



# INFORMATION GUIDE - TEACHER / ORGANIZER

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## ORGANIZING YOUR SKI DAY STEP BY STEP

1. Check bus availability for the dates you are interested in.
2. Complete the online reservation form found at the bottom of the [School Groups webpage](#) to the best of your ability as soon as possible to secure your date.
3. Once your reservation has been confirmed by Camp Fortune, start your student sign-up. Collect payments up front. It is our policy that any lessons must be cancelled no later than 36 hours in advance so this should be your policy too.
4. As part of your student registration process be sure to collect the following information for **every student needing rentals**. This information is REQUIRED to ensure that the equipment is SAFE for your students.
  - a. Full Name
  - b. Height
  - c. Weight
  - d. Shoe Size (specify men's (M), women's (W), youth (Y), children's (C), or European (E))
5. As part of your student registration process please also collect the ability level for each student needing lessons. Here are the levels.



- a. Never skied before (NE)
- b. Beginner (B) – has skied before but can't make it down the hill on their own yet.
- c. Novice (N) – has skied before and can get on a lift, and execute turns and stops to make it down a green (beginner) hill safely on their own.
- d. Intermediate (I) – has skied before and can typically navigate blue (intermediate) runs.
- e. Expert (E) – has been skiing for several years, has taken lessons, and can SAFELY navigate black diamond (expert) runs.

**NOTE:** *Camp Fortune requires a minimum of 5 students within the same ability level in order to run a lesson.* Sometimes we mix students from different schools in order to achieve this BUT this is not always possible. Please keep this in mind. We always prioritize lessons for students who have never skied before and beginner students as a matter of safety.

6. **Three working weeks before your first visit** (Christmas break, Dec 21 to Jan 5, NOT included), **return all the required forms:**
  - a. **The Reservation Confirmation Form**
    - i. When you send this form, please advise us if any of your lesson groups by ability are below the 5 participant minimum so we can attempt to group these students with students from another school.
  - b. **The Master Ski Rental Form**
  - c. **The Master Snowboard Rental Form**
7. Review the hill safety and cold weather practices outlined in the following documents with your students **prior to** your arrival.
  - a. **Preparation for Cold Weather Activity** – should be sent to parents in advance
  - b. **Safety on the Slopes**
  - c. **Mountain Code of Conduct**
8. **Review how our various services operate, as well as how our Lift, Assessment and Rental tickets work.** These are important aspects for you and your support team to understand prior to your first visit. A good understanding of these processes will transform first visit chaos into a smooth experience.
9. **Review the Day-Of Visit Procedures starting on page 5 of this document.**
10. **Come on out for a great day of skiing!** Inevitably there will be some last-minute adjustments to make on-site on your first visit. Please try to advise us in advance, but know that it is extremely busy at the beginning of the season and we may have to deal with changes when you arrive. **Please Note: Any lesson cancellations must be received 36 hours prior to your arrival time or they will be charged.**



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## SERVICES PROVIDED BY CAMP FORTUNE

### LIFT TICKETS

Students and parents (if paying through the school at adult group rate) will receive a lift ticket which allows holders to use the chairlifts. Students and supervisors with a valid Camp Fortune season pass (**not including** Snow School 9-week Program Parents Passes, and Night Passes if you're coming during the day OR Weekday passes if you're coming at night) do not need to purchase a lift ticket for their school visit(s). **Supervisors, at a ratio of 10 students:1 supervisor, will receive complimentary lift tickets.**

Camp Fortune's School Group lift tickets are valid ONLY for the day of your visit. They should be carried in the sleeve pocket or left-hand pocket of the student. The lift tickets should be kept away from credit cards and cell phones, and must not be folded.

### STUDENTS SAFETY AND SKILL ASSESSMENT - FREE

*(During the first visit for ALL students EXCEPT those enrolled in a group lesson)*

Safety on the slopes continues to be our # 1 priority. To ensure the highest possible safety standards, we have created an on-snow learning centre to assess and coach all students on their first visit to Camp Fortune. This service is **included free of charge** to students in a school group. All students will receive a *blue assessment ticket* on their first visit which should be kept, attached to the student's outerwear for subsequent visits.

At the learning centre our certified instructors will conduct the following:

- ❖ Individual basic safety-related skill assessment
- ❖ Prevention and safety discussion
- ❖ Review of the Mountain Code of Conduct
- ❖ Overview of the terrain appropriate for each student's ability level

### The Assessment Process

Students enrolled in a lesson will be assessed during their lesson and their *blue assessment ticket* will be marked at the end of the lesson.

