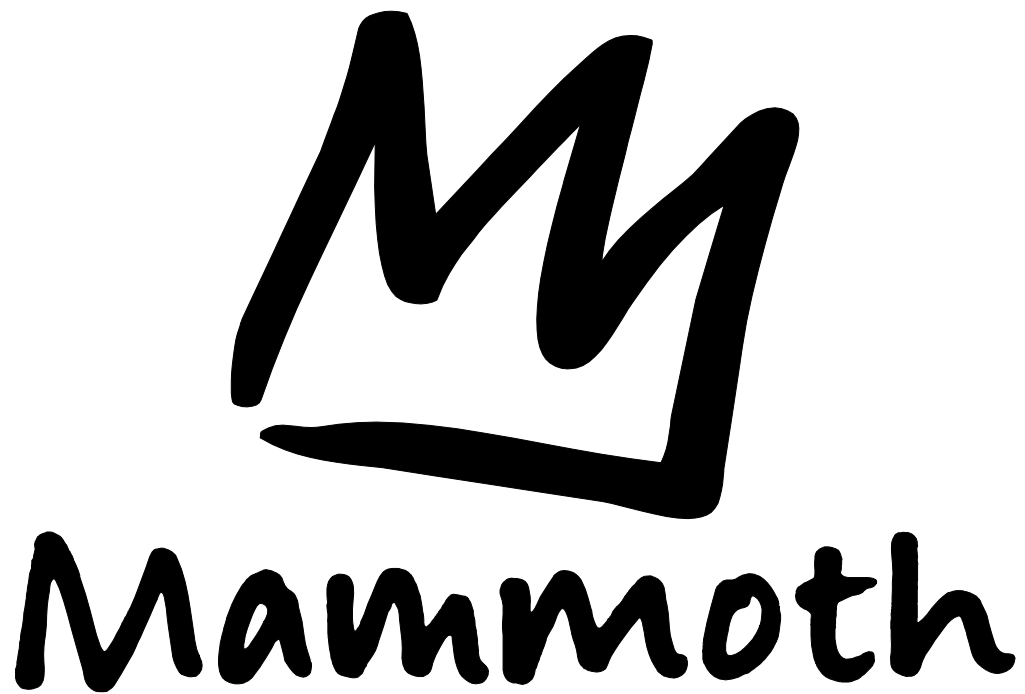




**WINTER HOST
MANUAL
2025 – 2026**

Main Lodge Office (760)934-0736 Canyon Lodge Office (760)934-0737

February 19, 2026

**HOST MISSION STATEMENT: “WE ARE HOSTS, BE THE REASON GUESTS
RETURN”**

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I. Contact Information

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II. Introduction

It's time to welcome the upcoming 2025 – 2026 Winter Season! Now is when to be excited about all things winter! Those include the amazing FUN and beauty of the season, the thrills of sharing our passion with thousands of guests who come to see what we get to experience daily, and creating efforts to build our guests' passion, offering paths for them to fulfill a desire to return repeatedly.

As our program builds, the need to remember our successes and the opportunity to develop new paths happens yearly, especially as we enter new seasons. Brian Wilson, your new Department Head, enthusiastically creates those paths, and is introducing a new mission for our department, **We are Hosts, Be the Reason Guests Return!**

How does our team accomplish this new mission? We must determine what our guests want and offer them the right assistance. It is critical to identify and anticipate their needs. By working collaboratively, the team creates seamless handoffs and experiences for superior services. Hosts must model superior service standards with every interaction, helping guide not only our Host team, but other Mammoth Resort team members around us. Achieving our efforts helps guests expect everyone at Mammoth Resorts can fulfill our mission of **best-in-class outdoor recreation and authentic mountain lifestyle experiences**.

Focusing our efforts on two simple premises can build tremendous success. First, we need to not only model but believe in our efforts at offering the best levels of service throughout the Ski industry. The five standards we should excel at include our **professionalism, knowledge, friendliness, helpfulness and ability to resolve issues**. Mammoth Resorts should lead the drive, focusing on and offering the best possible efforts at each one of these standards.

Second, we need to continue to extend **FUN, focused on Safety**. MMSA's and Alterra's expectation of prioritizing purpose by "being safety-oriented to ensure the physical and mental well-being of our people" defines the importance of this work. Last winter season's efforts started by building our visibility. This season, we need to be more proactive in communicating with our guests when they are exhibiting the right styles and when they might need more opportunities to understand what they can improve upon. Taking the initiative to help drive safety education on our Mountains will improve everyone's experience and prove skiing and riding is the sport for all.

Our mission is accomplished one guest interaction at a time. Let's work together this season to fulfill both our expectations and our guests through extraordinary efforts daily!

III. Mammoth Way

Guest Experience Trail

Touchpoints – Host, On-Line Information, Front Line Loading/Unloading Areas, Mammoth Black Parking Ambassador, Bus Line Services, Guest Entry Points, Chair Lift Line Management, Locker Areas, Mountain Hosting, Mammoth Mountain Safety Team Hosting, Mountain Tours, Woolly, Eleven53 Interpretive Center, Woolly's Adventure Summit, On-Demand Hosting for other Departments, Special Events Support, Host Management Team

❖ Safety

- 1) For emergencies, use your cell phone to call (760)934-0611, the Mountain's emergency hotline or radio to call for help. Mountain Operations available during operating hours.
 - a) If using a radio, call 545 on Mtn Ops or 543 on Ski Patrol
 - b) Use 911 when in the Village and Tamarack if any emergencies arise
- 2) If you are sick, **STAY HOME** and drop your shift on When I Work, noting you are sick in the notes field
- 3) Work within your limitations; be sure to apprise management of those limitations if they impact how you do your job
- 4) Utilize appropriate clothing, eye protection and sunscreen as determined by the weather, and the role
- 5) Use Personal Protection Equipment such as gloves when picking up potential bio-hazardous material, trash, or touching any surfaces that have not been cleaned recently
- 6) Mountain Hosts and Woolly ski or board within your ability and conditions; follow the approved routes for your Ski/Snowboard Host Level (see appendix B)
- 7) Check yourself and others during cold temperatures for frostbite or frostnip
- 8) Use caution and/or safety equipment when walking on slippery surfaces, including available traction devices
- 9) Be aware of moving vehicles in parking lots
- 10) When the sun hinders vision in parking or on the slopes, stay out of blind spots
- 11) Use handrails when ascending and descending stairs
- 12) When carrying heavy objects, enlist assistance
- 13) Use gloves when cleaning biohazardous material or trash
- 14) Apply ice melt and/or shovel snow and/or ice at main entrances of lodges
- 15) Notify Supervisor of unsafe conditions (ice, metal ridges, puddles, etc.)
- 16) Utilize assistance for irate guests, when necessary
- 17) If you sustain an injury, contact the Management Team as soon as possible

➤ **Review full Job Hazard Analysis Plan for further safety information**

IV. Mammoth Way Service Experience Standard/Success Activities

Service Standards – indicated by letters (a, b, c, etc.)

Success Activities – indicated by Roman numeric (i, ii, iii, etc.)

1) Touchpoint: Host

- a) Professional Appearance Requirements (PAR)
 - i) Personally clean and professional appearance
 - ii) Smoking, vaping, tobacco chewing and gum chewing are not allowed in uniform
 - iii) Current nametags must be worn on outermost garment at all times
 - iv) Uniform clean, properly fitting and in good condition
 - v) Jackets zipped closed 2/3 way with all pockets zipped closed
 - vi) Must wear uniform pants or clean black pants that are not baggy, excessively tight/revealing or worn-out or black skirt, no more than 3" above knee
 - vii) Company uniform pants and jackets worn on-duty or while traveling to or from duty only
 - (1) Not allowed while off the job, and never allowed while drinking alcohol, except for specific company sponsored events
 - (2) When uniform pants are required when working a shift, they can be worn while recreating after or before the shifts
 - viii) Garments may only show official Mammoth Resorts logo or message; no other logos featured on garments
 - ix) Company provided helmets are a solid color – personal approved helmets should also be solid (and in no event more than two colors), without stickers
- b) Be a Team Player
 - i) Support other Hosts, create camaraderie, build mentorships
 - ii) Welcome support and advice from experienced Hosts
 - iii) Respect and support employees within other departments
 - iv) Display supportive attitudes regarding Mountain policies
- c) Offer Warm, Friendly Greetings
 - i) Make eye contact and provide an appropriate greeting
 - (1) Emphasize how much we really like people in your greeting
 - ii) Always use a consistent, professional, positive attitude using a welcoming smile and open gesture
 - iii) Make our guests feel we want them here!
- d) Engage Guests
 - i) Acknowledge each guest as they approach; complete current interaction thoroughly and efficiently
 - ii) Actively listen to guests to determine needs and desires
 - iii) Notice what guests are wearing to help guide your suggestions (walking shoes instead of ski/snowboard boots, clothing to suggest scenic riders or shoppers, etc.)
 - iv) Utilize time management to offer all guests appropriate attention
- e) Provide Current Information and Accurate Directions

- i) Review posted Daily Briefing Sheet to prepare for shifts
- ii) Always know where to find the answers
- iii) Carry supplies as defined in the Operating Guidelines, including a supply of trail maps to distribute as necessary
- iv) Provide information about daily weather, conditions, groomed runs and events
- v) Provide direction to guests to efficiently facilitate their individual needs, including use of buses, Village Gondola and Ski Back Trail
- vi) Focus information on services and products available to improve guests' experiences
- vii) Ask guests to self-evaluate their ability levels before offering runs and lifts for skiing/snowboarding
- viii) Offer food and beverage options
- ix) Educate guests at Tamarack Cross-Country Ski Area to the appropriate use of areas
- x) Use of personal mobile phone is acceptable for Mountain communication only, including emergency calls or gaining knowledge of lift status
- f) Be a Concierge
 - i) Provide specialized services for guests for needs of guests, utilizing Mammoth's Policies and Procedures
 - ii) Suggest methods to guests for providing feedback, following through with Host Management Team as necessary
- g) Deliver Friendly Closing
 - i) Utilize time management to offer all guests appropriate attention
 - ii) Confirm immediate needs are met
 - iii) Thank guests for visiting Mammoth/Tamarack and June
 - (1) Always complete the interaction by inviting them back and offering other activities they might not be aware of!

