



Ski and  
Snowboard  
Programme

2019

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International School Tours

## INTRODUCTION

Coronet Peak, Mt Hutt and The Remarkables collectively offer the ultimate New Zealand skiing and snowboarding experience. Three distinct ski areas located near two unique resort towns - Coronet Peak and The Remarkables in Queenstown and Mt Hutt in Methven, Canterbury.

These three ski areas are owned and operated by South Island Company, NZSki Ltd (NZSki). The company is committed to the on-going development of the ski areas, their industry partners and local resort communities.

Extensive capital investment in recent years has considerably upgraded the infrastructure at all three mountains. Investing heavily in its staff, facilities, snowmaking, grooming, transport and rental equipment to ensure that our guest experience is the best it can possibly be. Coronet Peak, Mt Hutt and The Remarkables offer a premier winter holiday, usually from early June to early-October.

NZSki is committed to nurturing and developing the next generation of young skiers and snowboarders. Our international schools ski and snowboard programme introduces thousands of students each season to winter sports and our wonderful alpine environment in New Zealand. This document will provide some useful information for School Group Coordinators who are thinking about bringing a group of secondary school students on a snow sports trip to New Zealand.

## WHERE WE ARE

Mt Hutt ski area is a 40 minute drive from the small resort town of Methven where most groups and visitors base themselves. Christchurch provides the best flight access to Mt Hutt from all major Australian cities and is an easy one hour drive along the Canterbury plains to Methven.

Coronet Peak and The Remarkables are the closest ski areas to the world class resort Queenstown. Regular direct flights from Australia to Queenstown provide easy access only 3 hours flight time away from Australia's East Coast cities. Coronet Peak is a short 30 minute drive from Queenstown on a fully sealed access road and The Remarkables is a 45 minute drive from Queenstown, with an access road sealed most of the way up.

With NZSki you can even mix and match and ski/snowboard all three mountains during your trip! The drive time between Methven and Queenstown is approximately 5 hours on one of the most scenic roads in New Zealand. We recommend this drive is done during daylight hours to take advantage of the stunning views along the way.



## WHY BRING YOUR SCHOOL TO OUR MOUNTAINS?

At NZSki, we understand that organising group ski trips can be daunting. We strive to make everyone's snow experience fun and memorable, so our systems are specially designed to make the process of getting on snow as simple and streamlined as possible, no matter which ski area you're visiting.

When you book with NZSki, our on-mountain Sales and Reservations Coordinators are there to ensure a smooth and simple process for every group. They'll look after your initial enquiry, pre-print all your passes, book the Snowsports instructors, meet and greet on arrival and will be there to direct you along the way -they are here to help!

## TERRAIN AND FACILITIES

Coronet Peak, Mt Hutt and The Remarkables have terrain perfectly suited for all ability levels – whether it's your first time skiing or snowboarding right through to experts looking for some challenging slopes.

NZSki has also invested heavily in the snow-making systems on all three ski areas. This, along with Mother Nature, means consistently good skiing and snowboarding is ensured from early June till early October.

If you'd like to find out more information about each specific ski area, check out [www.nzski.com](http://www.nzski.com)

At all three NZSki ski areas, world class facilities, internationally recognised instructors and ease of access are only some of the benefits of making Coronet Peak, The Remarkables and Mt Hutt your next ski destination.

## THE PROGRAM OPTIONS

There are two school tour program options available for 2019:

**1. Standard School Tour Program (1 lesson program)**

- Includes a day lift pass, recreational rental equipment and 1 group lesson.
  - 1hr 50min lesson at Mt Hutt
  - 1hr 25min lesson at Coronet Peak or The Remarkables

**2. Full Day School Tour Program (2 lesson program)**

- Includes a day lift pass, recreational rental equipment and 5 hours of group lesson time
  - Lesson time is split into a morning session and an afternoon session.
  - Please note, the lunch break is not supervised by the instructors.
  - The Full Day School Tour product does have a blackout period and is not available from the 8<sup>th</sup> of July – 14<sup>th</sup> of July 2019 (inclusive).

Groups can book either or both of these options. For example, 3 days of the Full Day Program + 2 days of the Standard Program.