Students NOT enrolled in lessons must go to the learning centre where they will be individually assessed on their ability to turn and stop safely. Instructors will review the "Mountain Code" and discuss the terrain appropriate for the student's ability level.

Upon completion of the assessment or the student's first lesson, students will have their *blue assessment ticket* marked with their individual skill level: "green" for easy beginner runs, "blue" for intermediate runs, and in certain cases "black" for advanced runs. For experienced skiers and boarders this process will take 10-20 minutes.



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For students who require support to achieve a “green” run lift validation, instructions will be provided in the following techniques:

- ❖ turn and stop safely
- ❖ learn to ride the lift
- ❖ safely navigate a “green terrain”/ beginner run

Students can return to the learning centre at any time to have their skill level re-assessed or to receive additional coaching. The group organizer *must* advise the group sales coordinator to schedule an instructor to re-assess the student. The learning centre will be staffed until 6:00 p.m. to assist students. Exceptions will be made in the case of bus-related late arrivals.

## EQUIPMENT RENTALS (OPTIONAL)

Camp Fortune offers both ski and snowboard rentals. All rental fees include helmets. Ski goggles are not included but may be purchased at the Boutique. Please note that detailed information on each student is required three working weeks in advance of your first visit, not including Dec 21 to Jan 5, to ensure rental equipment is set up and ready to go the day before your arrival. This minimizes wait times and maximizes the time your students get to ski or snowboard. See the Master Ski Rental Form and the Master Snowboard Rental Form. Each participant on your Master rental forms will receive a *blue rental ticket*.

- ❖ Please also include information for ADULTS for whom rental equipment will be paid via the school’s invoice on these master rental lists. **NOTE: All rentals for adults will be charged at the College/University rate.** Adults not listed on the master rental form submitted by the school will be asked to rent and pay for equipment separately, through the cashier, at the regular posted rate. This ensures your school is not billed for unauthorized rentals.

A *second blue ticket* is provided to all participants renting equipment. The name of the participant, rental information, the school name and the date will appear on the ticket.

## GROUP LESSONS (OPTIONAL)

Group lessons are offered to **students aged 7+ only** (no supervisors or parents). They are 1 hour and are strongly recommended. Group lessons must be pre-scheduled and take place Monday to Friday at the following times: 10:15am, 1:30pm, 4:30pm and 5:30pm. When making your initial booking and completing your confirmation form, please indicate the time and number of students that wish to be part of a group lesson. **Reminder: your confirmation form must be submitted 3 weeks prior to your first visit (not including Dec 21 to Jan 5) and minor changes are permitted 1 week prior to the visit. You will be invoiced for lesson cancellations made with less than 36 hours’ notice.**

The students at the “never-ever”, beginner and novice levels *may* be left to practise in the beginner area at the end of their lesson if the instructor determines that they are not safely able to negotiate chairlifts and/or green level runs at the end of their lesson.



**Please Note:** We do not guarantee the availability of intermediate/advanced level ski or snowboard instruction.

All Camp Fortune instructors are certified via CSIA, CSCF and/or CASI and receive supplementary annual training.

**Reminder:** Assessments and lessons are for students aged 7+ only.

## ALPINE RACE TRAINING AND ELECTRONIC TIMING (OPTIONAL)

Training and electronic timing courses are available from Monday through Friday. All courses will be set-up on Slalom (trail-7) or Marshall (trail-5) if Slalom is not available. There are two time blocks: 1) from 2:00pm to 4:00pm, and 2) from 4:00pm to 6:00pm. All set-up courses will be dismantled after 6:00pm. Note that ½ of the run will be shared with other guests.

## DAY-OF VISIT PROCEDURES

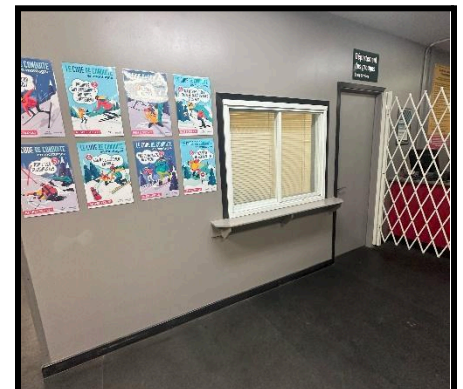
### ARRIVAL

1. Inform your bus driver to continue on Dunlop Road **straight** to the lower parking lot on your arrival at Camp Fortune. There is also designated bus parking in the lower lot. See the yellow area on the map to the right.