1. Touchpoint: Cleanliness

- a. Keep Area Clean
 - i) Never walk by litter without picking it up
 - (1) Carry rubber gloves and use them when picking up trash
 - (2) Always wash your hands thoroughly, regardless of using gloves
 - ii) Transfer food trays and dirty dishes back to their cafeteria or dish stations
 - iii) Ensure neat appearance of furniture, displays, ticket line webbing and stanchions
 - iv) Help ensure walkways are clear of snow, ice and extraneous equipment for safety and cleanliness
 - v) Sanitize hands after completion of task
- b. Assist Guests with Trash
 - i) Observe guests and when they have trash, offer to take it from them, if you have proper protective gear
 - ii) Agree to help guests, when requested
 - iii) Sanitize hands after completion of any task involving trash

2. Touchpoint: Unloading/Loading in Parking Areas

- a) Engage Guest Contact
 - i) Make yourself visible to guests arriving in traffic pattern, maintaining eye contact
 - ii) Direct drivers to stop in loading/unloading lanes only, sharing time limits
 - iii) Limit conversation until vehicles are out of driving lanes
 - iv) Remind guests of the 10-minute loading/unloading time
 - v) Enforce appropriate lanes for stopping
- b) Use Appropriate Safety Measures
 - i) Never turn your back to approaching vehicles, or stand in front of or behind vehicles
 - ii) Be aware of early morning sun blinding drivers in the Main Lodge loading/unloading area as they drive toward the stop locations
 - iii) Clear guests when emergency vehicles arrive or leave
 - iv) Direct guests away from hazardous areas
 - v) Wear appropriate clothing, including reflective vests, traction devices, eye protection and sunscreen
- c) Maintain Good Communication and Rotation Practices
 - i) Follow the direction of Parking Personnel, when available
 - ii) Use agreed upon hand signals to communicate available parking locations
 - iii) Rotate among assigned locations on a regular cycle
 - iv) Inform Parking Attendants of vehicles parked in a loading/unloading zone for extended periods of time

3. Mammoth Black Parking Ambassador

- a. Assist Mammoth Black members in parking
 - i) Greet guests upon arrival
 - ii) Ensure a smooth and welcoming experience upon arrival
 - iii) Become familiar with members, including learning names and preferences
 - iv) Maintain area for Mammoth Black members only
 - v) Always use a warm welcome, friendly smile, and professional demeanor
- b. Must utilize superior customer service skills
- c. Locate yourself at the Mammoth Black Parking Zone(s) during peak hours
- d. Follow Host standards with providing information and direction for services both at Mammoth Mountain and around our communities
- e. Utilize communication opportunities to share problems with Parking team management

4. Touchpoint: Bus Lines

- a. Manage Effective Line Control
 - i) Communicate with guests arriving on buses, determining their need and directing them safely to appropriate locations
 - ii) Ask guests where they are going and direct them to the parking shuttle or Red Line if they are in the wrong line
 - iii) Maintain line access

- iv) When a line encroaches upon the Main Lodge Ski Patrol area, direct guests towards Discovery Chair to keep area clear for emergency vehicles
- v) Always allow guests to get off bus before allowing guests to load
- vi) Watch for guests getting off the bus temporarily to allow others to disembark and load them back before loading guests waiting in line
- vii) When managing lines where a guest insists on encroaching on the waiting guests, explain where the queue starts; if the guest continues to create problems, work quickly to move the guest out of the area, even if it means allowing them to load the bus
- viii) Utilize and direct guests to the use of the Android or Apple app “Transit” for information on bus lines and current arrival times
- ix) Manage maze if needed on busy days
- b. Safety
 - i) Keep guests from walking into the path of vehicles; maintain personal appropriate space from vehicles as well
 - ii) Dress appropriately for weather
 - iii) Work within your limitations; communicate to management any limitations
 - iv) When carrying or lifting heavy objects, use a buddy
 - v) Remain calm and pleasant when approached by disgruntled guest
 - vi) Be aware of approaching ambulances going to Ski Patrol and provide guest safety clearance

5. Touchpoint: Lodge Host

- a. Manage Effective Line Control
 - i) Determine needs to direct guests to appropriate lines or services
 - ii) Host stand at back of regular ticket line to determine needs
 - (1) For guests who purchased tickets on-line or through 800Mammoth, direct them to Pick Up Boxes to scan their bar codes for ticket redemption
 - iii) At front of lines, greet guests quickly but maintain focus on ticket agents and their hand gestures to offer guests appropriate Agent availability
 - iv) Straighten and adjust line webbing to crowd’s needs, **only as directed by Ticket Managers/Supervisors**
- b. Promote Current Ticketing Programs and Activities (season pass holders and advance purchase lift tickets)
 - i) Know current programs and activities via Daily Activity Sheets, meetings and weekly Host Rap Sheets
 - ii) Offer appropriate information regarding products, services and activities, including areas that allow sledding
 - iii) Communicate information regarding Mountain Policies and Procedures, including dogs in buildings, leash laws and public access
- c. Juniper Springs entry area
 - i) Control of area to maintain guest entry to Juniper Spring Lodge guests only

- ii) Confirm with Juniper Springs Front Desk personnel at start and end of shift, allowing JSL personnel to provide a guest list, when appropriate
 - iii) High Visibility Vest is required due to vehicle traffic
- d. Village Gondola exit area
 - i) Set up line control area by 3pm on appropriate days
 - ii) Remove line stations at end of day at appropriate time
- e. Help with lost child situations in lodge
 - i) Try to contact other party
 - (1) Ask child if they know parents' cell phone number
 - ii) Main contact is security but feel free to walk them to patrol
 - iii) Ask host supervisor for help if needed
 - iv) If you are with the parent, gather as much info on child as possible
 - (1) Age, name, gender, clothing, skier/snowboarder, last known location
- f. Dogs
 - i) "Service Animal" is defined by the Americans with Disabilities Act as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If the animal meets this definition, the animal is considered a Service Animal under the ADA, regardless of whether they have been licensed or certified by a state or local government.
 - ii) If a Service Animal is out of control, we have the right to ask the guest to remove the Service Animal from the premises.
 - (1) Service animals are allowed in lodges, non-service animals are not
 - (2) When encountering a guest with a dog in a lodge, greet the guest as usual. When appropriate, politely state to the guest that "dogs are not allowed in the lodges".
 - (3) If the guest replies that "my dog is a service animal", you may only ask ~~two~~ **two** questions:
 - ~~(a) Is this a service animal?~~
 - (b) What service or task is this animal trained to perform?**
 - iii) No dogs are allowed in the following areas
 - (1) Lodges (except service animals)
 - (2) Sundecks
 - (3) Base areas
 - (4) On lifts
 - (5) At special events
 - (6) On snow
 - iv) Leashed dogs are allowed in the following areas
 - (1) Parking lots
 - (2) Buses (with muzzle)
 - (3) Minaret Mile to vista
 - (4) Mammoth Mountain Inn.
 - (5) Juniper Springs Lodge (must be registered by Owner).
 - (6) At the Village (must be registered by Owner).
 - (7) Tamarack

- (a) Dogs are not allowed in the Main Lodge, but are permitted in guest cabins
 - (b) Dogs on leash are permitted on the Lake Mary Access Corridor, which runs from the Lake Mary Gate to Horseshoe Lake. The Access Corridor is the side of the trail which does have track setting. No dogs are allowed on any other groomed trail, including on the designated skier-only track-set trail that is adjacent to the Access Corridor.
- v) Guest Dogs are permitted in parking lots.
 - (1) During Summer Operations, Guest Dogs are permitted:
 - (a) On the Gondola - for scenic passengers only.
 - (b) On our and ESTA's buses, provided they are muzzled.
 - (c) On Mammoth Mountain.
 - (d) At events which have been specifically designated as dog friendly.
- vi) Guest Dogs (other than Service Dogs) are not permitted in any area where food is prepared, stored, or served, including sun decks.
- vii) **Procedure:**
 - (1) When a guest approaches a bus, a building, or a sundeck during winter with an animal that is not openly and obviously providing assistance to a person with a disability, MMSA Employees must be aware of, and do the following:
 - (a) Be friendly. If the interaction has any scope to end in an argument, please call a supervisor.
 - (b) Approach the guest in a friendly and polite way and explain our policy.
 - (c) You may inquire as to whether an animal is a Service Animal. If the animal is determined to be a Service Animal, it should be permitted to accompany the individual to all areas of the facility where customers are normally allowed to go. Add the three questions a host is allowed to ask
 - (d) If the animal is determined not to be a Service Animal and is in an area defined as closed to animals, explain our policy in a friendly and polite manner, and ask the guest to remove the animal from MMSA property.
 - (e) If the guest refuses, or becomes unreasonable, do not exacerbate the situation. Call for a supervisor or manager or get security to address the guest.
- viii) **Emotional Support Animals:**
 - (1) Emotional Support Animals and Therapy Dogs are not trained to perform a specific task related to a disability. Emotional Support Animals and Therapy Dogs are not entitled to legal status as Service Animals.

6. Touchpoint: Locker Areas

- a. Assist with the operation of lockers
 - i) Identify available locker options to guests
 - ii) Assist guests having difficulty operating lockers
 - iii) Provide guest with immediate reimbursement (another token or tokens) if a malfunction or guest error has caused the guest to lose token
 - iv) Determine problem and locker number to communicate with Locker Services, for repair and reimbursement
 - v) Provide the location of a different locker if locker is malfunctioning
 - vi) To help guests with locker problems at Eagle, go to the Ticket desk
 - vii) Utilize Guest Services if you are unable to solve the problem yourself
- b. Manage and assist in locker areas

- i) Use locker maps to quickly locate a specific locker
- ii) Know the location of all locker areas

7. Touchpoint: Chair Lift Line Coordination

- a. Assertive and friendly
 - i) Be loud but friendly - a loud voice doesn't have to be unkind
 - ii) Be firm in providing directions
 - iii) Keep it light; make some jokes
 - iv) Smile
- b) Keeping the lines in order
 - v) Communicate with each lane, ensuring the groups are lined up properly with one group advancing at a time
 - vi) Do not allow full groups of single riders out; single riders are to be paired with other groups to maintain maximum loading capacity
 - vii) Keep the flow moving to avoid it becoming overwhelming
- c) Making things fair and even
 - viii) Be consistent - doesn't keep everyone happy but it does keep it fair
 - ix) After alternation, keep guests tight with minimal gap (keep the line full up to the Gantry/Pass Scanner)
- d) Managing the Mammoth Black Lane (If a lift operator is not present)
 - x) Ski school – student must be with instructor
 - xi) Do your best to keep ski school and race team together, respectively (both must be in uniform/in a lesson)
 - xii) Ask guests to see their Mammoth Black pass (expeditor pass included) but continue to get other groups through
 - xiii) DSES needs to be with instructor or handler

