

Snowsports School FAQs

What types of lessons do you have for my child?

We have a lot of very successful programs for children of all ages. The Treehouse offers full day and half day programs for skiers ages 4-14. For more detailed information go to (Treehouse landing page).

We also offer private ski and snowboard lessons at Skyline Pavilion for children of all ages (if they fit in ski/snowboard equipment, we will teach them). Private lessons are either 1.25 hours, 3 hours or 6 hours long and provide the best overall success rate because of the individual attention given to the student. Reservations are required for Private lessons. You can make reservations by calling 434-325-8065 or stopping by the Snowsports School in Skyline Pavilion.

Our Mighty Mite group lessons are for skiers only who are ages 6 and 7. Class sizes are kept small and the instructors are specifically trained in techniques that are effective for this age group. Mighty Mite lessons are offered at 9:30, 2:30 and 5:30 (5:30 PM lesson are not available on non-holiday Monday's) and are 1.25 hours long. Mighty Mite group lessons can't be reserved in advance, guests interested will need to stop by the snowsports school desk in Skyline Pavilion to make arrangements and purchase a lesson ticket.

Our Youth Group lessons are for both skiers and snowboarders ages 8 through 12. All group lessons are 1.25 hours long. We like to meet with the parents before the lesson to make sure they know who the instructor is and where and when to meet at the end of the lesson. The Beginner lesson for first time skiers and snowboarders is offered at 9:30am, 11:00am, 1:00pm, 2:30pm, 4:00pm, and 5:30pm. The Advance beginner lessons are offered at 9:30am, 1:00 pm and 4:00 pm. The Intermediate lessons are offered at 2:30pm.

I really enjoyed the lesson and would like to give the instructor a tip. What is the policy on tipping instructors?

Wintergreen Resort does not have a policy on tipping instructors, however, it is customary in the industry to give the instructor a tip if the lesson met or exceeded your expectations. Instructors appreciate tips as it helps pay for their high cost of training, certification, equipment and travel. If you are satisfied with your lesson, feel free to let the instructor know about your satisfaction, and if you are inclined, you are welcome to provide a tip/gratuity.

If my child took the beginner lesson and progressed well can they take the advance beginner lesson the same day?

Yes, we love it when that happens. To arrange for that lesson just go to the Snowsports School desk to purchase another lesson ticket and schedule it. One important consideration is that it works best when

the student has had a chance to practice the skills presented in the first lesson and be well rested for the second one.

I took the beginner group lesson but can't turn and stop yet. Can I take the lesson over today?

Learning to ski and snowboard is not easy and takes quite a bit of effort. Taking a lesson is a great start. It is not unusual for someone to complete the 1.25 hour group lesson and still not be comfortable with how well you can turn and stop. The instructors are trained to give you specific things to practice, readying you for the advanced beginner lesson. Normally a period of practice is essential to acquire these skills. We recommend that you practice the skills learned in the lesson for least a few hours. If after some practice time you feel you are unable to turn and stop please come to the snowsports school desk and let the lesson supervisor know. Our policy with the Discover Skiing and Snowboarding and the beginner group lesson is to provide a second beginner lesson on the same day if you are unable to turn and stop (lesson must be repeated on the same day).

What happens with my child if I am late returning to pick them up after their lesson?

Children 12 years of age and under, whether in a Private lesson, Youth group lesson or Mighty Mite group lesson must be turned over to a parent or a designated adult after the lesson. If you are delayed getting to the agreed upon meeting location after the lesson, the instructor will take the student to the snowsports school office in Skyline Pavilion. The Snowsports School staff will try to contact you.

How many students are in a group lesson?

We try to keep group lessons with a ratio of 10 students or less. Occasionally on busy weekends at peak times we exceed our 10 student ratio (and will for reasons to keep a group together, etc). For planning purposes, our busiest times are 9:30am, 11:00am and 1:00pm on weekends and holidays. Group lesson numbers are generally much smaller during the week and later in the day.

Do I need ski poles for my beginner ski lesson?

