



# TSG Ski & Ride Policies, Procedures and Guidelines

## Reckless Skiing and Riding

### Safety Program

TSG focuses on safety as part of our core mission and everyday operating culture. Skiing and riding has inherent risks and we recognize that injuries do occur, but we ask that everyone does their part to prevent injuries from reckless behavior. Reckless behavior on the mountain is when you put someone else at risk as a result of your actions. Examples of reckless behavior include but are not limited to:

- Causing a collision.
- Skiing or riding at a fast speed or out of control around other guest(s).
- In slow zones, not adjusting your space and speed to match those around you.
- Skiing switch on a crowded trail.
- Horseplay on a lift.

Regardless of how you decide to enjoy the slopes, always show courtesy to others and follow the Responsibility Code:

- Always stay in control and be able to stop or avoid other people or objects.
- People ahead or downhill of you have the right-of-way; it is your responsibility to avoid them.
- You must not stop where you obstruct a trail or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to help prevent runaway equipment.
- Read and obey all signs, warnings, and hazard markings.
- Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride and unload safely.
- Do not use lifts or terrain when impaired by alcohol or drugs.
- If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

The mission of TSG is to promote skiing and riding safety awareness, and education for employees and guests. The purpose is to educate employees and guests about the Responsibility Code and safe skiing and riding practices, enforce proper mountain etiquette, and attempt to reduce fast and reckless skiing and riding. The TSG Safety Program is enforced by all employees. TSG employees are expected to:

- Monitor skiing and riding on all terrain, especially in congested areas.
- Explain to offending individuals why their actions are endangering themselves and others.
- Offer suggestions about more appropriate behavior.
- Issue warnings.
- Suspend skiing or riding privileges in some cases.

### Reckless Skier and Rider Education

Our Safety Program is accomplished by public education, signage, and violation documentation. All TSG employees may actively enforce the Safety Program.

### Education/Warning:

Employees should promote and educate guests about the Responsibility Code and reckless skiing and riding to help them become responsible skiers and snowboarders. Individuals who commit an infraction must know what they did wrong and why it is not acceptable, and what the acceptable behavior is.

### Discipline:

Individuals who receive multiple warnings or who violate the TSG Safety Program will be disciplined by revocation of their pass/ticket and the loss of skiing and riding privileges. The length of revocation will depend on the circumstances. Guests who are repeatedly disciplined will have their privileges permanently revoked.

### Progressive Discipline:

All education/warning and discipline must be documented. This will allow repeat offenders to be tracked so that increasing levels of discipline can be applied.

- **1st Warning:** Guest is usually allowed continued privileges, depending on severity of violation and acceptance of educational material.
- **2nd Warning:** May result in 24-hour, 10-day or entire season ticket/pass suspension, depending on severity of violation and acceptance of educational material. Guest not able to have privileges reinstated until they have met with Risk Management and/or Security. Education material may include viewing reckless skier video; Ride Another Day, Responsibility Code, Lift Safety, etc.
- **3rd Warning:** Resort privileges may be suspended for the remainder of the season. Guest not able to have privileges reinstated until they have met with Risk Management and/or Security. In this case, the Appeals Board must reevaluate eligibility for future pass purchases.

### Non-Compliant and Unruly Guests:

All employees have the right to ask a guest to see their pass/ticket as to properly identify who they are speaking with and to confirm they have access to the resort.

- A guest who refuses to show their pass/ticket to an employee who has requested to see it may receive a 2-week suspension.
- If a guest is uncooperative, threatens, harasses, intimidates, and/or uses any kind of profanity towards a TSG employee, the employee will immediately contact the Security Department who will suspend the guest's pass/ticket and continue the education process.

### Intoxicated Guests:

The Colorado Ski Safety Act makes it illegal to ski, snowboard, or ride a chairlift while under the influence of alcohol or drugs. Doing so is punishable by a \$1,000 fine and loss of resort privileges. If a guest is intoxicated, TSG employees or the guest can request a courtesy ride from Ski Patrol so that they are safely removed from the resort. For additional information, please review TSG Intoxicated Guests Policy.

### Collisions

Any collision must be properly documented through Ski Patrol and Trail Safety, even if first aid is not administered on scene. TSG Collision Protocol:

- Both parties involved in the collision are to remain on scene.