8. Touchpoint: Mountain Hosting

- a. Engage Guests
 - i) Always wear Yellow Host Mountain Safety jacket
 - ii) When at Supersigns and Tamarack Cross-Country Ski Area Welcome Centers, have equipment off and parked behind Supersigns or next to Welcome Center, standing in front of sign
 - iii) For lift access, use the regular maze lines, unless line is completely full to back of all lines; utilize Sport School/Black Pass line if maze is full (supervisor can request otherwise)
 - iv) Following early morning Mountain Host meetings, one Host from each lodge should answer questions and provide direction at the Broadway and Canyon Supersigns as long as needed
- b. General Rotation
 - i) Give directions when asked
 - ii) Help with lost child situations; Know gender, clothing, ski/board, helmet color, place last seen, name

- iii) Use your flip charts
 - iv) Unless told otherwise, call in at bottom of 1 and top of 15, skiing back and forth between them. Don't go to 12/13/14 unless requested.
 - v) Check in with stopped guests who might need assistance, even if they don't look injured
 - vi) Set up/take down ropes/fences/signs at Supersigns if assigned
 - vii) Check in with stopped/sitting guests
 - viii) Stop at Supersigns, high traffic areas and slow signs when you pass them. Even if a host is already there, they might need a bump
 - ix) If a guest is injured or ill, always call Ski Patrol, never request a 10R
 - x) If you come across a collision, ensure both parties stay on scene until patrol arrives, even if no one is injured
 - xi) Use 10-7 when going off duty and 10-8 when going on duty
 - xii) If a Code 3 is in progress on the radio, total silence on patrol channel, emergencies only on host channel. If you need patrol during a code 3, call 760-934-0611 on your cell phone.
- c. Promote Mountain Safety
 - i) Educate and enforce the Skier Responsibility Code, using a consistent, professional, positive attitude. Do not chase after guests, let them go and call Patrol if needed.
 - ii) During peak hours two to three times a day, if assigned, participate in the "SAFETY SAFARI" follow the leads direction. Work in teams of two when appropriate.
 - (1) Do not stand in an area that impedes the flow of traffic or increases likelihood of a collision
 - iii) Use stickers and drink cards to pass out to guests exercising good safety behavior – positive reinforcement
 - iv) Properly document correctional education interactions, using camera phones and email, or recording written information for Ski Patrol
 - (1) Utilize Microsoft Lists to report interactions
 - (2) Coach guests on Skier's Responsibility Code and explain why what they were doing is unsafe
 - v) Enter guest interactions into office laptop at end of shift
 - vi) Turn in pass photos with a detailed explanation, what , where, infraction, time to your supervisor.
- d. Provide Pinpoint Impromptu Tours
 - i) Confirm guest knows how to reach Mountain destinations before leaving them
- e. Follow proper radio protocol
 - i) [Host radio protocol supplement](#)
 - ii) [Mountain wide radio protocol](#)
- f. Assist patrol
 - i) Relay injuries or collisions to patrol
 - ii) Provide crowd control at injury scenes
 - iii) Relay any on-hill safety hazards to supervisors

- iv) Carry necessary supplies (band aids, flip chart, radio, etc.)
- g. Assist Mountain Ops
 - i) Call Mtn Ops on your radio or (760) 934-2571, ext. 3250, on your phone for 10R's (snowmobile assistance or download, as determined by Mountain Operations)
 - (1) Try the following before calling a 10R:
 - (a) Coach guest down for a few minutes
 - (b) Have guest walk down on the side of the trail if reasonable
 - (c) If you are near the top of a lift, speak with the operator and they will request a download instead
 - (2) If you are on a trail that is not approved for snowmobiles, but not near the top of a lift, Mtn Ops may ask you to call patrol to request a ride down on a sled instead (if they are not busy, they may call patrol themselves)
 - ii) Help guests get their equipment back on after a fall.
 - (1) Do not adjust equipment aside from cocking binding back down
- h. Assist other departments as needed
 - i) Help with Mammoth Black line control at McCoy on powder days
 - ii) Check Mammoth Black passes for a few minutes at lift entrances
 - iii) Help with on-hill Special Events – rotate through and call in at areas we are staffing
 - iv) Fix any fences that have been knocked down
 - v) Bring lost items in to lost and found
 - vi) Help out with line control at chairs 1 and 16 by rotating with the orchestrator

9. **Touchpoint: Mammoth Mountain Tours**

- a) Conduct Tour to meet guests' needs
 - i) Place sign at Canyon Lodge or Main Lodge Supersigns no later than 9:15
 - ii) Pre-ski upper route after brief morning meeting to determine conditions
 - iii) Communicate a **BRIEF** condition report to other Mountain Hosts at 10:00
 - iv) Arrive at Supersigns to gather guests no later than 10:00
 - v) Greet and recruit for the Mountain Tour
 - vi) Introduce yourself and request guests' names
 - vii) Ask questions to determine guests' ability level, interest in various tour topics, and any prior experiences at Mammoth; emphasize the minimum ability level as intermediate
 - viii) Leave start location at 10:15 **to head to mill**
 - ix) Communicate the number of guests to tour team prior to departure
 - x) Evaluate guest skiing/snowboarding abilities while travelling to the Mill
 - xi) Group guests according to ability level at the Mill and divide accordingly
 - xii) Conduct regular tour routes on intermediate level runs only
 - xiii) Use wind and weather conditions and group ability to determine route
 - xiv) Complete tour by 1:00 – keep tour moving and do not stop for too long in one spot
 - xv) Place tour flag inside office after tour
 - xvi) Before leaving, check in with Ski Supervisor
- b) Tour Safety
 - i) Maximum size of tours is 7 per Host

- ii) Speed of tour is dependent on slowest guest and safe handling techniques
- iii) Always stop groups on the sides of runs where they are visible from above and never stop below lift lines or downhill of breakovers, especially before entering or crossing major trail junctions; decide on strategy ahead of time to get people safely through difficult passages or congested areas
- iv) Stay to the sides of congested runs wherever possible
- v) Ask everyone to stop below the group – never stop at the top of the group, explaining the “domino effect”
- vi) Provide one or more locations mid-run for stopping and re-grouping.
- vii) Communicate what chairlift tour is headed to before continuing
- viii) Be careful not to face people directly into the sun or wind, or with a strong wind blowing directly against their backs; on cold, windy days, constantly watch for any signs of frostbite
- ix) Count everyone each time you stop to ensure all are present; before starting off again, make sure all guests are adequately rested
- x) If you encounter a guest needing assistance, call for help from other Hosts and/or Ski Patrol, following regular on-hill protocol
- c) Offer Friendly Closing
 - i) If a guest prefers to leave the tour before it is over, direct them back to their desired location, either by showing them on the map, pointing out a visible path or directing them to the Supersigns at McCoy Station or below the top of Rollercoaster lift
 - ii) Confirm guest knows how to reach Mountain destinations before leaving them
 - iii) Thank guests for joining tour and offer them the opportunity to provide feedback on the Mammoth Mountain website guest feedback section
 - iv) Complete tour report at end of shift (naturalist tours only)

10. Touchpoint: Eleven53 Interpretative Center

- a. Conduct Opening Procedures
 - i) Unlock outside doors using the keys in the lock box
 - (1) Lock Box combination is 153
 - (2) Return keys to Lock Box immediately upon opening doors
 - (3) Utilize keys inside wall cabinet to open appropriate locks inside Center
 - ii) Confirm displays are clean and organized, or set them up properly if they were stored overnight
 - (1) Set up skins, skulls, tracks, scat, ore, tree bore and cone displays on appropriate tables or shelves
 - (2) If you are fully trained, place tree boring tools out only when utilizing them for demonstrations
 - iii) Set up Interactive Computers
 - (1) Use appropriate keyboards when logging into each computer, when necessary, using screen prompts to display the log in screen
 - (2) Change computers to menu screens, except for the Docent computer, which should display the current snow statistics from the Eastern Sierra Snowfall

- iv) Use kitchen key to open kitchen door to get water in bucket for filling rock display water bowl 1/2 to 2/3 full; ensure door is locked when finished
 - v) Confirm new touch screens are working and in the full screen mode
 - vi) Confirm monitor over door is working properly
- b. Assist with Eleven53 Activities
- i) Use skins, skulls, scat, track, tree cone, tree boring, ore and rock displays to animate Center
 - ii) Oversee rock display area, maintaining cleanliness and water level at 1/3 to 1/2 full in the bowl
 - iii) Offer tree boring demonstrations, if trained appropriately
 - iv) Utilize relief maps to provide perspective of Mammoth Mountain's location along the Sierra
 - v) If guests are curious about recent seismic activity outside of our immediate area, use the trackball for the new monitor and adjust the focus to anywhere else in the United States
 - (1) Re-focus to Mammoth after interaction or wait for the auto-focus to take place (2 – 3 minutes)
 - vi) Offer guests the opportunity to complete the Guest Registry, if they have not
- c. Oversee Interactive Computers
- i) Coach guests with the use of interactive computers, including touchscreen gestures
 - ii) Confirm interactive computers are working and on the menu screen when guests move away
 - iii) Know details of programs on each computer and how to assist guests with their use or to show them additional information
 - iv) Confirm touch screen computers are functioning, in the full screen view, and assist as needed
- d. Follow Closing Procedures
- i) Regular closing procedures when Center is not needed at night
 - (1) Clean up Rock display areas, emptying water
 - (2) Straighten all animal displays, confirming they are placed together appropriately
 - (3) Set up slideshows on all monitors, ensuring menu bars are not visible
 - (4) Lock both front doors, the back door and return key to Lock Box
 - ii) Closing procedure if Center is needed for special event
 - (1) Clean Rock areas then place them in appropriate cabinets
 - (2) Empty water basin
 - (3) Store skins correctly in bins
 - (4) Store skulls, tracks and scat together in appropriately labeled bags in the correct cabinets
 - (5) Place cones in appropriately labeled bags before storing in cabinet

- (6) Confirm all monitors are switched to a slide show and menu bar is not displayed
- (7) Move topo map table and bighorn sheep cases (remove bighorn sheep skulls and store in cabinet) to back F&B storage area
- (8) Move rolling cabinets against windows
- iii) Complete Docent sheet contact information before leaving area

