tubing or Snowblading

ABILITY (For student/group member lesson) (Check One)

- N Ability** – Beginner lesson, group member never skied before
- Level 1 Ability** – Novice Lesson
- Level 2 Ability** – Intermediate Lesson
- Level 3 Ability** – Advanced Lesson

SKIER TYPE (Alpine Skiing Only) (Check One)

- Type I** New Skier. Ski conservatively. Prefer slow speeds. Prefer easy, moderate slopes. Favor lower than average release/retention settings. This corresponds to an increased risk of inadvertent binding release in order to gain increased release capability in a fall.
- Type II** Ski moderately. Prefer a variety of speeds. Ski on a varied terrain, including most difficult trails. All skiers who do not meet all descriptions of either Type I or Type III.
- Type III** Ski aggressively. Normally ski at higher speed. Prefer steeper and more challenging terrain. Favor higher than average release/retention settings. This corresponds to decreased capability to release in a fall in order to decrease risk of inadvertent binding release.

GROUP MEMBER INFORMATION

Name: _____

Parent's/Guardian's Name: _____

Emergency Contact Name: _____

Emergency Contact Phone #: _____

Health Card #: _____

Any Allergies/Health Conditions: _____

Age: _____ Height: _____ Weight: _____ Shoe Size: _____

ACKNOWLEDGEMENT

My participating child/group member and I understand these warnings and we have identified my child's/group member's ski/snowboard ability, skier type classification, age, height and weight accurately and correctly. We, the undersigned, have read and understand the terms of this form.

SIGNATURE OF STUDENT/GROUP MEMBER _____

SIGNATURE OF PARENT/GUARDIAN/AGENT _____

PERMISSION

I give my son/daughter/group member, _____ permission to participate in the group trip to be held at *Norquay*

SIGNATURE OF PARENT/GUARDIAN/AGENT _____

DATED _____ / _____ / _____

FORM D

Rental Equipment Form *Please print as many copies as you need*

First Name	Last Name	Ability Level	Ski or Snowboard	Goofy or regular (board only)	Age	Height	Weight	Shoe Size

MOUNT NORQUAY SNOW SPORTS CENTRE



contact

Gord Fielding, Director

403.762.4221

skischool@banffnorquay.com

banffnorquay.com/school-groups