

**PLEASE READ THIS INFORMATION
TO ENSURE AN ENJOYABLE VISIT AT RAINBOW
FOR BOTH YOUR STUDENTS AND YOURSELF!**

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Dear School,

In 2010 Rainbow Sports Club will again be providing schools from the Nelson and Marlborough area with the opportunity of a day's skiing and snowboarding at Rainbow Ski Area.

The 2010 Rainbow School Programme starts at the first week of term 3 and runs for the whole term. In 2010 we can take up to 110 students per day (3 to 4 classes). With over 120 schools in the programme this year you will need to book in as soon as you can. Last year every available day was utilized by school groups.

Our motto is "SAFETY, FUN AND LEARNING" so we have put together the programme according to these values. We have designed a cost effective package for both students and accompanying adults, to ensure that everyone has a chance to participate in this fun and exciting winter activity. We also have toboggans for those who don't want to give skiing or board riding a go.

Our School programme was a great success last year and has helped many students to learn the basics and boost their confidence on the snow. It is suitable for anyone from absolute beginners to students with previous experience.

Our aim with this programme is to provide school students with a quality educational snow experience that incorporates mountain safety, fun, and learning.

And it only gets better!

This season all students who completed one of the above programmes will be awarded a certificate. This certificate will also include a 50% discount voucher for a full day youth pass which can be used by the students on any day of the 2010 season.

Available packages this season:

- * Full package for students skiing or snowboarding for \$48.00. This includes a full day lift pass, ski / board rental and 90 minutes instruction.
- * Equipment hire and instruction package for students with their own season pass for \$36.
- * Lift pass and instruction for students with their own equipment for \$34.
- * Lesson only package for students with their own equipment and season pass for \$19.
- * Adult Helpers can purchase a Day Pass for a discounted price of \$45. This doesn't include rental equipment or lessons.
- * Toboggan hire is available for \$10 for non-skiers / snowboarders.

Please read this important initial information for you regarding the available packages this season:

- All student packages include 90 minutes instruction
- Adult packages are for Adult helpers and DO NOT include instruction
- The following minimum parent - student ratios are required to ensure a safe and enjoyable day:
 - 1 : 4 ratio for primary school groups
 - 1 : 6 ratio for intermediate schools
 - 1 : 8 ratio for secondary school groups
- A complimentary Adult Package is available for teachers and adult assistants at a ratio of 1 complimentary for every 20 students.
- IMPORTANT NOTE: Beginner lessons ALL start at 10am, intermediate and advanced lesson start times will depend on the total numbers and ratio of Beginner: Intermediate: Advanced skier/snow boarder abilities. Lessons are 90 minutes long.
- Snow board lessons are NOT available to primary school learner students (year 1-6)

So where to from here?

Please read the attached booklet and book your ski day now. Use the form at the back of the 2010 Schools Programme, to organize your day of fun and learning at Rainbow Ski Area - in the fantastic scenery of the Nelson Lakes National Park.

Bookings are essential and we advise early booking if you have preferred dates.

To make a booking simply fill out the booking form at the end of this booklet and send it back to us:

RAINBOW SPORTS CLUB INC.

ATTN: GABRIELLA CZOMA



PO Box 76, ST ARNAUD 7053



03 521 1861



03 521 1144



info@skirainbow.co.nz

Upon receiving your booking form we will check the availability of your requested dates and get back to you as soon as possible.

We look forward to hearing from you soon!

Kind regards

Gabriella Czoma

Administration Manager

BEFORE YOUR VISIT

WEATHER CONDITIONS, CANCELLATIONS

The first snow report is issued every morning at 6.30 am.

You can access the snow report at:

- Snow Phone 0832 22605
- Website www.skirainbow.co.nz
- Nelson and Marlborough - More FM at 6.40 am and repeated each hour until 9am
- Nelson - ZM/FM at 6.50 am and repeated every half hour
- Marlborough – Classic Hits

Please trust the staff at Rainbow to make the decision about the conditions!

If we are closed on your selected day please get in touch with Rainbow (see contacts below) to check the possible dates for re-booking your trip.

GABRIELLA CZOMA  03 521 1861
 03 521 1144
 info@skirainbow.co.nz

ADULT HELPERS

Please remember that this programme is made for the students, and it is designed to give them an unforgettable snow sports experience. Depending on the size of your group you will probably need Adult Helpers to make this happen. The Helpers can be teachers, assistants or parents. Please make sure they are all aware of their role and are prepared to spend the first few hours assisting the ski field staff with the children.

The required Adult Helper-Student ratio is the following:

- 1 : 4 ratio for primary school groups
- 1 : 6 ratio for intermediate schools
- 1 : 8 ratio for secondary school groups

We may require assistance in the following: keeping students together until they start the gear fitting procedure, help them through the procedure (fitting boots etc), gather them together for the lesson and - in case of a large group - assisting the ski instructors with the lesson.

Adult lift passes for Helpers will be handed out by the ski instructors after the students have started their lesson and no further assistance is required.