11. Touchpoint: Woolly's Adventure Summit

- a) Arrival
 - i) Office
 - (1) Clock in on phone or on time clock in office
 - (2) Check in with WAS Manager / host staff
 - (3) Report to area where needed
 - (4) Pick up trash and keep area clean
- b) Safety
 - i) Dress appropriately, have uniform for the weather
 - ii) Traction device, gloves, sunglasses, lip balm, beanie / hat
- c) Parking Lot Greeter
 - i) Parking lot
 - (1) Stand in the WAS parking lot
 - (2) Greet guests as they are coming in
 - (3) Make sure that those parking are there for Woolly's Adventure Summit
 - (4) If we have sold out, let cars coming in know
 - (5) Help guests exiting get to where they are going next (Scenic rides, Main Lodge, Village, Red Line)
 - (6) Pick up trash and keep area clean
 - (7) Direct guests with smartphones to the use of the Android or Apple app
 - TRANSIT
 - ii) Safety
 - (1) Dress appropriately with the right uniform for the weather
 - (2) Use traction devices, gloves, sunglasses, lip balm, beanie / hat
- d) Tickets Greeter
 - i) Ticket Booth
 - (1) Check with ticket counter – sessions sold out, etc.
 - (2) Make eye contact and provide appropriate greeting
 - (3) Ensure guests can find what they need (bathroom, food, tickets, etc.)
 - (4) Always use a consistent, professional, positive attitude with a welcoming, open gesture
 - (5) Inform guests if we are sold out of certain sessions
 - (6) Make sure each guest knows they must complete a liability waiver, even if done online or at other locations on the mountain
 - (7) Help to keep an eye out for guests that may not be 42 inches tall
 - ii) Know open/closed status and operating hours
 - (1) Refer to Mammoth app

- e) Common FAQs / Important Information
 - i) Provide accurate information
 - (1) Tubing sessions are 2hrs.
 - (2) Each guest tubing must be 42 inches tall. Guests each have their own tube and cannot sit on each other's lap.
 - (3) Snow play tickets are included with the tubing ticket. Adults do not pay for the snow play area because they provide supervision.
 - (4) Scenic Gondola add-ons are available, it is the same price for Adults, Youth, and Seniors
 - (5) Be up to date on the arrival time of Woolly and Guide. Assist guide when necessary

12. Touchpoint: Woolly/Mascots

- a. Follow Appearance Guidelines
 - i) Brush costume daily
 - ii) Wear neck covers while in costume
 - iii) Change batteries daily to ensure they work through the day; charge each night
 - iv) Inform Host Management Team of needed repairs
 - v) Wear solid color dark boots or sneakers with long black socks, when walking
 - vi) Use disinfectant spray in head, body and gloves at the end of shift
 - vii) Store costumes appropriately
 - viii) Keep Mascot dressing areas clean
 - ix) Confirm costumes are cleaned as scheduled
 - x) Complete distance training, as explained in the Mascot, Guide, Ski and Snowboard Skill Sign-Off Guide
- b. Guide Responsibility
 - i) Communicate in the morning Host skill levels and appropriate, planned routes
 - ii) Assist Mascot with dressing, including tucking in zipper straps, pulls and flaps
 - iii) Understand emergency hand gesture
 - iv) Announce Mascot's presence and encourage participation in Ski with Mascot times and Saturday afternoon events
 - v) Guide must be on the alert for guests who might be intimidated by Mascot and steer away
 - vi) Promote photos, being aware of the background and sunlight when taking photos
 - vii) Promote safe skiing and riding skills, including "Know the Zone"
 - viii) Do not ski above Mascot's ability
 - ix) DO NOT LOSE MASCOT
 - x) Do not allow guests to promote alcohol or tobacco in any way, including allowing Mascot to hold alcoholic drinks or containers
- c. Promote Presence through Animation
 - i) Communicate through family friendly, jovial, enthusiastic and energetic gestures and walks
 - ii) Wave to guests when skiing

- iii) Shake hands, give high and low 5's, knuckle bumps, hugs and blow kisses with hands
 - iv) Hug guests at waist or shoulders
 - v) Keep hands above waist when walking and skiing
- d. Encourage Photography
 - i) Jump up and down with excitement when asked to have picture taken
 - ii) Pose in a manner to face light but not allow eye screens to become transparent, in a way to best show off Mascot in photos, being aware of background
 - iii) Keep hands visible
 - iv) Kneel to take pictures with children; keep hands on shoulders
 - v) Be cautious of holding small children, babies and dogs
- e. Provide Regular Interactions
 - i) Maintain scheduled events throughout day
 - ii) Use your best judgment concerning weather and your capability to be outside or inside, communicating to your guide
 - iii) Observe safe skiing practices, not excessively exceeding the speed of the crowd and skiing within the approved skill levels of both mascot and guide
 - iv) Interact with guests who are stopped on the runs, when appropriate
 - v) Stop at the top of lifts for photo opportunities for 5 to 15 minutes, using your best judgment
 - vi) Stop and spend time at Slow Signs, when appropriate
 - vii) Utilize time between scheduled programs for spontaneous interactions
 - viii) DO NOT LOSE EACH OTHER
- f. Animate Woolly's Adventure Summit (Woolly and Guide)
 - i) Return to appropriate lodge in a timely manner to provide Woolly a break before either loading the Red Line at Main Lodge or Village Gondola/Red Line from Canyon Lodge to arrive at Woolly's Tube Park during assigned time
 - ii) Wear appropriate footwear for bus ride and interacting at the Tube Park
 - iii) Visit around food area initially, then rides tubes in a seated position only, holding hands with children when appropriate
 - iv) Return to your lodge after meeting with many guests, staying no longer than 45 minutes
- g. Perform at Woolly's Saturday Dance Party (Mascots and Guides)
 - i) Two to four Hosts go to Village at 2:15 to set up and pour hot chocolate and to provide face stamping staffing
 - ii) Woolly is prepared for Saturday Dance Party no later than 3:30pm at Canyon Lodge
 - iii) Load Village Gondola at 3:40pm
 - iv) Photos after performance under overhang of Mountain Center
 - v) Woolly heads back to Canyon Lodge via Village Gondola, after line empties (no later than 5:00)
- h. Perform at June Mountain (Bucky and Guides)
 - i) Interact with guests from 10:45 – 11:00 in the lodge and rental area

- ii) From 11:00 to 11:15 visit outdoor eater areas and magic carpet, interacting with any classes
 - iii) Interactively ski on J2, J4, J6 and J7 until 12:15
 - iv) Promote Bucky's Bonfire from 1:45 to 1:55
 - v) Meet and greet guests outside and in the magic carpet area until 2:05
 - vi) Interactively ski or board J2 area with guests prior to the Bonfire from 2:05 until 2:25
 - vii) Participate in Bonfire activities from 2:20 until 2:45
- i. Offer Friendly Closing
 - i) Wave to guests when leaving areas

13. Touchpoint: Lead Hosts

- a. Act in a support role to help manage Host jobs around each Lodge, possibly including, but not limited to the following
 - i) Filling all roles Hosts work in, which can include Loading/Unloading Zones, Lodge Host positions, including Eleven53 roles, Mountain Hosts positions, Guest Service positions, Mountain Tours, Woolly Guide, Special Tours and Special Event requests
 - ii) Administering Host meetings
- b. Manage Special Event leadership roles
 - i) Check in with hosts at rotation areas
 - ii) Ensure hosts are getting frequent bumps and breaks
- c. Assume mentorship roles in the Lead's area of expertise
 - i) Ask hosts if they understand their responsibilities
 - ii) Answer hosts' questions
 - iii) Provide training if needed
- d. Provide feedback to Supervisors regarding Hosts' strengths and skills, as well as opportunities for improvement individually or as a group
 - i) Observe hosts
 - ii) Relay important info to supervisors
- e. Provide set up and tear down of Lead Host areas
 - i) Assign hosts to put up and tear down McCoy and Ch4 ropes/signs/fences
 - ii) Assign hosts to manage podium
 - iii) Remind hosts about tour flags

14. Touchpoint: Host Management Team

- a. Cultivate a fun and caring environment by communicating
 - i) Let Host teams know how much we care about them
 - ii) Keep it Simple and Fun
 - iii) Be a team player; support your Management Team members, asking for and providing help when needed
- b. Provide Current and Accurate Information
 - i) Gather accurate daily information
 - ii) Set up and make daily assignments

- iii) Confirm staff has made themselves aware of daily and weekly information utilizing morning briefing sheets, Rap Sheet and updated board information (Safety topics, PP, et al...)
 - iv) Focus on Safety
 - v) Utilize Mammoth Way Weekly Supervisor communication to provide consistent, quick and efficient meetings; communicate with coworkers when possible
- c. Carry out Mammoth Way Standards
 - i) Make daily recorded observations of Hosts
 - ii) Provide effective, timely feedback
 - iii) Build KRA reviews throughout season
 - iv) Award Mammoth Bucks for stellar performance
 - v) Participate in department wide recognition programs with Canyon and Main Lodge Management staff
- d. Manage Daily Operations
 - i) Oversee and assist with daily Lodge and On-Mountain operations
 - ii) Confirm all employees are following rest break and lunch break times and completing payroll responsibilities
 - iii) Focus on Hosting less and documenting more
 - iv) Mountain Host Supervisor must attempt to be at the Tour meeting location before 10:25am daily
 - v) Ski Supervisor monitors radio at all times and is prepared to assist with a lost guest or other emergency
 - (1) If another Supervisor is in the office and available to assist on the phone, they will offer help
 - vi) Participate in on-Mountain activities, including Ski with the Supervisors, whenever possible
 - vii) Relay important information for next day's review
 - viii) Turn in any communication to appropriate departments before business close
 - ix) Prepare next day's Activities and Briefing Sheets, etc...
 - x) Lock bank and drawers
 - xi) Review Revenue and Wages report biweekly/daily to determine appropriate staffing levels daily, including the use of weekly Occupancy numbers
 - xii) Participate in the Mammoth Way Supervisor program, assisting Jill S. by sharing appropriate information, including weekly recognition
 - xiii) Check Supervisor calendar to complete assignment
- e. Facilitate additional training opportunities
 - i) Provide training throughout the season to small groups, confirming their understanding and familiarity with roles, including, but not limited to
 - (1) Loading and Unloading area safety
 - (2) Eleven53
 - (3) Skiing and/or snowboarding
 - (4) On-Hill Hosting
 - (5) Administrative tools: When I Work, UKG Kronos Dimensions and Workday
 - ii) Manage tracking methods to share among all KRA supervisors