Rental equipment consists of skis, boots & poles or snowboard & boots. Helmets and wrist guards are also included subject to availability. Clothing (jacket and ski pants outerwear) is not included in the package but can be rented at an additional cost for those that require it.

In addition, we offer a specified ratio of adult supervisors free of charge and discounted products when part of a school group. Any product requirements for additional adults outside of this allocation will be charged at standard rates.

## LIFT PASSES (*mypass*)

All three ski areas use the *mypass* ticketing system. *mypass* replaces the paper and wire ticket with an advanced electronic system that stores all your lift tickets, equipment rental, lessons, and personal snow stats on a single RFID card. When you pre-book your group with us, our Sales and Reservations Coordinators will have your passes ready and waiting for you on the NZSki area that you plan on visiting on the first day of your trip.

*Mypass* stores your rental profile (height, weight shoe size, ability level etc) after your first visit, so anytime you collect rental equipment from one of our ski areas our rental teams will know exactly what you need and get you out on snow faster.

At each chair lift, your *mypass* is automatically scanned as you pass through the access gate. There's no manual checking so your *mypass* stays in your pocket.



## RENTAL EQUIPMENT

All NZSki ski areas have the revolutionary HEAD BYS ski fitting system which makes the rental fitting process much more efficient, especially for large groups. This means more time on snow!

The use of helmets is highly recommended and is included in the package for all school groups (subject to availability).

We provide FREE overnight storage for our rental equipment when you visit on consecutive days, which means you don't have to carry all the gear back to your accommodation each night. If the group is taking a day off between ski days, the equipment needs to be returned back to rentals and collected again on the next visit. We will do our best to hold the gear aside if possible but cannot guarantee this.

Please note that we do not hire gloves, goggles, sunglasses or beanies at our ski areas. Individuals should bring their own. There are retail shops on each ski area where these items can be purchased if forgotten.

## SNOWSPORTS LESSONS

As a part of your itinerary, all school groups will take part in Ski and Snowboard lessons to ensure the safety and maximize the learning for all participants. All NZSki's Snowsports Schools conform to ISIA (International Ski Instructors Association) standards of equivalency in the application of Ski and Snowboard methodology.

NZSki's three Snowsports schools at Coronet Peak, The Remarkables and Mt Hutt ski areas are active members of NZSIA and support these organisations and many of our staff achieve and maintain their qualifications through them. We pride ourselves on employing the world's best instructors, all of which are certified by a broad section of ISIA member organizations, bringing a global perspective to our lessons, while ensuring students receive the level of consistency and quality ISIA governance mandates.

Our instructors are qualified, many to the highest levels and many have supplemented their certification with specialist accreditations in the areas of Children's Instruction, Race, and Free-Ride, including F.I.S. licenses and credentials.

At the beginning of each season NZSki confirms instructor membership and credentials to ensure currency and proficiency. We also require all our staff to undergo a clean slate check with the NZ Police prior to commencing work.

We take these measures to ensure the very best in quality Snowsports Instruction.

## MAKING A BOOKING

Once the itinerary for a group has been planned out, you will need to book in your ski days by emailing through a **booking request**.

On any given day, each ski area has a limited capacity for school groups (approx. 150-250 students per day), so it's important to book in your ski days early, especially during the school holidays.

If a group is planning to visit more than one of our ski areas during their trip, email one booking request to the ski area that they plan to visit first. Include in the request all the days they wish to ski at Coronet Peak, Mt Hutt and The Remarkables.

The booking request should include the following details:

- School Name
- Indicative number of students and supervisors
- Dates you would like to visit each of our ski areas
- For each day, which program option would you like (Standard or Full Day program)

### Sales and Reservations Contact Details

#### Summer Phone Number

October - May  
T: +64 (0) 3 450 1970

#### Mt Hutt

[school@mthutt.co.nz](mailto:school@mthutt.co.nz)  
T: +64 (0) 3 307 6315

#### Coronet Peak

[schooltours@nzski.com](mailto:schooltours@nzski.com)  
T: +64 (0) 3 4501983

#### The Remarkables

[schooltours@nzski.com](mailto:schooltours@nzski.com)  
T: +64 (0) 3 4501983

If the requested dates and lesson times are available we will create the reservation and send you confirmation back via email.

