

Treehouse FAQs

1. My child has severe allergies and carries an Epi-Pen, what actions do I take, and how do you handle allergies?

Our facility is a nut-free facility. If your child requires an Epi-Pen (or any other medication), you must completely fill out a Medical Administration Form (found online) prior to leaving any medication with us. We have medically trained staff on hand at all times if an emergency does occur. When you make the reservation, please notify the reservation specialist so we can make a note on your reservation. Please speak with a supervisor the day of to go over your child's allergies/medical plan.

2. We have our own equipment, can we bring it?

You may bring your own equipment, but keep in mind, we are only charging \$10.00 for the duration of the program for each child. We can make necessary changes to our own equipment (if the boots don't fit, or the bindings are sized wrong), whereas we are unauthorized to adjust non-Wintergreen equipment. You may let your child wear his/her own helmet, but it must be a ski/snowboard specific helmet (bike helmets will not suffice).

3. Can my child and another child be put in the same group?

We group our ski lessons based on ability and age, and we often do so the night before the lesson. The instructors are then given their class lists with each child's name the morning of the lesson. If you want your child to be in a specific group/with a specific child, please say so when you make the reservation to keep from rearranging children the morning of the lesson. ***Please keep in mind:*** 1) *if the children are different ages, the older child will have to ski with the younger group and* 2) *if the children turn out to have different skiing abilities, they may be separated.*

4. What if it's raining?

We ski in the rain! We ask parents to provide additional layers on rainy days so children can change into dry clothes during breaks throughout the day. As long as there is no lightning in the area, we will ski in the rain. However, due to the nature of the rain, we may take more/longer breaks to let children warm up/dry off more frequently. ***Refunds will not be given due to inclement weather.**

5. What if we're late and don't get there until after the lessons have started?

We open our doors at least 30 minutes before our lessons start, allowing for plenty of time to get your child checked in and ready for his/her lesson. If you are more than 15 minutes late for your child's lesson time (*9am for all programs*), you may forfeit your lesson without a refund. Introducing children into a lesson after it begins interrupts the flow of the current lesson, and slows down the pace for the rest of the group. Please call us ahead of time to let us know if you are running behind and we will do our best to accommodate you.

6. Will my child ride a chairlift on his/her first day?

The progression of your child's lesson largely depends on your child. Some children pick up skiing very quickly and may progress out onto the slope in their first day, others may still be in our teaching area mastering how to turn and stop by the end of the day. Each child ***must consistently turn and stop in our teaching area before we introduce them to the slope.*** **Not all children will ride on their first day. Due to Virginia State Law, children under a certain age may not ride on a chairlift without an adult. If a class of younger children do make it to a ski lift, we make every attempt to find competent adults (18+) to ride the chairlift with our students to ensure the safety of each student.**

7. What are your restroom policies?

We have three designated bathroom breaks throughout the day, one during each snack break, and one during lunch. We ask that parents let their children go to the bathroom before their lessons. If a child needs to use the restroom in the middle of the lesson, a staff member will bring them in immediately. Female staff will assist the child in the bathroom if asked to do so by the child, otherwise, we remain near the bathroom until the child is done. If a child needs to use the restroom while on the slope, the instructors are asked to find the nearest bathroom and take all of the children inside with them (never leaving a member of the group unattended).

8. What if my child has a bathroom accident?

If your child has a bathroom accident during the day, we will bring the child inside immediately. We first look in their locker for a change of clothes and have them change or we will call and ask the parents to drop off a dry set of clothes. Then we get the child back to their lesson as soon as possible. Accidents do occur in the winter as children have on several layers of clothing, and sometimes wait until the last minute to go. It never hurts to pack an extra set of clothes (especially for younger children)! *Please remember bathroom accidents can be embarrassing, and some children may not tell their instructor at all.* However, we will do our best to prevent them, and we will call to notify parents of any bathroom accidents during the day to keep you informed.

9. What if my child has a skiing accident?

If your child is injured during their time at the Treehouse, ski patrol will be radioed if deemed necessary. If your child needs attention from Ski Patrol, they are escorted there by their instructor or ski patrol while another instructor takes over control of their class, or the class waits inside the Treehouse. Parents must go to Ski Patrol (located under the rental shop) to fill out paperwork ASAP. If your child's injury is *not* severe enough to request help from ski patrol, Treehouse staff will still call and notify you of the accident and its severity.

10. What if I want to take my child skiing after the program ends?

You may purchase an extended lift ticket and rental through the Treehouse at a discounted rate of \$20.00 (\$10.00 for each item*). You may make this purchase at any point throughout the day, but we recommend on waiting until speaking to your child at the end of the day to see if he/she has enough energy to go back out! Once you pick up your child from his/her instructor, be sure to hold onto the equipment that your child was using throughout the day. This will be the same equipment they use after the program (you don't have to rent separate equipment!).

*Children 5 and under do not need to pay for a lift ticket with a paying adult, but still must have a ticket printed to gain access to our chairlifts. *Limit one per paying adult.*

11. What if my child is placed in the wrong ability group?

It is often hard to place children into the proper ski ability group until we are able to observe them ski. If we find your child is in the wrong class, we will make the necessary adjustments. *Please do not overestimate the abilities of your child.* If your child has to "go down" a group level, he/she is often embarrassed/sad/angry about the demotion. To keep this from happening, we will place your child in the best fit group based on what we know about your child, then promote them to the next color group when appropriate.

12. What precautions do you take on the slope?

All instructors must adhere to and teach the Responsibility Code while on the slope. Safety is the number one priority in all of our lessons, and we stress safety once the children leave the training area and head onto the slopes. Instructors keep an eye on slope traffic for their entire group, making sure to look uphill every time the group crosses and to stop when they see an unsafe skier or rider passing by the group. All instructors have their personal cell phones or a walkie-talkie on them in case of an emergency; they are able to call a supervisor immediately who will notify ski patrol and the parents.

13. Can I remove my child from their lesson while on the slope?

No. Your child's instructor along with all Treehouse staff have the responsibility for your child's safety. If you need to pick up your child before the end of their lesson, please come to the Treehouse and sign your child out along with providing the Parent Pick-Up Pass. If your child is out on the slope, you may not be able to pick him/her up right away, but we will do our best to track them down! The most convenient times for pick up might be snack breaks or lunch aside from the end of the day.

14. What if my child does not like the program, can I get my money back?

Unfortunately, since we would not be able to fill your child's position in his/her group, we cannot offer refunds. We go over our cancellation and refund policy with **every** guest prior to finalizing all reservations. Full refunds will be given if you cancel more than 48 hours in advance; 75% will be refunded if you cancel between 48 and 24 hours in advance; and no refund will be given the day of the reservation.

15. Can I purchase pictures of my child from their lesson?

Currently, we do not have an option to purchase individual pictures of your child in his/her lesson. However, we often post pictures on our Facebook page for parents to download and enjoy for free! We do not use names of any of the children on the Facebook page. Look for us on Facebook, "Treehouse at Wintergreen".

If you do not want pictures of your child on our Facebook page, simply do not initial the 'photography/social media' item on the Winter Registration form, and we will honor your request!

***If you have any other questions, please feel free to call us at 434-325-8179 or email us at treehouse@wintergreenresort.com.