- f. Supervisors individual lead projects must be kept up to date
- g. Promote Teamwork
- h. Keep Area Clean
 - i) Lead by example in picking up trash, using gloves
 - ii) Keep office space clean and neat
 - iii) Wipe down surfaces at the end of day with disinfectant wipes

V. Operating Guidelines

1) Job Requirements

- a) General
 - i) All Hosts must be friendly and outgoing – **Hosts Share their Passion!**
 - ii) Be as familiar as possible with Mammoth Mountain, June Mountain, Tamarack, and their policies
 - iii) Knowledge of the towns of Mammoth Lakes and June Lake are helpful
 - iv) Hosts must be punctual, responsible, and conscientious
 - v) Review of the Host website, <http://www.host-mammothmountain.com/> must be frequent and thorough to stay informed of schedules and policies
- b) Lodge and Tamarack Welcome Center Hosts
 - i) Must be able to stand and/or walk for shifts
 - ii) Wear appropriate clothing for any weather conditions
- c) Mountain and Cross-Country Ski Hosts
 - i) Strong upper intermediate or advanced skier, snowboarder or cross-country skier
 - (1) Recertification for Mountain Hosts is required every 2 years through qualified PSIA approved instructors
 - ii) On Hill Host Level Requirements in Appendix B
 - iii) Always follow the Responsibility Code
 - iv) Willing to ski/board in any type of weather
 - v) Physically able to assist a guest on the hill
 - vi) If an injury to lower body requires a doctor's visit, a ski or snowboard evaluation is required before returning to Mountain Hosting. Visit the athletic trainer in MMI before going to the emergency room if it is not an emergency injury.

2) Employee attitudes

- a) What's best for you, what's best for the guest, what's best for the mountain?
- b) Your conduct leaves an impression with our guests
 - i) It is your role to talk to and assist guests in any way you can
 - ii) Your language and attitude should be above reproach
 - iii) Courtesy must be obvious and overstated
- c) Make sure to portray a positive attitude and anticipate guest needs at all times. Remember, "we are Hosts, be the reason guests return" in our effort to become the most visited mountain resort in the country.
- d) Your interaction with the guests makes you very susceptible to guest comments, compliments and complaints. Be aware of how you are coming across to guests.

- i) Direct guests to the bottom of the Mammoth Mountain website “About Us, Contact Mammoth Resorts,” to contact the Mountain by email or phone
- ii) Complaints
 - (1) Resolve complaints through immediate and timely efforts
 - (2) Always respond in a positive manner when handling complaints; look for alternative suggestions and solutions before passing the guest to a higher authority
 - (3) If a guest asks to speak to management, bring them directly to Guest Services to initiate contact with the appropriate department

3) Uniforms

- a) All Hosts are required to look professional, following California Mountain Lifestyle styles
- b) Lodge and Mountain Hosts
 - i) All employees must arrive prepared to work
 - ii) Mountain Hosts arrive in meetings with boots on ready to go on hill
 - iii) All Lodge Hosts receive a Mountain issued light jacket and heavy jacket for the season; black uniform pants are issued if working outside, along with traction devices
 - iv) **Uniform jackets and/or light jacket may not be visible off ski area premises or on premises when not working, unless while traveling to and from work**
 - (1) Jacket and light jacket may be worn to and from your car or while on the bus
 - (2) Whenever wearing a jacket, you must always represent your role professionally
 - v) Wear uniform pants or black pants that are professional; damaged, soiled, pet hair covered, baggy, excessively tight/revealing or worn-out clothing is not acceptable
 - vi) Lodge Hosts should carry trail maps
 - vii) Hats may display any official Mammoth Resorts logo or official message, or be plain, without other promotional logos; manufacturer logos must not be prominent
- c) Mountain Hosts
 - i) Uniforms, including a heavy jacket, light jacket, pants and helmet (unless providing own) assigned for season
 - (1) Radios assigned daily
 - ii) Uniform pants
 - (1) Worn on scheduled workdays, and can include to and from the Ski Area
 - (2) Can be worn to ski or ride on scheduled workdays before or after shift
 - iii) Each Host must provide all accessories
 - iv) Hats may display any official Mammoth Resorts logo or official message, or be plain, without other promotional logos. Manufacturer logos must not be prominent
 - v) When in a Host uniform, always ski/ride as a Host courteous to everyone on the mountain and in a controlled professional manner)
- d) Tamarack Cross-country Ski Hosts
 - i) Mammoth Mountain Host jacket, light jacket and uniform pants assigned for season
 - ii) A lightweight jacket or Host vests more appropriate for cross-country skiing in warmer weather is available in the employee break room below the Ski Center, to be checked out daily
 - iii) Black cross-country ski pants or Mammoth uniform pants are appropriate

- e) Maintaining and cleaning your uniform is your responsibility, either using your own facilities or dropping them at Uniforms to be cleaned
 - i) Helly Hanson recommends drying their uniform pieces in a warm to hot dryer to refresh waterproof properties

4) Radios/Cell Phones

- a) You may not use radios if you are not working
- b) Cell phones are allowed as a tool but cannot interfere with your work
- c) Do not take personal calls while in uniform in public spaces

5) Meeting areas

- a) Canyon Lodge - Host office on the second floor, behind Mammoth Kids at Canyon
- b) Eagle Lodge – Inside Main tent when a Management Team member is assigned
- c) Main Lodge - Host office on the first floor, near Tickets
- d) Tamarack – Meet with the Ski Center Supervisor inside the Center
- e) June Mountain – June Chalet 3rd floor office space
- f) Woolly's Adventure Summit – Table seating in the bar area

6) Schedules

- a) Schedules for Lodge, Ski, Tamarack and June Hosts are typically split into two-week sections. The first half of the month is published around the 15th of the prior month and the 2nd half published around the 25th of the prior month.
- b) All Hosts are required to offer 60 days of availability over at least 5 months of the season
 - i) Within the 60 days of availability, at least 40 must be included in the "Maximum days I'd like to work" on the Host website form
- c) Availability for December, January, February, March and April is due on the preceding 10th of each month for the first half of the month and no later than the 20th for the remaining half of the month for all locations.
- d) Priority is given to those who submit their schedule on time - if you submit a schedule after the deadline, the scheduler may not be able to accommodate your input
- e) Adhere to schedule after it has been posted, following all assigned shifts or finding coverage if you have become unavailable.
- f) Updates including additional shifts and cancellations are made frequently – check When I Work (<https://appx.wheniwork.com/scheduler>) daily for updates or set your When I Work preferences for either email or text message notifications to stay informed
- g) Schedule changes due to personal reason need to be initiated individually, utilizing the When I Work application
- h) If you must reschedule a posted shift, YOU are responsible for finding a replacement
 - i) If it is an emergency, notify a Host Management Team to be accommodated
 - (1) Emergencies include illness or injury to yourself or a close family member
 - ii) When a need arises to make changes to shifts, look over the schedule for another Host showing a preference to work and reach out to those team members; ask only those team members qualified to fill your role
 - (1) When another Host offers to fill the role, complete a "Swap Shift" request or a "Drop Shift" request, only choosing the Host(s) marked
 - (a) Make a note on the request you already communicated with the Host(s)

- (b) If another team member is willing to fill your shift but not listed on the When I Work list, contact Management to request an internal change
 - (2) If unable to find a replacement, notify Management immediately
- i) Notations are made in When I Work when Hosts do not show up or are late and have not called in
 - i) Notifications are made in notes and by using color changes to the shift background
 - ii) Three or more notations are grounds for termination
- 7) **Illness**
 - a) If you are unable to report to work due to illness or for other emergency reasons, utilize the “Drop Shift” option, leaving all Hosts selected and adding “sick” in the notes field
 - B) DO NOT SHOW UP FOR WORK IF YOU ARE SICK**
 - c) If you would like to be paid Sick Time, **request Time Off in Workday**
 - i) Your available sick time is posted to your Workday accounts
 - ii) Regular Sick time is available for any legitimate illness or injury for yourself or a family member that requires your care
 - (1) Seasonal employees can accrue up to 48 hours/year, which unused amounts are transferred to subsequent years, never exceeding 48 hours
 - (2) Sick hours are not a “vested” benefit; unused hours are not be paid upon termination
- 8) **Time Clock**
 - a) Workday is used to keep an accurate record of hours and days worked
 - b) Lodge Hosts and Mountain Hosts use employee number to punch in and out utilizing remote clock in and out on your mobile devices or use time clocks, , if preferred
 - i) To use remote clock in/out
 - (1) Open the Workday app (see Appendix J)
 - (2) Enter your Employee Number and Password
 - (3) Enter appropriate option – Clock In/Clock Out
 - (4) Be sure to answer attestation questions asked when using Clock Out
 - (5) If a punch is missed or your times were entered incorrectly, edit your time on Workday
 - (a) Ensure you add a required comment when editing your times
 - ii) Time clocks are located throughout the ski area; the following clocks are most convenient to our meeting locations
 - (1) Canyon Lodge – 3rd floor by Ticket Line/Administration Office, 1st floor by the Ski School locker room, or in the Lift Crew office on the 2nd floor
 - (2) Main Lodge – at the Tickets and Accounting door on the 1st floor, 2nd floor Lift Crew locker room or 3rd floor Roma’s room storage area
 - (3) Mountain Center – Inside the closet door between stairs and Family Center door – combination to the door is 36987
 - (4) Tamarack – In the Lodge or underneath the Yurt
 - (5) June Mountain – Behind Tickets in the June entry building and in the Chalet
 - c) Lodge Hosts punch in no more than 5 minutes before scheduled time.
 - d) Mountain Hosts must punch in no more than 15 minutes before scheduled time.