We encourage and recommend no ski poles for beginner and advanced beginner lessons. The focus on those lessons is turning and stopping and poles are not used. Poles are helpful for moving on flat terrain, getting up from a fall and more advance turning but tend to get in the way and distract from the movements needed to turn and stop.

What if my child has to go to the bathroom or needs special assistance in a group lesson.

All of our group lessons take place in either the learning area or on the beginner slope of Diamond and Dobie. If a child needs special assistance we can radio a lesson supervisor to arrange for someone to take them to the bathroom or call you. Because the lesson time is only

1.25 hours it can be disruptive so it is recommended that parents bring children to the lesson prepared to be out on the snow for that full amount of time.

Can I watch while my child is in the lesson?

We don't discourage watching lessons, however, we really urge you to watch your child from a distance. Some children are very distracted when their parents are watching which makes it hard for the instructor to engage them in the activity (and this can be distracting for other students in the program as well). We are most successful when we have the child's full attention.

What if it's raining?

We ski and snowboard in the rain! Usually the snow is just fine, however, your clothing can have an impact. You will want to provide additional layers on rainy days to change into the dry clothes during the day. As long as there is no lightning in the area, we do all our lessons on schedule if it is raining.

***Refunds will not be given due to inclement weather.**

What if my child has bad separation anxiety, how is that handled?

We try to limit the amount of separation anxiety by asking parents not to stick around for too long after the lesson has started, and for parents to prepare their child to be away from them for the lesson duration. We also ask parents not to get their child's attention during their lesson. We have found if a parent stops by to say hi during the child's lesson, the child may become very distraught once the parent leaves. If a child is unable to be pacified, he/she may be brought inside to calm down. In this case, parents will be notified. No refunds will be given for children who refuse to ski/snowboard

What if we are late and don't get there until after the lesson started?

Our goal is to have all the lessons start and finish on time. If we have instructors available we can organize a late group. Unfortunately that means the lesson will be shorter because the instructors have to be ready for the next lesson time. Sometimes our guests ask us to add them to a group that has already started, however, this disrupts the class and is unfair to the students who were on time in a lesson that is already in progress. In order for you to get the most out of the lesson, we recommend that you wait until the next lesson time.

Can we use the learning area when we are not taking a lesson?

The learning area is for active lessons being taught by the snowsports school. Non-active lessons (administered by Wintergreen Snowsports) are not permitted to be in the learning area. Wintergreen Resort instructors have been trained to operate the Magic Carpet lift and are familiar with all the safety procedures. If you are not with an instructor there is no lift operator to make sure you get on the Magic Carpet safely. Ski Patrol monitors this regularly to assure our safety procedures are being followed.

After your lesson you are welcome to use the other beginner slopes and lifts. If you feel uncomfortable with using the chairlift we recommend taking a group or private lesson.

Will I ride a chairlift on in the beginner lesson?

The beginner lessons primarily start in the Learning Area which has a Magic Carpet surface lift. This lift is very easy and safe to get on and off and is excellent for beginners. The goal in the lesson is turning and stopping, and generally students will have an opportunity to ride the Magic Carpet. If the lesson class progresses past the learning slope, and this is a rare exception, we will utilize beginner terrain outside of the learning area and ride Potato Patch Lift.

There are times the Learning Area is not open and the Magic Carpet lift is not operating. In that case the lessons are done on Dobie and other beginner lifts may be utilized.

I think you placed my child in the wrong lesson.

It is hard to determine a young skier or snowboarder's ability level until we watch them ski or snowboard. Rest assured if we find your child is in the wrong class, we will make the necessary adjustments as soon as possible. Please do not overestimate the abilities of your child. If your child has not had the practice time to master the more advance skills required for the Advanced Beginner or Intermediate lesson, it is usually better for them to retake the previous level lesson so they can master the skills needed to advance.

What clothing do you recommend I wear?

