

THE SUMMIT AT SNOQUALMIE LIFT RIDING AND OPERATIONAL GUIDELINES FOR SKI AND SNOWBOARD INSTRUCTORS

The Summit at Snoqualmie is committed to maintaining safe conveyance (surface and aerial lifts) operating, maintenance, and riding practices and procedures. It is important that all involved in the process know, understand and educate others regarding these procedures.

The following guidelines have been established with coordinated input and review from Lift Operations, Summit SnowSports, Ticket Scanning, various Summit Private Ski Schools, Ski Patrol, and Risk Management.

1. Basic Lift Safety:

- A. Instructors should explain loading and unloading procedures before entering the line and loading a lift. Spend some time observing people successfully load the lift.
- B. All skis, snowboards, and snowskates must have a device to help prevent runaway equipment. e.g.: ski brake, safety strap or leash.
- C. "Edgee-Wedgee"s or similar devices used to keep ski tips together should be removed (at least from one ski) prior to entering the maze. This allows for safer and easier movement: in the maze, approaching the loading area, loading and off-loading. Attach both ends to the same ski in such a way as to prevent a tripping hazard for the skier or allowing an end to become entangled in the return end of Carpets.
- D. Pole straps are removed from wrists whenever riding any chairlift, handle tow or Carpet.
- E. Loose scarves and clothing, and exposed long hair, are not allowed on rope tows, handle tows or Carpets.
- F. Packs of any kind (including Camel Packs and Fanny Packs) should not be worn on the back or shoulder. They should be placed in front, or on the rider's lap. This will prevent a pack from pushing riders forward in the chair, and will help riders from becoming entangled with the chair.
- G. It is very important to be alert and pay attention, especially when loading and unloading.
- H. If you need to communicate with the lift operator, do so from the "Wait Here" area, not when in the "Load Here" area. You have about 6 seconds between chairs. The lift operator will direct you to the "Load Here" area when both they and you are ready.

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- I. Lift operators have been trained to use and understand three basic hand signals to communicate loading and unloading. These signals are useful where distance (i.e. approaching the unloading ramp or long loading ramps found on bull wheel load lifts) or background noise at the load and unload areas makes verbal communication not easily heard or understood. These signals are:
 - Thumb up – fast or full speed.
 - Thumb down – slow speed or slow down.
 - Arm extended, hand open and palm facing operator (like a police officer's stop signal) - stop.
- J. Make sure riders are seated as far back in the chair as possible (especially children). Remember - "**Bottom to Bottom, Back to Back.**"
- K. "**Sit Still, Hold On**" – No horseplay on the lift. It is vitally important that you look ahead, sit still, hold on, and focus on getting to the top of the lift.
- L. If a ski or snowboard falls off, or any article (such as a glove or ski pole) is dropped while loading the lift, do not try to retrieve it. The lift operator will either stop the lift and retrieve the item for you or send it up with someone behind you.
- M. On lifts with restraining bars: The bar can be lowered as soon as everyone is properly seated and raised just before reaching the unloading ramp. Advise other riders in the chair before raising or lowering the bar.
- N. Instructors with ski poles can hold them across the laps of young children during the ride.
- O. Riders (especially children) should keep their arm around the center post of the chair or hold onto the outside post or rail until they are about to unload.
- P. Do not buckle boots or strap into snowboard bindings while riding the lift.
- Q. Riders should not swing their feet when riding a chair lift. This could result in the chair bouncing excessively, which can cause derailment of the cable or could cause riders to fall from the chair.
- R. Do not throw articles from a chair lift. It could injure guests below or could cause riders to fall from the chair. It is also against state law.

2. Loading Procedures:

- A. Move through the lift line to the "Wait Here" board.
- B. If you need assistance loading the chair, or need the chair speed to be reduced, communicate your needs with the lift operator while standing at the "Wait Here" board. Wait for the lift to reach a speed that you are comfortable with before leaving the "Wait Here" area and approaching the "Load Here" area. It is ok to miss a chair rather than force an unsafe loading.
- C. When the chair that will carry the riders who are ahead of you passes in front of you, move forward and follow it to the "Load Here" board. Do not grab onto the back of the chair ahead of you.
- D. Riders who are loading with small children should place them on the lift operator side of the chair, in case assistance with loading is needed.