- e) Everyone working over a 6-hour shift must punch out for lunch break before the start of the 5th hour.
 - i) Lunch breaks must be 30 minutes or longer
 - ii) Punch out as soon as you leave your role, not after purchasing your food
- f) At the end of the shift be sure to punch out, answering the three attestation questions truthfully

9) Meeting Start times

- a) All start times are posted on When I Work assignments
 - i) Start times are often changed from month to month, week to week or even day to day – check your schedule frequently to confirm your start
- b) Review the Daily Briefing, as posted each night for the next day, on the Host website, [Host Daily Briefing](#)
- c) All positions need to arrive prepared for work, as defined below
- d) Lodge Hosts
 - i) Clock in and arrive in office no more than 5 minutes before start of shift
 - ii) Arrive in uniform
 - (1) Be prepared with traction devices if job requires
- e) Mountain Hosts
 - i) Clock in and arrive in office no more than 15 minutes before start of shift
 - (1) Utilize the extra time to put on your ski or snowboard boots
 - (2) **Arrive at meeting with ski or snowboard boots on, with equipment just outside meeting space**

10) Breaks

- a) **All Hosts are responsible for following break rules and answering attestation questions truthfully by following the rules appropriately**
- b) Every employee is entitled to a 10-minute paid rest period during every 4-hour shift, preferably around the middle of the 4 hours; shifts of 8 hours receive 1 break during each 4-hour period
- c) Every employee working over 6 hours must take an unpaid lunch period of 30 minutes or longer, starting no later than the end of the 5th hour of your day (you can work 4 hours and 59 minutes before taking your lunch)
- d) Avoid high impact lunch times, if you are purchasing your lunch from a cafeteria or “grab and go” food station
- e) Be sure to respect the cleanliness of our areas in all lodges, especially the tables and microwaves

11) Ending times

- a) All end times are listed on your When I Work assignments
 - i) All end times are approximate
 - ii) During slow periods you may be asked to leave early.
 - (1) You are entitled to work half your shift or 2 hours, whichever is greater, unless your shift was cancelled before you left home.
 - (2) You may waive this entitlement if you wish to leave early.

12) Host Ski Clinics

- a) Led by Host Supervisors and Trainers, held Sunday - Thursday, non-holiday
 - i) Start times will be posted on the Host calendar
 - ii) Confirmation of attendance is mandatory as the size cannot exceed **7**, unless more than one trainer is available
 - iii) Ski Clinics are typically optional and off the clock
 - iv) Mountain Hosts must obtain prior approval from their Supervisor to attend a clinic during a scheduled shift
- b) A schedule of clinics will be maintained through the calendar and scheduled on the Training/Host Special Event schedule on When I Work

13) Equipment

- a) Mountain Hosts must have their own ski/snowboard equipment
- b) Equipment Inspection – Done by a Mammoth Mountain Repair shop technician
 - i) Complete your equipment inspection with either the Main Lodge or Canyon Lodge Repair shops
 - (1) Do not ask to have your equipment checked over a weekend or holiday
 - ii) Every Mountain Host should have their equipment checked annually
- c) Mountain Hosts are responsible for their own equipment storage
 - i) **All** equipment stored inside our storage rooms, including skis, boards, poles, helmets and boots, must be **clearly marked with your first and last name** on the equipment, either visible in binding area or directly in front of bindings for skis and boots
 - ii) Main Lodge
 - (1) No more than a total of two skis and snowboards can be stored in the 2nd floor storage area; additional can be stored in assigned employee lockers
 - iii) Canyon Lodge
 - (1) One pair of skis or a snowboard can be stored in the “Country Club” area or in the office.
 - (2) A second set of skis or equipment can be stored, space dependent
 - (3) Boots can be stored in the drying rack in the “Country Club” area
 - iv) **If storing equipment at both lodges, only one set is allowed at each location**
 - v) Tamarack has limited storage under the Yurt to the right of the breakroom door.
- d) Cross-Country Ski Hosts who do not have their own equipment may borrow gear from the Tamarack Ski Center daily
- e) Complimentary employee ski lockers are usually available at both lodges, for the season only

14) Evaluations

- a) Supervisory staff provides formal evaluations for all seasonal employees by **mid-March and offer a compilation KRA at the end of the season, if needed**
- b) See Appendix A for the Lodge and Mountain Host KRA form

VI. Compensation and Benefits

1) Monetary Compensation

- a) Hosts are Mammoth Mountain employees paid an hourly wage of \$16.50/hour when working as part-time Hosts with voucher benefits, or \$20+/hour working as full-time Hosts working 30+ hours/week, **in most cases**, with no voucher benefits
 - i) Benefits issued are based on the promised level of commitment made at the beginning of the season and are maintained pending good standing
 - ii) Fidelity Traditional 401(k) and Roth 401(k) accounts are available through Alterra Mountain Company to all employees, on the first of the month following your initial date of hire
 - (1) Alterra matches 50% of the first 6% of eligible pay
 - (2) 401(k) vesting occurs immediately upon eligibility
- b) Mammoth Mountain Employee Benefits (pertains to Lodge, Ski and Tamarack Hosts)
 - i) Employee and eligible (spouse and any children under 26 years of age) dependent season pass (or passes) issued upon agreement to provide a minimum of **60 days availability, including 40 days minimum of "Maximum Days Willing to Work" over at least 5 months of the season**
 - (1) Dependent passes are issued for spouses and children under 26 years of age; part-time, 3-day employee eligible dependents must pay \$25 for their pass
 - (2) Season pass may be revoked if the level of commitment is not being reached due to minimal availability during the season
 - (3) All employee and dependent passes provide unlimited skiing and snowboarding access to Mammoth, June, Bear Mountain and Snow Summit Resorts
 - (4) All Hosts can receive an Alterra Mountain (AMC) Pass, which allows unlimited skiing at other Alterra Mountain Company Resorts, excluding CMH
 - (a) Additional employee discounts are available through the AMC pass at other AMC Resorts for the employee only
 - (5) Full Time year-round, flex time or full-time season to season employees can receive an Ikon Pass add-on for no cost and request a deeply discounted Ikon pass for their eligible dependents or a companion pass if you have no dependents
 - (a) More details are available through HR
 - ii) Mammoth Resorts refunds the cost of Ikon passes purchased by active employees and their dependents if requested by December 20
 - (1) Exceptions can be made for extenuating circumstances
 - iii) Karin Fuller determines the minimum requirements for Hosts who work at Tamarack only, which can be different than Hosts working at Mammoth Mountain
- c) **Host vouchers**
 - i) As a benefit, Hosts paid \$16.50/hour are eligible to receive 1 assigned discounted voucher for use at Mammoth or June Mountains or at Tamarack Cross-Country Ski Area for each 5 hours worked
 - ii) Requests for vouchers must be made at least **72** hours in advance, by email to hostvoucherrequest@mammothresorts.com

- (1) Email requests must include the number of vouchers needed and the date they are needed by
- (2) Responses to emails include a form to fill out and unique codes used for each ticket needed, as issued by our department
- (3) On the form, submit the required information, including your name, email, phone number, identification as a Host and Guest Voucher Code(s), plus guest name, email, phone number, date of birth, Guest Age Group, Guest Zip Code, date(s) needed and location where voucher is to be picked up (Mammoth or June Mountain Ski Area or Tamarack Cross-Country Ski Area)
- (4) The host management team approves request or asks for additional information if a form is incomplete
- (5) Once a reservation is created, the ticket will be available for purchase and pickup at any Mammoth Resorts Ticket location, including June Mountain and Tamarack Cross-Country Center
- iii) Validated Host vouchers allow guests to purchase a \$82.50 Adult, \$70 Youth, \$30 Child or \$70 Senior ticket, 50% ticket at Tamarack Cross-Country Ski Area or for a 50% Panorama Gondola Ticket
- iv) This is a highly valued benefit - do not abuse it in any way

d) Naturalist Tickets

- i) Naturalists are eligible to receive 1 assigned ticket for use at Mammoth or June Mountains or at Tamarack Cross-Country Ski Area for each shift worked
 - (1) Tickets are valid during the season the tour was provided, plus the season immediately following; for example, a Naturalist tour offered in February 2025 is good through both winter 2024/2025 season and summer 2025 season
- ii) Requests for vouchers must be made at least **72** hours in advance, by email to hostvoucherrequest@mammothresorts.com
 - (1) Email requests must include the number of vouchers needed and the date they are needed by
 - (2) Responses to emails include a form to fill out and unique codes used for each ticket needed, as issued by our department
 - (3) On the form, submit the required information, including your name, email, phone number, identification as a Host and Guest Voucher Code(s), plus guest name, email, phone number, date of birth, Guest Age Group, Guest Zip Code, date(s) needed and location where voucher is to be picked up (Mammoth or June Mountain Ski Area or Tamarack Cross-Country Ski Area)
 - (4) The host management team approves request or asks for additional information if a form is incomplete
 - (5) Once a reservation is created, the ticket will be available for pickup at any Mammoth Resorts Ticket location, including June Mountain and Tamarack Cross-Country Center

2) Ski/Snowboard School

- a) All Hosts and eligible dependents can enroll in complimentary daily group ski, snowboard or cross-country ski school lessons, mid-week, non- holiday and space available, by showing your Employee ID to a Sports School Supervisor at line up

- b) Employees and dependents may purchase a Sports School lesson during weekends and holidays at a discounted rate
 - c) Multi-day clinics are available for a 50% discount
 - d) Hosts may enroll dependent children in the ski/snowboard programs on the days they work, mid-week, non-holiday and space available, or during holiday periods for a discount, plus a \$10 lunch fee per child
 - i) Grandchildren can only be enrolled when parents or other responsible adults are not available at any given time of the day to care for the child
 - e) Abuse of either program privilege will be terms for immediate termination
 - f) We recommend a monetary tip for the instructor
- 3) Cafeterias
- a) Employees receive food and non-alcoholic drink discounts, on and off the clock (dependent passes not eligible)
 - i) You must present your Employee Pass or ID
 - ii) This food discount is for you only and not extended to family members or guests, nor does it include alcohol
 - iii) 50% discount – Airport Concession, Bear Mountain and Snow Summit Food & Beverage locations, Broadway Marketplace, Eagle Lodge, Eleven53 (when working), Grizzly Court, June Mountain’s Slim’s Mexican Cantina (Monday – Friday only), June Mountain Chalet, Mammoth Mountain’s Lunchbox at Chair 4, McCoy Station and McCoy Express, and Tamarack (only when working)
 - iv) 25% discount – Chip Shot Café, Daily Grind at Juniper Springs, Eagle Coffee Bar, Naan Stop at Canyon, Eleven53 (when not working), Little Mill, The Melt House at Chair 14, Mountainside Bar and Grill, Sierra General Store (MMI) and Yodler
 - v) 25% discount for yourself and one guest – Vulcania, Mountainside Grill, Patty Shack, Whitebark, Woolly’s Tube Park and Yodler
 - b) Coffee is available for free if you bring a mug and your employee pass to any of the Lodge Cafeterias
 - c) There are no discounts at Lakefront
- 4) Sport Shop
- a) All Hosts/employees receive a 30% discount in all Mammoth-owned retail shops
 - b) You must present your pass or employee ID for the discount
 - c) Mountain Hosts may be eligible to receive Pro Deals from non-MMSA shops in town; MMSA shops no longer offer pro deals
 - i) Submission of paystub might be necessary to receive discount
 - d) As an industry expert, discounts are offered through the ExpertVoice app, Expert.com or Outdoor ProLink and Outdoorly, AmerSportsProClub.com, Helly Hansen, North Face and more.
 - e) Additional discounts are available through HR/employee handbook
- 5) Rental and Repair Shops
- a) All Hosts and dependents receive a 50% discount on standard and demo rentals, for the pass holder only, at Canyon, Main Lodge and Tamarack; Present your ID to receive the discount
 - b) On powder days, powder skis are available to rent after 11:00am

- c) Hosts receive an employee rate in the repair shops on their equipment
- 6) Employee lockers
 - a) Hosts are eligible for one employee locker, only upon availability
 - b) Lockers are not for family members or friends

Part Two

VII. Policies

A. Appendix A: Lodge and Mountain Host KRA

2024 – 2025 Winter Season Part Time Host KRA (Key Result Areas) evaluation form.

