



School Tour
Programme

2022

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!

THE PROGRAMME

Our International School Tour Programme for 2022 includes:

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

Rental equipment consists of skis, boots & poles or snowboard & boots. Helmets and wrist guards are also included subject to availability. Clothing is not included in the package but can be added at an additional cost.

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 our three ski areas use the *mypass* ticketing system. The pass stores all lift ticket, 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.



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. 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 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 hats for hygiene reasons. There are retail shops on each ski area where these items can be purchased.

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 or equivalent 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.

MAKING A BOOKING

Once the itinerary for a group has been planned out, you will need to book in your ski days by completing our JotForm on the www.nzski.com website.

On any given day, each ski area has a limited capacity for school groups, 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.

Sales and Reservations Contact Details

Summer Phone Number	Mt Hutt	Coronet Peak	The Remarkables
October - May T: +64 (0) 3 450 1970	school@mthutt.co.nz T: +64 (0) 3 307 6315	schooltours@nzski.com T: +64 (0) 3 450 1983	schooltours@nzski.com T: +64 (0) 3 450 1983

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

The Schools & Groups 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.

The template will ask for information on:

- 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 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 credit card at least 48 hours prior, 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 Schools & Groups Coordinator. If changes are within 48 hours of the first day, a \$10 administration fee will apply.

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

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 during winter.**

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 can 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.

PROGRAMME DETAILS

The following pages will outline the programme 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 2021 winter season, or previous seasons.

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

International School Tour Programme	1 Lesson Package (Standard)
Minimum Group Size	15+ Students
Student Age	Attending Secondary School 11-18 years old
Retail Student Price (<i>per day in NZD\$</i>)	\$115
INCLUSIONS	
Lift Access	✓ Full Mountain Day Pass
Rental Equipment - Recreational <ul style="list-style-type: none"> ➤ Skis, boots and poles ➤ Snowboard, boots and wrist guards 	✓
Rental Helmet	✓
Rental Clothing	X <i>Jacket and Pants hire available at an additional cost</i>
Group Lessons	1 lesson
Lesson Duration	1 hour, 50 minutes at all mountains
Lesson Times	To be advised by the Sales and Reservations Coordinator
School Holiday Blackout (<i>product not valid for use during this time</i>)	NO
Benefits	<p>For every 10 paying students, adults are entitled to:</p> <ul style="list-style-type: none"> ▪ 1 FOC adult ▪ 1 student rate adult <p>e.g. 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 to check availability for each group. If the requested dates and lesson times are available NZSki will create the reservation and send you confirmation.
- b. The Sales & Reservations Coordinator will supply the school 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 includes;
 - i. Group Leader contact details
 - ii. Adult FOC and Adult at student rate names
 - iii. Student ability levels
- c. 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.
- d. We have a maximum capacity of bookings we can offer on any given day, due to the limitations of our Rental and Snowsports departments.
- e. To avoid disappointment, we recommend booking well in advance with the Sales and Reservations Coordinator.
- f. Please note that once we have confirmation of discipline (Ski or Snowboard) choices, this needs to be kept the same throughout the trip. To accommodate your group, a limit on the maximum number of skiers or snowboarders may be put in place.
- g. Availability is limited and is on a first come first served basis
- h. Final numbers must be confirmed no later than 48 hours prior to your arrival on the mountain.
 - i. Payment will be calculated based on these final confirmed numbers
 - ii. If students request to change discipline on the day, we may not be able to offer them lessons at the appropriate level.
- i. If numbers are not confirmed 48 hours before arrival NZSki cannot guarantee sufficient instructors or availability of rental equipment.
- j. When you arrive, please proceed to the Guests Services Desk to collect your group's mypass cards.

2. Payment

- a. The total charge will be calculated on confirmed numbers supplied by the school 48 hours 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
- d. If you would like to pay via bank transfer, please allow an extra 3 business days for funds to clear.
- e. If extra students arrive on the first ski day, NZSki will require payment for the additional students before distributing their mypass cards.