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- E. Riders who are loading with small children who are not tall enough to stand and seat themselves in the chair without assistance should ask the lift operator for a “lift up” for the child.
- F. All passengers should be loaded in pairs, triples or quadruples (quads) as is appropriate. If a rider must travel as a “Single” load to the inside (closest to the lift towers) on double chairs, and in the center on triple and quad chairs. When two passengers load on a triple chair they should each sit on opposite sides of the chair, leaving the center empty. Two passengers on a quad chair either sit in the two middle seats, leaving the end seats empty, or sit on opposite sides of the chair, leaving the center empty. Three passengers on a quad chair sit two on one side and one on the opposite end (each end and one middle).
- G. On a center post chairlift riders should look toward the center of the chair (for the post), holding their ski poles in their outside hand (away from the chair), and grab the center post of the chair. On an outside bail-type chair, outside riders should look toward the outside of the chair and grab the armrests, inside riders grab the seat back. Because of the different foot mounting arrangements of snowboarders, they should turn toward the chair in whichever direction is more comfortable for them. Remind them to be aware of the center post on center post chairs.
- H. Riders should keep their ski or snowboard tips up until they are off the snow and away from the loading ramp. Tips not kept raised could catch on the ramp, causing binding release, improper rider positioning, or riders to hang or fall from the chair.
- I. If a ski or snowboard falls off or an article is dropped (such as a glove or ski pole) while loading the lift, do not try to retrieve it. This could cause you to lose control and fall or hang from the chair. The lift operator will retrieve the dropped item and send it up with someone behind you, or stop the lift and return the item to you at that time. Wait for the article at the top of the lift off to the side and away from the unloading area.
- J. Carpets and Handle Tows: Passengers should load only after the passenger ahead has reached the “Space to Here” sign. This is for proper weight distribution on the lift and to prevent passengers from colliding with each other if the passenger ahead has a problem. This spacing is done automatically on Handle Tows due to the handles being attached to the rope. On Carpets passengers must remain standing. Do not sit down or try walking up the carpet. On handle tows, riders should have their skis parallel to the tow line before grabbing onto the tow.

3. Unloading Procedures:

- A. Rider’s should use hand signals to communicate with the top lift operator if they need the chair slowed down to unload. This is particularly important when riding with small children who will need assistance to unload the chair. Allow time for the chair speed to adjust (at least two chair lengths prior to reaching the ramp.)

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- B. Riders should communicate their intended direction of travel with the other riders on their chair, prior to reaching the top ramp.
- C. As the rider's chair gets close to the top ramp they should keep their ski or snowboard tips/edges up and check for any loose clothing or items that might catch on the chair. Ski poles should be in the outside hand. Riders should remain seated until their chair reaches the "Unload Here" sign.
- D. When the chair reaches the "Unload Here" sign put your skis/board flat on the snow/ramp. Stand up and lean slightly forward, then slide away from the chair. Skiers should keep skis parallel or in a slight wedge pointing down the ramp. Snowboarders should turn their board so that it is pointing down the ramp, buckled foot forward. When the boarder stands their rear foot should be placed on their stomp pad, or just in front of their rear binding.
 - * A simple skill to teach that puts riders in a great unload position is to have them reach down and touch the top of their boot cuffs as they are standing up.*
- E. Riders should not reach with their hand to push off from the chair as this puts a rider in the "back seat" and increases their chances of falling. It also causes the chair to swing back and forth in a pendulum motion, possibly hitting them from behind while they are still sliding away from the "Unload Here" area.
- F. Riders can move in their intended direction after passing any cones or ramp outlines.
- G. Move quickly away from the ramp and unloading area to allow for others to have room to off-load. Do not adjust equipment or clothing, or strap in to the rear binding for snowboarders, until you have cleared the unload area.

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Speed Control of Lifts

The ability to control the speed of the lifts in use at the Summit varies due to the design of the individual lift and is dependent upon many factors. These factors include the particular design of the lift, the amount of weight and distribution of that weight (passengers, snow on chairs, size of chair, etc.) on the lift, and the reaction time of the individual operator (hearing and understanding directions from passengers, then reaching for controls). In general, a heavily loaded lift will slow down or stop more quickly than a lightly loaded lift. The majority of lifts at The Summit at Snoqualmie have a preset slow and fast speed. Some have a preset mid-range speed as well. These lifts react quickly for changing speed. The lift will change speed within a few seconds after the operator pushes the speed control device (a button or joy stick).

Dodge Ridge Lift at Summit West does not have preset slow and fast speeds. It has a variable range of speed. The lift speed can be increased or decrease only as long as the operator continues to maintain contact with the speed control device. This lift takes time to slow down. The amount of time varies with the amount of weight on the lift. It may take one to two chair lengths for the lift to reach the speed the passenger feels comfortable with while loading or unloading.