Please note that the significantly discounted Adult Helper pass does not include a lesson or equipment hire. Adult Helpers can buy an afternoon lesson for a discounted rate of \$30.

Adults who accompany the group but are not involved in the process will not be eligible for the school discount when buying tickets. A full day pass for and Adult is \$65.

ACCESS TO RAINBOW SKI AREA

1. You can self drive in parent vehicles (or you may choose to charter a bus from a local company) to the mountain car park and take the shuttle service to the top of the mountain. To enquire about shuttle prices, arrange a pick-up time from the car park, and make a booking for your group please contact

Karen & Alan Slack

Ph: 03 572 2755

e-mail: threeflatrocks@clear.net.nz

Please note that there is a limit in passenger numbers, early booking is essential.

2. You can self drive in parent vehicles all the way to the top of the mountain. Please note that the road from the bottom car park is not sealed and it can be very icy.

All vehicles are required to carry chains at all times!!!

Chain hire is available in Nelson and Blenheim:

Brightwater Motors

Ellis Street

Brightwater

Ph: 03 542 3756

Snow Chainz

213 Weld Street

Blenheim

Ph: 03 578 0220

WHAT TO BRING

- All children need to know their shoe size, younger ones should have it written on their hand before they leave home in the morning
- Items of clothing should be marked with children's names
- Woollen or polypro underwear
- Waterproof jacket and trousers
- Thick socks
- Gloves or mittens (waterproof if possible)
- Warm hat
- Sunglasses or goggles
- Sunblock
- Packed lunch with extra food for energy (chocolate or muesli bar)
- Two drinks – it is essential to stay hydrated
- An extra set of clothing

The Gift Shop at Rainbow sells essential items (goggles, sunglasses, hats, gloves etc.) and the Rainbow Mountain Cafe has a variety of hot & cold food and drinks.

Please note that there is no cell phone reception on the mountain.

DURING YOUR VISIT

WHAT TO DO WHEN YOU ARRIVE

Upon arrival at the top of the mountain please make your way to the Day Room. A ski school representative will meet you there and hand out the student lift passes.

Please make sure that the leader of the group comes to the Ticket Office to finalize numbers and make sure that we have the right number of students and Adult Helpers on the invoice.

The Day Room is available as a base during your visit. This is an ideal place to leave your day bag and have lunch.

After your group has deposited their bags in the day room you will be escorted to the Ski & Snowboard Rentals.

RENTAL PROCEDURE

- Please make sure that the students are accompanied by Adult Helpers and little children have their shoe size written on the back of their hands before starting rental procedure.
- Rental staff will ask each student for their running shoe size. Only one pair of socks is required for the hire boots. Please only put one of the boots on before you proceed to the ski / snowboard fitting station because the other one will be needed for adjusting the bindings.
- Following the boot fitting the students will be allocated skis or snowboards.
- All beginner skiers will be given skis which are between shoulder and head height. Those who have skied before will be given skis that are suitable for their height, weight and experience.
- Snowboards are issued according to height/weight and previous snowboarding experience. Please note that wrist guards are NOT part of the rental package. If the students wish to wear wrist guards they need to provide their own.

After finishing in the rental building please assemble at the designated meeting point for the lesson. If your lesson is in the afternoon please make sure you know the time and meeting point.



LESSONS

Beginner lessons start at 10 am, so make sure you arrive at Rainbow early enough to allow plenty of time for getting ready. Beginner skiers and boarders will be issued equipment and proceed through to the lesson which is based on their ability. Ski and snowboard instructors will assign students to groups and start instruction as soon as all group members have assembled.

Intermediate and advanced skiers and boarders will be issued equipment. Their lessons will most likely start at 12pm or 2pm, however depending on the ratio of Beginners some may have their lessons at 10am. Assembly point is at the Ski School Flag in front of Rentals.

Those who do not want to ski or board may hire a U.F.O. and go sledding

PAYMENT

- PAYMENT: Please note that we can no longer accept later payments. Please come to the Ticket Office at the end of the day to settle your account. We require a one off payment on the day and we accept cash, eftpos, credit cards and cheques.
- CANCELLATION POLICY: Rainbow Sports Club is a not for profit society. Our aim is to bring the outdoor experience to school children at the lowest possible price. Late cancellations and no-shows in previous years have put a huge burden on the cost of the school programme. To be able to keep the cost down and not to burden other schools with the extra cost we have a cancellation policy.
 - Cancellation within 14 days of booked date will incur a 20% cancellation fee.
 - Cancellations within 7 days of booked date will incur a 40% cancellation fee.
 - Both amounts are calculated from the number of students booked.

AT THE END OF THE DAY

- Make sure all students and Adult Helpers return all rental equipment to the rental building.
- Please check the Day Room before you leave so that no one leaves clothing or personal items behind.
- You will be presented with a certificate to hand to each of your students back at school. These certificates will include a voucher for a 50% discount on a lift pass the next time they visit Rainbow in 2010.