The Sales & Reservations Coordinator will then supply you with an information template which needs to be completed and returned via email 2 weeks before the group's first day on snow.

Information contained in template will ask for:

- School Group Leader contact details (*must be travelling with the group*)
- Names of adult supervisors
- # of students skiing / # of students snowboarding
- Ski or snowboard ability level for each student
- Any additional requirements

If we cannot confirm your requested dates and due to reaching capacity; we will work with you to try and fit the group in a different time slot or day.

Once the information template is returned we will finalise the booking and advise lesson start times for each day. You may now also enter the booking into the NZSki Agent Website to manage payment.

## PAYMENT

The total charge will be calculated on confirmed numbers supplied by the school 48 hours prior to arrival. Payment can be made by cash, credit card or bank transfer (please allow an extra 3 business days for a bank transfer to clear). Full payment must be received prior to mypass cards being distributed.

## CHANGES AND REFUNDS

**Bookings are strictly non-refundable and non-transferable from the group's first day on snow.**

Any changes to your booking before the group's first date on snow must be approved by the Sales and Reservations coordinator.

We highly recommend everyone purchases comprehensive Travel Insurance that includes ski and snowboarding activities.

If the school wishes to make a claim with their insurance provider for products not utilised, we can provide a letter of confirmation if required. Please contact the Sales and Reservations Coordinators for this.

## CONTINGENCY PLANNING & CLOSED DAYS

Naturally, we operate in a very changeable winter alpine environment where the weather and snow conditions can change rapidly. We have access to extensive weather modelling and forecasting data that our Ski Area Managers and Operations staff will use to make decisions about the operation of the ski areas. However, it's not an exact science and conditions can change at any time without warning.

To find out the status of the ski areas and access road conditions the first Snow Report for each ski area will be updated at approximately 6:30am daily. If there are any changes throughout the day, the Snow Report will be updated. For the most up to date information please check the Snow Reports here: [www.nzski.com](http://www.nzski.com)

The safety of our staff and our guests is our highest priority so there are times where lifts may be subject to 'wind hold' or we feel it's best to close the ski area for the day. If the ski area the group has booked to visit is operational, the school programme and group lessons will go ahead as planned, unless otherwise advised but our Sales and Reservations team. **Note that the Sales and Reservations coordinators hours of operation are 8:30am – 4pm daily.**

In Queenstown, we are fortunate that the mountains very rarely close due to poor weather. However, if the ski area you have booked to visit is closed for the day, we will try to reschedule your visit at our other ski area. If that is not possible, we will reschedule for another day. If neither option is possible, we will refund you for the day missed.

Mt Hutt is a little more prone to adverse conditions that force us to close the mountain. Again, if you have booked to visit and Mt Hutt is closed for the day, we will try to reschedule your visit. If that is not possible we will refund you for the day missed.

If your group experiences a closed day at a non-NZSki mountain, please contact the NZSki schools and groups coordinators if you want to try to bring this group to one of our ski areas instead. Where possible, we may be able to accommodate your group at one of our mountains. This must be arranged with the Schools and Groups Coordinator BEFORE the group makes their way to our ski area. If we are able to accommodate the extra day, it will be charged as an extra day at the school tour rate. We are unable to 'transfer' a previously booked day.

## PROGRAM DETAILS

The following pages will outline the program inclusions and the terms and conditions in more detail. If you have any further questions, please don't hesitate to contact us.

Please note, this document replaces any past agreements with NZSki and outlines terms of service with regards to international school groups for the 2018 winter season.

We look forward in making your school ski and snowboard trips to New Zealand a fun and memorable experience!