- Just like an auto accident, parties are supposed to exchange contact information.
- After Ski Patrol and/or Trail Safety has arrived on scene, acquired the appropriate documentation, and managed the scene as necessary, if both parties consent on things being okay, they can go about their day accordingly.
- **Hit and Run:** According to the Colorado Ski Safety Act, it is illegal to leave the scene of a collision if you are involved, and you may receive a lifetime ban of resort privileges at TSG.

## Resort Boundaries

### Boundary Placement

Closed means closed. It's there for a reason... save your season.

We work hard to open our terrain when it is safe. Our Mountain Operations team will open a trail or portion of the mountain when it is ready for skiing and riding. By entering terrain before it is open, you put yourself and your rescuers at a greater risk for injury or death. If a trail or portion of the mountain is closed, it could be for any number of reasons:

- Inadequate snow coverage.
- Avalanche control work in that area or areas adjacent.
- Adverse weather.
- Snowcats or other heavy machinery working.
- Snowmaking in progress.
- Racing in progress.

If you see a sign or rope at the top of the trail, the whole trail is closed. Our ski area boundary is marked in several different ways. If you are planning to exit the resort boundary, make sure you do so at a backcountry gate. Pursuant to the Colorado Ski Safety Act, TSG assumes no responsibility for the safety and welfare of skiers and snowboarders going beyond the ski area boundary. Avalanche danger and other hazards exist and are unmitigated by TSG. Individuals are solely responsible for their safety and welfare. Rescue in the backcountry, if available, will be costly and may take time.

### Boundary and Closure Enforcement

Boundary and closure enforcement is accomplished by public education, signage, routine maintenance, and notifying closure violations to the Security Department. All TSG employees actively administer boundary closures and will aggressively enforce violations of this policy. Pursuant to the Colorado Ski Safety Act and TSG internal policies, the following procedures and guidelines will be used for processing closed terrain violations:

- LEVEL 1: Administrative Closures
  - Permanent closures often used to prevent access to areas for life safety. Crossing these lines may put the skier/rider, rescuers and other guests at significant risk.
- LEVEL 2: Operating Closures
  - Temporary closures for the purposes of maintenance and events such as; Avalanche Mitigation, Grooming, Snowmaking, Race Courses, etc.
- LEVEL 3: Temporary Trail Closures
  - Due to trail conditions. These trails are rarely patrolled by the resort during the closure.

### LEVEL 1: Administrative Closures

- TSG employees that can positively identify violator(s) will immediately contact Ski Patrol Dispatch and/or Security.
- Security will evaluate incident and call the appropriate law enforcement agency if necessary.
- Written statements by witnesses will be made available immediately.
- Security will notify violator(s) of mandatory 2-year loss of resort privileges from date of violation and issue a “Notice not to Trespass” on TSG property.
- A violator may appeal to an Appeals Board under certain circumstances (i.e. violation was unintentional and reckless endangerment did not occur).

### LEVEL 2: Operation Closures

- TSG employees that can positively identify violator(s) will immediately contact Ski Patrol Dispatch and/or Security.
- Security will evaluate incident and call the appropriate law enforcement agency if necessary.
- Written statements by witnesses will be made available immediately.
- Security will notify violator(s) of minimum 2-week and up to 2-year loss (if elements of reckless endangerment are present) of resort privileges from date of violation and issue a “Notice not to Trespass” on TSG property.
- A violator may appeal to an Appeals Board under certain circumstances (i.e. violation was unintentional and reckless endangerment did not occur).

### LEVEL 3: Temporary Trail Closures

- TSG employees that can positively identify violator(s) will immediately contact Ski Patrol Dispatch and/or Security.
- Security will evaluate incident and call the appropriate law enforcement agency if necessary.
- Written statements by witnesses will be made available immediately.
- Security will notify violator(s) of maximum 30-day loss of resort privileges from date of violation and issue a “Notice not to Trespass” on TSG property.
- A violator may appeal to an Appeals Board under certain circumstances (i.e. violation was unintentional and reckless endangerment did not occur).

## Appeal Process

A violator may appeal a loss of privileges decision in circumstances where the violator can prove that the violation was unintentional and the violator has acted appropriately after being apprehended by TSG employees. Any violator that desires to appeal the loss of privileges can do so by filing a written appeal request with the Security Department of TSG. Once the written appeal has been received, the Security Department will notify the Appeals Board and the appeal will be heard within 48-72 hours of the receipt of the written appeal. The Appeals Board shall consist of at a minimum representation of three people from the following TSG Departments; Mountain Operations, Risk Management, Security, and Human Resources. After the Appeals Board reviews the violation, they will determine if the decision will be upheld or a change of action is appropriate.