The lower entrance (at the basement or sous-sol level) of the Lodge is the group drop-off and pick-up point. However, it is also the ambulance parking area, so the doorway and parking lot area immediately in front of these doors **must be kept clear at ALL times**.



2. The lead organizer/teacher will disembark first and pick-up their group package and receive some final instructions at the **GROUP SERVICES office** located on level 1 of the main lodge across from the bathrooms and next to the Rental Department. You will provide your name and cell number on the Groups Emergency Contact Sheet. Ideally you will provide the name and cell number of a second supervisor on site in case you have poor cell coverage or we can't reach you.
3. **\*\*\*Students should remain on the bus and wait for the organizer to return and distribute their tickets.**





## ON THE BUS - TICKET DISTRIBUTION

### BLUE ASSESSMENT TICKETS (*First visit only*)

- FIRST VISIT** - Distribute the *blue assessment tickets* to the group on the bus. This ticket shows only the name of the school. Instruct students to fasten their blue assessment ticket to their outerwear in a visible location away from their face, preferably on a jacket or snow pant pocket. Zip ties will be provided for this purpose. Assessment Tickets are to be **kept for the remainder of the season** and should NOT be removed.



**SECOND AND SUBSEQUENT VISITS** - All students should have their Assessment Ticket from their first visit. A replacement ticket can be made available from the Group Services office if needed.

### BLUE RENTAL TICKETS (*Single-day use, new ticket each visit*)

- EACH VISIT** - Distribute the *blue rental tickets* to all students, supervisors and parents who are listed on your Master Ski and Master Snowboard Rental forms. This ticket shows the name of the school, the name of the participant and some rental information. Instruct students to fasten their blue rental ticket to their outerwear in a visible location away from their face, preferably on a jacket or snow pant pocket. This ticket should be attached with a *separate* zip tie from the assessment ticket as it will be removed at the end of each visit.



### LIFT TICKETS (*Single-day use*)

Our lift tickets activate the entrance gate at each lift line. The lift ticket is meant to be kept unfolded and in the skier's pocket (left side). Complimentary tickets will be provided to supervisors (teachers/ chaperones/ volunteers) at a ratio of 10 students:1 supervisor the day of the visit.

- FIRST VISIT** – Students taking a lesson must have their lift ticket before they leave the lodge. Students NOT taking a lesson should receive their lift ticket ONLY AFTER they have completed their ASSESSMENT and have been cleared to use our chairlifts and ski at least a green (beginner) run unassisted. Those not reaching this minimum standard will remain in the learning centre until they are self-sufficient.



Supervisor, Adult and Student group tickets are different from each other and must be distributed accordingly.

**SECOND AND SUBSEQUENT VISITS** - Distribute lift tickets to all students, parents and supervisors on the bus. Again, supervisor, adult and student tickets are all different and must be distributed accordingly.





7. Ensure students know where and how to contact you in case of:
  - a. EMERGENCY/ACCIDENT/OTHER – If a supervisor will be staying in the lodge, let students know where. Ski Patrol will be provided with a copy of the Emergency Contact list each evening and the Group Services Office will also have one, but Camp Fortune staff are not here to relay messages between students and school organizers other than in cases of emergency. Camp Fortune does not have a P.A. system.
  - b. LOST OR NOT WORKING LIFT TICKET – Every once in a while, a ticket is defective or gets dropped and lost on the hill. Students needing a replacement ticket should go to the Group Services Office accompanied by a supervisor to request a replacement. We won't charge for the replacement ticket but we expect a supervisor to accompany the student to prevent abuses of our kindness.

## IN THE LODGE

8. Students with their own equipment leave it on the racks outside the lodge on the hill side. **NO EQUIPMENT IS ALLOWED INSIDE THE LODGE.** For security, it is best if the two skis and two poles are separated, or locked, making it harder for thieves to find and steal a pair of skis. Students can also bring their own locks or purchase one from the Boutique.
9. Find a suitable meeting and storage spot(s) for your group inside the lodge. Do NOT leave items on tables. Store away backpacks, lunchboxes, hats with pompoms, etc on the shelves, being careful not to leave any valuables visible and/or easily accessible. Tables must be left available for guests to use throughout the day. Note: Lockers are available on the middle level of the lodge (credit card only, tap only).