3. Absenteeism

- a. Any students that have been confirmed but have not participated in the programme are entitled to a refund.
- b. Any absenteeism must be communicated to the Sales & Reservation coordinator before receiving their mypass card.
- c. Absenteeism notices will only be accepted by the group leader.

4. Refunds

- a. Students who do not participate in the skiing program will be entitled to a refund less a \$10 administrative fee per student.
- b. Refunds need to be requested on the day of your visit and will be processed at the end of the day via EFTPOS.

5. Contingency Planning (Closed days)

- a. In the Ski Area is closed we will endeavour to reschedule your visit for another date.
- b. If the option above is not possible, a refund will be issued to the time missed.

6. Contingency Planning (Bad Weather days)

- a. Please check our website for the most up to date mountain information and our daily Snow Report, which is updated by 6.30am each day. Please see below for our website details for each mountain.

Coronet Peak – www.coronetpeak.co.nz

Mt Hutt – www.mthutt.co.nz

The Remarkables – www.themarkables.co.nz

- b. Please note if the mountain is operational lessons will go ahead as planned.

7. Check-In Times

- a. For 9.00am Lessons please check-in with Sales & Reservations Coordinator no later than 8.15am to collect your passes and proceed through Rentals.
- b. For 11.00am Lessons please check-in with Sales & Reservations Coordinator no later than 10.15am to collect your passes and proceed through Rentals.
- c. The Reservation Coordinator will help you the check-in process, including registration without on-site medical team, bag storage for your group and when to proceed to Rentals to collect your equipment.

8. Snowsports Lessons

- a. Snowsports lessons duration 1hr 50mins in duration.
- b. Lesson Times
 - i. There are three daily slots at which schools will be allocated to.
 - ii. Lessons depart at 9.00am, 11.00am and 1.30pm depending on the group's ability level and load during the days.
 - iii. 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 3rd + day to 11.00am and 1.30pm lessons.
- c. 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.

- d. The minimum age for Skiing is 5 years and the minimum age for Snowboarding is 7 years.
- e. Although it is our goal, we cannot guarantee the same instructor for each day of your visit.
- f. Group size target of 10 students of similar ability per instructor.
 - i. Group sizes may be in the range of 5 – 15 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.
- g. 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 children's lessons at 10:00am. (Lesson length 1hr 50minutes)
 - ii. If students are 16 years or older, we may ask them to join in adult lessons at 10:00am. (Lesson length 1hr 50mins)
 - iii. If students are attending one of these lessons, please collect ticket from the Sales & Reservations Coordinator in the morning.
- h. Teachers are here on a supervisory capacity; it is up to the teachers and accompanying staff to maintain supervision of all students for the day of visit to ensure that safety is paramount.
- i. 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 a space available basis.
- j. 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.

9. Rental Equipment

- a. Our Rental Department is open daily from 8.15am.
- b. If your school is having a day off between ski days, please ensure that equipment is returned before departing the mountain.
- c. For safety reasons, helmets are compulsory for all students and are included in your package.
- d. Wrist guards are available at no extra charge for those hiring Snowboards and are highly recommended for all snowboarders (limited availability).
- e. 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.
- f. Boots may be taken off the mountain, at the discretion of the Sale and Reservation Coordinator, and stored at your accommodation to dry overnight except when point 7b applies
- g. 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.

NB: This document replaces any past agreements with NZSki and outlines terms of service for the 2021 winter season, or any previous season.

Copy of NZSki Public Liability insurance certificate:



QBE Insurance (Australia) Limited
ABN 78 003 191 035 - Incorporated in Australia
PO Box 44, Auckland 1140
T: 64 9 366 9920 F: 64 9 366 9930 www.qbe.co.nz

Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

Insured	:	NZSki Limited
Policy Number	:	800040563PUL
QBE Line	:	100.00%
Period of Insurance	:	From 1 December 2021 at 4pm to 1 December 2022 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

A handwritten signature in black ink, appearing to be 'John J. ...', written over a horizontal line.

Dated: 7 December 2021