Mammoth Mountain Ski Area
005 - Host Department - KRA Evaluation- Winter 25/26

Host Name: _____ Employee Number: _____
Supervisor: _____ Evaluation Date: 2/15/2026

Performance Breakdown	
<u>Supervisors' Observations: (I have observed this Host)</u> Never 1 time 2-5 times 6-10 times on more than 10 occasions <u>Guest Service Drivers 1 (low) to 5 (high):</u> Professionalism Knowledge Friendliness Helpfulness Ability to Resolve Issues <u>Safety/Cleanliness: Discussion with Host 1 (low) to 5 (high):</u> Safety practices, i.e. footwear, hi viz Maintains a clean and organized work area <u>Work required software From 1 (low) to 5 (high):</u> When I Work Work Day, clock in/out and cross punches <u>Availability</u> Availability (#) Mid-Season (Nov-Jan): 30 Maximum Days Willing to Work (#) (Nov-Jan): 20 Completed Host Website Monthly Safety Topics and Max Days (#): 3 If host availability is low, count their days in WIW to confirm it was not a mistake	<u>Host Attendance From 1 (low) to 5 (high):</u> On time and prepared for work <u>Positions: (check all that apply)</u> Lodge Host Parking, Bus Line, Village Gondola Mountain Host / Safety Team Host Mountain Tour Woolly Guide Woolly's Dance Party Woolly Tamarack Woolly's Adventure Summit Guest Services Special Events Mountain Rep (10R driver) Clinician Eleven53 Chair 1 / 16 support <u>Team Player From 1 (low) to 5 (high):</u> Supports MMSA / Host Dept. policies Usually willing to come in early or remain late Works well with Supervisors and other Hosts Responds well to coaching from Supervisors Communicates/collaborates well with others Does not interrupt other Hosts while speaking w/ g

Overall Performance Discussion

Areas for Improvement and Development:

Areas of Strength:

	<u>Signatures</u>	<u>Date</u>
Employee:	_____ 0 _____	_____ 2/15/2026 _____
Supervisor:	_____ 0 _____	_____ 2/15/2026 _____

B. Appendix B: Qualifications for Mountain Host Levels

All Mountain Hosts must contact their supervisor team leader to qualify for level changes

Skiing and snowboarding requirements:

1. Physically able to do the job
2. Wedge turn with speed control
3. Side slip both directions
4. Medium radius (somewhat) parallel turns **with speed control**
5. Be predictable in skiing pattern
6. Skiing at moderate pace (**speed control**)
7. Awareness (head on swivel, look up hill before you go)
8. Must be comfortable on all intermediate terrain
9. focus on safety
10. know the Skiers Responsibility Code

Hosting Skills:

1. Carry guest equipment
2. Get guest on feet **without** making contact
3. Get guest down the hill
4. Radio skills/protocol
5. Flip chart/trail names

Level 1 – All qualified Mountain Hosts

- Work groomed, intermediate runs
- Patrolmen's and Sunset are included, when groomed
- Ride through terrain parks on the sides of features only when guiding Woolly or if directed by a supervisor. Hosts cannot jump, ride rails or use terrain features at any approved skill level.

Level 2 – Ability to provide above skills on Level 2 terrain with yearly supervisor approval

- In addition to Level 1 areas, work groomed single black diamond runs
- Traversing into open single and double black diamond bowls is permitted when guest needs require access

Level 3 – Ability to provide above skills on Level 3 terrain with yearly supervisor approval

- In addition to Level 1 and 2 areas, work un-groomed single black diamond runs
- These additional runs may be worked when there is guest demand
 - Avalanche Chute 3
 - Climax
 - Dave's Run
 - Drop Outs
 - Ricochet

- Sunshine
- White Bark Bowl
- Wipe Outs
- No rock chute skiing/snowboarding

C. Appendix D: Missing/Lost Person Guidelines

Purpose:

Any time a child, especially those 12 and under, becomes lost or separated from their guardian, it is very serious. This policy establishes a procedure to resolve lost child situations as fast as possible.

Policy:

Children who are 12 and under cannot be left without supervision.

Security is the lead department in coordinating a lost child search, primarily utilizing Mountain Operations, which includes Ski Patrol, in their search efforts.

A lost child search takes precedence over other work activities.

All MMSA employees need to be prepared to handle the following missing or found child situations:

1. Any child who is in the care of an employee of MMSA and who becomes separated from that employee.
2. Any child who is separated from their parent or guardian while visiting MMSA.
3. Any employee who has found a child who has been separated from his/her guardian.

Procedures:

Any child who is separated from their parent or guardian while visiting MMSA.

- ◆ Any employee who is approached by a parent who is looking for a lost child, will:
 - a) Gather information, including: adult's telephone number plus child's age, gender, ski or board helmet color jacket color, pant color, where last seen
 - b) Contact Mountain Host Supervisor on Host channel
 - c) Mountain Host Supervisor will alert the Security Department immediately:
Ext. 3297 or security radio channel
 - d) Stay with that guest until relieved by Supervisor or Security
- ◆ It may be necessary to escort the parent to a location where Security can meet them; stay with the parent until Security takes over.
- ◆ This is a very tense experience for the guest, so make every effort to calm and comfort them in a professional and courteous manner.

Any Host who has found a child who has been separated from his/her parent.

- ◆ In the event a child who says they are lost, or who appears to be lost, approaches an employee:
 - a) Determine if the parent/child were originally skiing together and/or had a meeting point
 - b) Contact Mountain Host Supervisor on Host channel, announcing details of lost child
 - c) Take responsibility of that child, until the responsibility of that child has been transferred to a parent, guardian, Host Management Team Member, Security department or other authorized personnel
 - d) Stay in public view, do not allow yourself to be alone in a room with a lost child
 - e) The Mountain Host Supervisor will contact Security Department and report the "found" child
- ◆ Security personnel will evaluate the age and maturity of the child to determine the next course of action (contacting local authorities, etc.).
- ◆ Quite often a search may already be underway for that child and Security can work to re-unite the child with their parent or guardian as soon as possible.

- ◆ The decision to release or retain the child until a parent or guardian is located is the responsibility of Security personnel and/or Mountain Operations.

D. Appendix E: Service Animal Policy and Procedure

Title: Service Animal Policy and Procedure
Prepared By: Clifford Mann and Mark Brownlie
Responsible Department: All Departments

Date: December 9, 2014
Approved By: Greg Dallas and Ron Cohen

Purpose:

- To provide a policy for service animals on or around MMSA operating areas that recognizes the legitimate presence of service animals, and protects the well-being of the animals and the public generally.

Definition:

- “Service Animal” is defined by the Americans with Disabilities Act as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If the animal meets this definition, the animal is considered a Service Animal under the ADA, regardless of whether they have been licensed or certified by a state or local government.

Policy:

- Bona fide “Service Animals” are permitted in our buildings. They can generally be identified by the colorful vests they wear, however there is no legal requirement that a service animal or service dog wear a vest or have any “papers” evidencing certification.
- If a Service Animal is out of control, which includes any behavior that infringes on the rights of other customers/clients/visitors/patrons, we have the right to ask the guest to remove the Service Animal from the premises.
- Out of control behavior can include:
 - Sniffing other guests in a manner that disturbs them, begging, growling, whining, barking, wandering, or jumping.
 - The Service Animal is sick, or eliminates in an unsuitable public area.
 - If a guest is asked to remove their Service Animal for out of control behavior, the guest is permitted to finish whatever they came to do without the Service Animal present. Only the Service Animal may be excluded for out of control behavior, not the guest as well.
 - Employee animals (other than recognized avalanche rescue dogs and employee Service Animals) are not permitted on, or in MMSA property during the employee’s scheduled working day.

Guest Non-Service Animals:

- Non-service dogs are only allowed in the parking lots and Mammoth Mountain Inn. The Westin is also “pet friendly”.

Procedure:

When a guest approaches a bus, a building, or a sundeck during winter with an animal that is not openly and obviously providing assistance to a person with a disability, MMSA Employees must be aware of, and do the following:

- At all times err on the side of friendliness. If the interaction has any potential of ending in an argument, call a supervisor.
- Some, but not all, Service Animals wear special collars and harnesses.
- Some, but not all, Service Animals are licensed or certified, and have identification papers.
- A “Service Animal” is not required to display vests or tags, nor are owners required to carry identification papers.
- Approach the guest in a friendly and polite way and explain our policy.
- To determine if an animal dog is or is not a “Service Animal” you may ask two questions:
 - Is the animal required because of a disability?
 - What work or task has the animal been trained to perform?
 - You may not ask for the nature of the guest’s disability.
 - You may not ask for any type of documentation for the dog.
- There is no documentation, paperwork, license or certification required as proof that an animal is a Service Animal. If it is obvious that an animal is working as a Service Animal, you may not inquire any further.
 - Emotional Support Animals do not qualify as ADA Service Animals
- If the animal is determined to be a Service Animal, it should be permitted to accompany the individual to all areas of the facility where customers are normally allowed to go.
- However, should the guest intend to take the Service Animal on the slopes, you should explain to the guest that we have determined that allowing Service Animals on the slopes presents an extreme danger to the animal and to all guests, and that we therefore do not allow Service Animals on the slopes. Allowing Service Animals on the slopes would be an accommodation that would fundamentally alter our business, and therefore we have the right to exclude them.
- You may exclude any animal, including a Service Animal, from our facility when that animal’s behavior poses a direct threat to the health or safety of others. For example, any Service Animal that displays vicious behavior towards other guests or customers may be excluded.
- Section 365.7 of the California Penal Code* makes it a crime for any person to knowingly and fraudulently represent himself or herself, through verbal or written notice, to be the owner or trainer of any canine licensed as, to be qualified as, or identified as, a guide dog, signal dog, or service dog.
- If the animal is determined not to be a Service Animal, and is in an area defined as closed to animals, approach the guest in a friendly and polite way and explain our policy, then ask the guest to remove the animal to a place where guest animals are permitted.
- Most guests will comply and be reasonable. Thank the guest for understanding.
- If the guest refuses, or becomes unreasonable, do not exacerbate the situation. Call for a supervisor or manager to address the guest.