International School Tour Program	1 Lesson Package (Standard)	2 Lesson Package (Full Day)
Minimum Group Size	15+ Students	
Student Age	Attending Secondary School 11-18 years old	
Retail Student Price <i>(per day in NZD\$)</i>	\$115	\$149
<b>INCLUSIONS</b>		
Lift Access	✓ Full Mountain Day Pass	✓ Full Mountain Day Pass
Rental Equipment - Recreational <ul style="list-style-type: none"> <li>➤ Skis, Boots and poles</li> <li>➤ Snowboard, boots and wrist guards</li> </ul>	✓	✓
Rental Helmet	✓	✓
Rental Clothing	<b>X</b> <i>Jacket and Pants hire available at an additional cost</i>	<b>X</b> <i>Jacket and Pants hire available at an additional cost</i>
Group Lessons	<b>1 lesson</b>	<b>2 lessons</b>
Lesson Duration	1 hour, 25 minutes at Coronet Peak 1 hour, 25 minutes at The Remarkables 1 hour, 50 minutes at Mt Hutt	All Mountains 5 hours tuition split into 2 lessons
Lesson Times	To be advised by the Sales and Reservations Coordinator	To be advised by the Sales and Reservations Coordinator
School Holiday Blackout <i>(product not valid for use during this time)</i>	NO	YES 8 <sup>th</sup> July – 14 <sup>th</sup> July 2019 (inclusive)
Benefits	<p>Book <u>consecutive days</u> of the full day program and we will endeavour to provide the same instructor(s) for your group on those days, even if the group moves between Coronet Peak and The Remarkables in Queenstown.</p> <p>For every 10 paying students:</p> <ul style="list-style-type: none"> <li>▪ 1 adult receives a day lift pass, recreational rental equipment and a group lesson free of charge.</li> <li>▪ 1 adult receives a day lift pass, recreational rental equipment and a group lesson at the student price.</li> </ul> <p>eg. a group of 44 students will be entitled to 4 adults FOC and 4 adults at the student rate.</p>	

# School Tours (booked Directly with NZSki), Terms & Conditions

## 1. Booking Process

- a. The School must email a booking request to the Sales & Reservations Coordinator at the ski area that the group plans on visiting on their first day.
- b. Please advise the name of the group, roughly how many students/supervisors, what dates and ski areas you'd like to book and if they want the standard of full day programme. If the requested dates and lesson times are available NZSki will create the reservation and send you confirmation.
- c. The Sales & Reservations Coordinator will supply the Schools with an information template which needs to be completed for every group and returned via email 2 weeks before the first day on snow.
  - a. Information contained in template is;
    - i. Group Leader contact details
    - ii. Adult FOC and Adult at student rate names
    - iii. Student ability levels
- d. We have limited availability during the Australian and New Zealand School holidays in July and September. Where your preferred day and lesson time is not available; we will work with you to fit the group in a different time slot or a different day.

## 2. Payment

- a. The total charge will be calculated on confirmed numbers supplied by the school 48hrs prior to arrival.
- b. A payment must be received prior to mypass cards being distributed.
- c. Payment methods include:
  - i. Credit Card
  - ii. Bank Transfer
    1. If you would like to pay via bank transfer, please allow an extra 3 business days for funds to clear
  - iii. Cash
- d. If extra students arrive on the first ski day, NZSki will require payment for the additional students before distributing their mypass cards.

## 3. Refunds

- a. Products are non-transferrable and non-refundable unless the following instances occur:
  - i. Mountain is closed
  - ii. Absence due to injury /illness if presented with a medical certificate.
    1. Refunds must be requested on the day of your visit and will be processed at the end of the day either through EFTPOS or Cash.

## 4. Contingency Planning (Closed days)

- a. In Queenstown closed days are very rare, however, if the ski area you have booked to visit is closed, we will try to reschedule your visit at our other ski area. If that is not possible we will reschedule for another day.
- b. If neither option above are possible, we will refund you for the day missed.

## 5. Contingency Planning (Bad Weather days)

- a. Please check on [www.nzski.com](http://www.nzski.com) for the most up to date mountain information
- b. Please note if the mountain is operational lessons will go ahead as planned.

## 6. Snowsports Lessons

- a. Snowsports lessons duration; as per the programme tables above.
- b. Standard Product Lesson Times – Coronet Peak and The Remarkables
  - i. There are two daily slots at Coronet Peak and The Remarkables which schools can be allocated to on the Standard School **Tour product. 9.00am, or 2.00pm depending** on the groups' ability level and load during the days.
  - ii. The slot they are allocated depends on their ability level and how many days skiing they have had. Generally, we will allocate beginners to morning lessons and groups on the 3<sup>rd</sup> + day to afternoon lessons.