### RENTAL AREA (*No bags permitted*)

10. Renters, with their blue rental ticket and dressed to ride (jacket, snow pants, mitts/gloves, ski goggles, tuque (optional) and their own winter boots), should proceed to the Rental department as quickly as possible accompanied by a supervisor. **Students must leave all personal items** like knapsacks, lunches and tuques with pompoms that won't fit under a helmet **stowed away in the chalet.** We will check that all renters have their rental and assessment tickets and are ready to proceed immediately outside to ski/snowboard before they are admitted.
11. Once equipped:
  - a. **Students enrolled in lessons** proceed to the **orange flag** outside the lodge on the hill side to meet with instructors.
  - b. **FIRST VISIT: Students not in lessons** head immediately outdoors to the learning centre for their assessment.
  - c. **SECOND AND SUBSEQUENT VISITS: Students not in lessons** head outside to ski OR to stow their rental equipment before heading back into the lodge.



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## MEETING POINTS OUTSIDE

### GROUP LESSON MEETING AREA

(Location: the picnic tables on the hill side of the lodge just outside the Rental Area with an **orange flag**)

Lessons start at specific times: 10:15am, 1:30pm, 4:30pm or 5:30pm. Students should arrive 10 minutes early. The instructors are alerted when your tickets are picked-up and will be ready when you arrive.

12. Have a supervisor with the list of students taking lessons at the Group Lesson Meeting Area to ensure students know where to go and that all students arrive. Roll call is NOT taken by Camp Fortune staff. **It is the responsibility of each student, with assistance from their teacher/supervisor, to attend the lesson.** Lessons will be invoiced whether or not the student is present unless we have received notice at least 36 hours in advance of your arrival time. **Ensure that all students enrolled in a lesson have their lift ticket PRIOR TO the lesson.**

### ASSESSMENT CENTRE *(First visit only)*

(Location: learning centre/magic carpet located behind the Group Lesson Meeting Area at the base of the hill)

Students not enrolled in a group lesson are expected to participate in a safety and skill assessment prior to their first ride up the chair lift.

13. Have a supervisor accompany students to the assessment area and distribute the lift tickets to their group ONLY once students complete their assessments. Students are welcome to return to the assessment area if they wish to try and upgrade from green to blue, or blue to black. **Please advise the Group Services Coordinator to schedule an instructor.**

## NUMBERS SIGN-OFF FOR INVOICING

14. Once all the students are on their way, **the organizer MUST return to the Group Services Office** to return unused lift and rental tickets and reconcile all the group numbers for that visit. You will be invoiced based on the numbers you sign off on and the number of tickets given and returned. If you keep extra lift tickets or rental tickets and do not return them the day of your visit, you will be charged for them.

## INVOICING

The school will be invoiced by email for the number of lift tickets, rentals, and group lessons as per your sign-off the day of your visit. If you forget to sign-off on your numbers, you will be invoiced for the number of lift and rental tickets provided and the lessons signed up for.

Whenever possible we prefer to invoice the following day. Please submit your invoice to the school for payment as soon as possible. We can now accept e-transfers directly to our Chief Financial Officer at [jwilson@campfortune.com](mailto:jwilson@campfortune.com) as well as cheques mailed to Camp Fortune, 300 chemin Dunlop, Chelsea, QC J9B 2N3.





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## SUGGESTIONS FROM THE CAMP FORTUNE TEAM

Please take note of the Ski Patrol office location in the basement of the main lodge when you come in so you know where to go if any member of your group gets hurt or falls ill during your visit.

We recommend assigning at least one supervisor to assist at each of the following locations:

1. Each Bus: Ensure students get to where they need to be in a timely manner, distribute lift tickets, blue assessment tickets and rental tickets. It may be helpful to have all students renting equipment travel on the same bus.
2. Rental department. Please have everyone on your Master Rental Forms. “Walk-in” additions to rentals take significantly longer to get set up and on their way.
3. Lesson meeting area (picnic tables, outside the lodge on the hill side at the orange flag).
4. Learning centre (magic carpet, hillside past picnic tables) (**first visit**).
5. In the lodge at your group meeting spot in case of a lost lift ticket or other problem.

If you have questions, suggestions or you would like to share your experiences please email - [ski@campfortune.com](mailto:ski@campfortune.com)

Please visit our website regularly for up-dates at Camp Fortune including unforeseen closures, hill conditions and more - [www.campfortune.com](http://www.campfortune.com). We also encourage you to subscribe to our newsletter for all the latest happenings and conditions at the bottom right of [our website home page](#).

***Thank you and Enjoy your visit !***