Proper clothing and is very important with all snowsports. Snow pants and jackets are designed to keep you comfortably warm and dry and not restrict your ability to move your body. You will enjoy the experience and get more out of your lesson with good snow clothing (water resistant or water proof is recommended). The temperature changes during the day, so it is best to have a layer that you can add or remove. We do recommend helmets because they provide protection and are warm and comfortable. Water resistant gloves or mittens are also important. Don't forget good socks. You will want a good pair of smooth long socks that go above your boots. Do not put more than one pair of socks on assuming the combination will keep your feet warmer, it will result in cutting off your circulation and cause cold feet.

Snow pants come with a skirt designed to go over the boots after you tighten them up. This keeps the snow out, helps keep you warm and dry and most importantly allows you to have good contact with your shin against the tongue of the ski or snowboard boot. Don't tuck your pants into the boots as the pressure on your shins will be extremely uncomfortable.

What precautions do you take on the slope?

All instructors must adhere to the Responsibility Code while on the slope. Safety is the number one priority in all of our lessons. We *really* stress safety when you leave the Learning Area and head out onto the slopes. Instructors are trained to keep the groups together and stop on the side of the slope

where they can be seen from above and not spread out too much across or up and down the hill. The instructors also are trained to provide clear instructions so that no one gets too far ahead of or behind the group and a designated meeting place is established in advance if someone gets separated. The group lessons are all on the beginner slopes in the central part of the mountain, allowing us to easily re-connect with a student that strays from the class.

My child is almost 6 why can't I put him in a group lesson?

All children are different in abilities. In general, children under 6 require more one on one attention when they are learning to ski. Children under 6 have very good success in our Treehouse programs or with private lessons but are rarely successful in the group lesson (and this affects the success of other students that may be in that group lesson). It also makes it difficult for the others in the group when one child requires more attention.

Why can't I get my 7 year old in a Group Snowboard lesson?

Our group snowboard lessons start at age 8. Snowboarding requires very fine movements in the ankles and knees that are difficult for younger ages. After age 8 children have much more ability to make the ankle knee and hip movements needed to snowboard safely.

We do offer private lessons for young snowboarders and this works rather well because the instructor can work one on one with the student and use techniques that are not possible in group lessons.

I bought these skis (or snowboard) in a yard sale. Do you think they are safe for me to use in the lesson?

It is very important that your boots and equipment are fitted to you properly, have all the appropriate safety equipment and are set to release properly. We recommend having your equipment tested by a ski tech to make sure it is set up safely for your height, weight, and ability level. If you have not had the skis tested to make sure they release properly for your height, weight, and ability, the repair shop can do that for you.

My child is not sure if they want to ski or snowboard. Can they switch if they change their mind?

Yes, we recommend starting off with the child's first preference. Often children and adults realize that skiing or snowboarding is much more difficult than they expected. If this happens and you are renting equipment with Wintergreen, you can change your equipment for only \$6. You can also arrange for another lesson by going to the snowsports school office. If you have not used your lesson ticket there will be no additional charge. If you have already used your lesson ticket it will only cost \$18 or \$25, depending in which lesson you are signed up for.

I have a 4 year old and an 8 year old, can I put them together in a private lesson?

When there are multiple guests in a private lesson we have to teach and pace the lesson to the student of lesser ability. This makes it difficult for the instructor to keep all students engaged and more difficult for all students to progress. We have found that when parents request putting children of different ages and ability together, they quickly realize the children would have progressed much faster and been more satisfied if they had arranged for separate private lessons.

Do I need a lift ticket for my lesson?

Yes, you will need a ticket to access the slopes. It is actually a slope access pass because even if you do not use the lift it and is required to be on the slopes.

Is a Slope Access Pass and Rental Equipment included with a Private lesson?

No lift or rental package is included with your private lesson. If you purchase the Discover package, however, it includes a limited area slope access pass, rental and a group lesson.

With a private lesson do I get a discount on a slope access pass and rental equipment?

Sorry there are no discounts on slope access passes or rental equipment with private lessons. The Discover package offers the best discounts on slope access, rental equipment and group lessons. Also if you have rented equipment from Wintergreen you are eligible for a 50% off discount on a group lesson.