AFTER YOUR VISIT

Rainbow Sports Club trusts that you enjoyed your snow sports experience.

A customer survey form is attached to this programme. Please fill it out after your visit and return it to us. Your comments help us to improve our School Programme each year.

We apologize if any problems occur during your visit at Rainbow and we will do our very best to resolve them on the mountain as soon as we can. If you are not satisfied with how the problem was handled please contact the Operations Manager Peter Wakefield or the Administration Manager Gabriella Czoma Ph: 03 521 1861.

For serious or very urgent problems please contact the Ticket Office staff immediately.

*We sincerely hope that
you had a great day at Rainbow
and we look forward to your future visits*



2010 SCHOOL PROGRAMME BOOKING ENQUIRY FORM

OFFICE USE ONLY

CONFIRMED:

DATE OF VISIT:

Name of school:

Address:

Contact name:

E-mail address:

Phone number: Fax number:

YOUR PREFERRED DATE

1st choice:/...../2010 2nd Choice:/...../2010 (if first date is already taken)

ARRANGED TRANSPORT:

AGE OF STUDENTS: years

NUMBER OF ADULT HELPERS:

LESSON & EQUIPMENT REQUIREMENTS

STUDENT SKIERS

Total number skiing: _____

• *Never skied before:* _____

• *Tried but can't turn/stop:* _____

Number requiring ski hire: _____

STUDENT SNOWBOARDERS

(year 1-6 NO BEGINNERS, experienced snowboarders only!)

Total number snowboarding: _____

• *Never snowboarded before:* _____

• *Tried but can't turn/stop:* _____

Number requiring snowboard hire: _____

I have read and understood the cancellation policy outlined in PART 3 of the School Programme.

Signature:

Date:/...../2010

Please send this booking form to:

Rainbow Sports Club Inc.

PO Box 76, St Arnaud 7053

info@skirainbow.co.nz

Phone: 03 521 1861, Fax: 03 521 1144

You can download the School Programme from our website: www.skirainbow.co.nz

RAINBOW SKI AREA

Schools Programme Satisfaction Survey

Thanks for choosing Rainbow Ski Area for your schools skiing experience.
 We have really enjoyed hosting your school up to Rainbow and look forward to seeing you again.

Your feedback is important to us and we would appreciate it if you could take the time to fill in this questionnaire.

School

Group Organiser

Date of School Visit Number in Group

Have you been to Rainbow before?	Yes	No
Would you come again?	Yes	No

GROUP BOOKING:

Did you receive a School Group Programme Booklet?	Yes	No
Did you find this booklet provided you with all the information you need?	Yes	No
Were you able to come to Rainbow on your chosen day?	Yes	No
If not, was it a problem to change dates?		

Were you aware of the following procedures before arriving at Rainbow?

*How to check if Rainbow was open or closed	Yes	No
Could you check early enough?	Yes	No
*Where to collect your lift passes	Yes	No
*Lesson times for different levels	Yes	No
*Payment procedure	Yes	No

How much time is needed to plan a school ski trip?

Is it easier for Rainbow to contact your school to book this? If so, what would be the best time of year to do this?

How did you find booking your school visit overall?

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TRANSPORT:

How did you get to Rainbow?

.....

If you used our shuttle service, how easy was this to organise?

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Comments

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SKI DAY:

Were you greeted upon arrival? Yes No
What were the weather conditions like?

TICKET OFFICE:

<u>Expectations:</u>	Did not meet	Somewhat met	Met	Somewhat Exceeded	Completely Surpassed
a) Staff Helpfulness & Friendliness	_____	_____	_____	_____	_____
b) Ease of Organisation	_____	_____	_____	_____	_____
c) Efficiency	_____	_____	_____	_____	_____

Please provide comments and, or recommendations for our Ticketing procedure:
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SKI & BOARD HIRE:

<u>Expectations:</u>	Did not meet	Somewhat met	Met	Somewhat Exceeded	Completely Surpassed
a) Staff Helpfulness & Friendliness	_____	_____	_____	_____	_____
b) Ease of Organisation	_____	_____	_____	_____	_____
c) Efficiency	_____	_____	_____	_____	_____
d) Rental Equipment	_____	_____	_____	_____	_____

Please provide comments and, or recommendations for our Rental Hire procedure:
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SKI & BOARD SCHOOL:

<u>Expectations:</u>	Did not meet	Somewhat met	Met	Somewhat Exceeded	Completely Surpassed
a) Staff Helpfulness & Friendliness	_____	_____	_____	_____	_____
b) Ease of Organisation	_____	_____	_____	_____	_____
c) Efficiency	_____	_____	_____	_____	_____
d) Quality of Lesson	_____	_____	_____	_____	_____

Please provide comments and, or recommendations for our Ski & Board School procedure:
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OTHER:

<u>Expectations:</u>	Did not meet	Somewhat met	Met	Somewhat Exceeded	Completely Surpassed
a) Facilities	_____	_____	_____	_____	_____
b) Service	_____	_____	_____	_____	_____

Comments:
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