- c. Standard Product Lesson Times – Mt Hutt
  - i. There are three daily slots at Mt Hutt which schools will be allocated to on the Standard School tour Product. 9.00am, 11.00am or 1.30pm depending the group’s ability level and load during the days.
  - ii. The slot they are allocated depends on their ability level and how many days skiing they have had. Generally, we will allocate beginners to morning lessons and groups on the 3<sup>rd</sup> + day to 11.00am and 1.30pm lessons.
- d. Full Day Lesson Programme start times are 9am – 12pm and 1:30pm – 3:30pm. Lunch break is unsupervised.
- e. In the event of late arrival to your stated lesson time because of:
  - i. Transportation
  - ii. Rentals
  - iii. Or any other circumstance outside of our control  
Where possible the Snowsports School will re-arrange lesson times in conjunction with your group coordinator.
- f. The minimum age for Skiing is 5 years and the minimum age for Snowboarding is 8 years.
- g. Although it is our goal, we cannot guarantee the same instructor for each day of your visit.
- h. Group size target of 10 students of similar ability per instructor.
  - i. Group sizes may be in the range of 5 – 12 students depending on ability and the spread of abilities across the wider group.
  - ii. Where possible and when practical, we will merge groups to ensure group ratios are met and lessons can be delivered at the stated time.
- i. If group sizes are below 5 students we may ask them to join regular public lessons;
  - i. If the student is 15 years or younger, we may ask them to join in youth lessons at 10am. (Lesson length 2hrs 25mins)
  - ii. If students are 16 years or older, we may ask them to join in adult lessons at 10.20am. (Lesson length 1hr 50mins)
  - iii. If students are attending one of these lessons, please collect ticket from the Sales & Reservations Coordinator in the morning.
- j. Teachers are entitled to lessons and may do one of the following ;
  - i. If they are the same ability as students, they may join in with the group
  - ii. If there is no suitable student group, the teacher may join adult group lessons at 10.20am. (standard lesson Terms and Conditions do apply)
- k. As there is limited availability with respect to lessons and any request to change mountain or lesson times must be confirmed by NZSki and will only be considered on as space available basis.
- l. Stated times are departure times. Please ensure teachers have students organised in their groups, with equipment and ready to go at least ten (10) minutes prior to this time.
  - i. Delayed departures mean that lessons will be shortened.

## 7. Rental

- a. Once you have collected your mypass cards from the Sales & Reservations Coordinators please proceed directly to Rentals.
- b. Rentals are open from 8.00am at Coronet Peak and 8.15am at Mt Hutt and The Remarkables on the day of your visit.
- c. If the school is having a day off between ski days, please contact the Rentals Head of Department as equipment may have to be returned before departing the mountain.
- d. For safety reasons, we recommend all children wear helmets as part of the school skiing program.
- e. Helmets are included as part of the rental program (limited stock available).
- f. Wrist guards are available at no extra charge for those hiring Snowboards and are highly recommended for all snowboarders, but limited is stock available.
- g. NZSki ski areas do not have waterproof gloves, goggles, sunglasses or warm hats available for rent. All individuals must bring their own, alternatively these items can be purchased from our retail stores.
- h. Boots may be taken off the mountain and stored at your accommodation to dry overnight except when point 7c applies
- 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.



QBE Insurance (Australia) Limited  
ABN 78 003 191 035 - Incorporated in Australia  
PO Box 44, Auckland 1140  
T: 64 9 300 9920 F: 64 9 300 9930 [www.qbe.co.nz](http://www.qbe.co.nz)

## Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

Insured : NZSki Ltd

Policy Number : 800040563PUL

QBE Line : 100.00%

Period of Insurance : From 1 December 2018 at 4pm to 1 December 2019 at 4pm

Risk Type : Public Liability

Wording : General Liability GEL0516

Limit of Indemnity : Public Liability: NZD 10,000,000 any one Occurrence  
Products Liability: NZD 10,000,000 in the aggregate any one Period of Insurance

Policy Territory : Worldwide including North American Countries

Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

Issued and signed by QBE's authorised representative

Dated: 14 December 2018

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