E. Appendix F: Guest Animal Policy for Non-Service Animals

Title: Guest Animal Policy for Non-Service Animals
9, 2019

Date: December

Prepared By: Clifford Mann and Mark Brownlie
Department: All Departments

Approved By: Greg Dallas Responsible

Purpose:

To provide a policy for animals on or around MMSA that serves guests and protects the wellbeing of the animals and the public generally.

Policy:

- Bona fide “Service Animals” are permitted in our buildings. Issues concerning Service Animals are addressed in the separate MMSA Service Animal Policy.
- Employee animals (other than recognized avalanche rescue dogs and employee Service Animals) are not permitted on, or in MMSA property during the employee’s scheduled working day.
- During Winter Operations, Guest Animals are not permitted:
 - In MMSA base area buildings (including sundecks).
 - On our Lifts, or Gondolas.
 - On the slopes, this includes the “snow pillow” area between Lodges and Lifts. ☐ At MMSA events (unless specifically permitted).
- During Winter Operations, guest animals are permitted:
 - On our and ESTA’s buses, provided they are muzzled.
 - Owners may walk their dogs from Mammoth Mountain Inn up Minaret Mile to Minaret Vista.
 - Dogs must be leashed.
 - Owners must be made aware that there may be skier or snowmobile traffic.
- Guest Dogs are permitted to stay any time of year at:
 - Mammoth Mountain Inn.
 - Juniper Springs Lodge (must be registered by Owner).
 - Grand Sierra Lodge at the Village (must be registered by Owner).
 - Tamarack
 - Dogs are not allowed in the Main Lodge, but are permitted in guest cabins.
 - Dogs on leash are permitted on the Lake Mary Access Corridor, which runs from the Lake Mary Gate to Horseshoe Lake. The Access Corridor is the side of the trail which does have track setting. No dogs are allowed on any other groomed trail, including on the designated skier-only track-set trail that is adjacent to the Access Corridor.
- Guest Dogs are permitted in parking lots.
 - We do not recommend that dogs be left in vehicles or tied to vehicles.
 - MMSA will report to Animal Control any significant concerns for animal welfare.
- During Summer Operations, Guest Dogs are permitted:
 - On the Gondola - for scenic passengers only.
 - On our and ESTA’s buses, provided they are muzzled.
 - On Mammoth Mountain.

- At events which have been specifically designated as dog friendly.
- Guest Dogs (other than Service Dogs) are not permitted in any area where food is prepared, stored, or served, including sun decks.
- All Guest Dogs in and around MMSA property must be leashed.

Explanation:

- Any dog can be provoked or spooked, particularly in crowded situations and especially in the presence of other dogs. When dogs become anxious, they may bark and fight with other dogs. Barking and aggressive dogs can create very nasty public disturbances including human conflict.
- Even very friendly dogs can and do bite people. Therefore, the presence of dogs at a crowded ski resort may present a threat to public safety.
- Many dog owners do not clean up after their pets. Dog urine and defecation in public spaces is unsanitary and a threat to public health.
- The Public Health Code prohibits the presence of dogs (other than Service Animals) in areas where food is prepared, served, or stored.
- Not all people are dog lovers. Many are afraid of dogs or do not wish to be in an environment with dogs.

Procedure:

When a guest approaches a bus, a building, or a sundeck during winter with an animal that is not openly and obviously providing assistance to a person with a disability, MMSA Employees must be aware of, and do the following:

- At all times err on the side of friendliness. If the interaction has any scope to end in an argument, please call a supervisor.
- Approach the guest in a friendly and polite way and explain our policy.
- You may inquire as to whether an animal is a bona fide Service Animal. How to carry out this inquiry is covered in the separate Service Animal Policy. If the animal is determined to be a Service Animal, it should be permitted to accompany the individual to all areas of the facility where customers are normally allowed to go.
- You may exclude any animal from our facility when that animal's behavior poses a direct threat to the health or safety of others.
- If the animal is determined not to be a Service Animal, and is in an area defined as closed to animals, explain our policy in a friendly and polite manner, and ask the guest to remove the animal from MMSA property.
- Most guests will comply and be reasonable. Thank the guest for understanding.
- If the guest refuses, or becomes unreasonable, do not exacerbate the situation. Call for a supervisor or manager to address the guest.

Emotional Support Animals:

Emotional Support Animals and Therapy Dogs are not trained to perform a specific task related to a disability. Emotional Support Animals and Therapy Dogs are not entitled to legal status as Service Animals.

F. Appendix G: Skier / Snowboarder Conduct Standards – Education and Enforcement

Mammoth Mountain Ski Area

Title: Skier and Snowboarder Conduct Standards: Education and Enforcement

Date: 11/16/2017

Prepared By: Jayson W. Smith

Approved By: Mark Brownlie

Responsible Department: Ski Patrol

Purpose:

To enhance safety and positive on-mountain experiences for skier and riders by setting expectations and educating, documenting, and enforcing our standards.

Policy:

- 1) This Policy and Procedure brings together several different standards that help to create a **“consistent”** on-hill experience. They are collectively referred to as “Conduct Standards”:
 - a) Skier/Snowboarder Code of Conduct
 - b) Skier/Snowboarder Responsibility Code
 - c) Penal Code Violations
 - d) Collisions
 - e) Ticket/Pass Fraud
 - f) Employee and Dependent Conduct (corrective action is handled by Human Resources in accordance with the separate Employee Violations of On-Mountain Standards of Conduct Policy)
- 2) The intent of the Procedure outlined below is to provide a training document and operating guideline that will enable Ski Patrol and Mountain Safety Teams to maintain a **“professional”** and **“positive”** attitude and consistency while dealing with guests and employees whose conduct fails to live up to the Conduct Standards.
- 3) Setting expectations is a key component of this Policy and Procedure. Expectations are set through various communication channels, including in-resort signage (ticket lobbies, lift lines), web, email, and personal interaction.
- 4) Education of Conduct Standards is everyone’s responsibility. Enforcement generally falls on Ski Patrol Management and Staff, and occasionally involves Senior Management and other involved parties.
- 5) The Procedure focuses on:
 - a) Documenting instances where education and/or corrective action is taken;
 - b) Determining the level of education and/or corrective action needed to improve skier/rider etiquette;
 - c) Tracking instances of education and/or corrective actions to assist in identifying guests and employees who have received multiple educational and/or corrective contacts in order to ensure that corrective action is taken where a guest repeatedly breaches the Conduct Standards.
- 6) This Policy utilizes a progressive approach to education and enforcement.

- a) Most interactions are best handled as opportunities for education.
- b) Failures to change on-hill behavior after documented educational interactions, or more significant first-time interactions, may be serious enough to result in an immediate suspension and removal from premises. These may require assistance from Ski Patrol, Security and or Law Enforcement.
- c) When Ski Patrol determines that pass suspensions or revocation is necessary, such decisions should be guided by factors such as the severity of the incident and the attitude of guest/employee. A set of guidelines are listed below.

Education and Corrective Action Procedures:

- a) The first minute of the guest/employee interaction is generally the most important part of the interaction.
 - i) Always approach the guest/employee in a friendly, non-confrontational, but assertive manor. Introduce yourself by stating your name and department. Ask them to introduce themselves.
 - ii) After introductions, politely ask the guest to show their ticket/pass to you. Never touch or reach at the guest, they must show their pass willingly. If the guest refuses to show their ticket/pass, inform the guest that you suspect he/she has no ticket, and that you suspect ticket fraud. The guest will usually comply at that point.
- b) Inform the guest/employee why you are speaking to them, and explain why their behavior is inappropriate. Provide examples of the expected behavior as you educate the guest/employee to ensure that they have a clear understanding of the violation, and that they know what type of behavior is expected of them in the future.
- c) **Instances Requiring Education and Documentation Only**
 - i) Explain that you will be documenting the interaction. The purpose of Documentation is to improve safety for all skiers and riders. Explain that their pass/guest profile will be monitored throughout the season. Explain that another breach of the Conduct Standards may result in corrective action greater than Documentation, including ticket revocation, pass suspension, and pass revocation.
 - ii) Inform the guest that all instances of Documentation are reviewed by Ski Patrol Management. Upon review, Ski Patrol Management may conclude that additional follow up is required. Follow up may include a discussion with Ski Patrol Management, further education, and or corrective action of suspension or revocation.
 - iii) Document the education following the **Documentation Procedure** guideline.
- d) **Instances Requiring Suspensions and Documentation**
 - i) Some severe instances of breach of Conduct Standards may require temporary or permanent suspension of skiing/riding privileges.
 - ii) Passes are suspended electronically via mountain operations. Where necessary, inform the guest that their pass will be turned off for the prescribed suspension that applies to the situation. The guest will be instructed when their pass will be reactivated.

- iii) Educate the Guest as outlined above.
- iv) Then inform the guest that as a result of their actions their ticket/pass will be suspended for the chosen amount of time based on their infraction and behavior using the **Corrective Action Guidelines**
- v) In such instances, non-ski patrol departments will ask the guest/employee to accompany them to the Ski Patrol Room or call Ski Patrol dispatch for on hill assistance. Once at the Room, determine the appropriate Corrective Action utilizing this Policy and Procedure.
- vi) Document the suspension following the Documentation Procedure guideline.
- vii) If a Patroller feels that a Suspension needs to happen immediately, they will call their base patrol room, give the documentation information to the room attendant and ask to have the suspension enacted immediately.

Documentation Procedure

- a) Option 1 is writing down the guest name, RFID #, date and time, location and type of education administered include your name in all documentation. This information will be used to create an e-mail at a base computer. In the subject line add **Education or Suspension and guest's last name** in the body of the e-mail provide the details and e-mail to mountainsafety@mammothresorts.com.
- b) Option 2 can be used as a convenience and is voluntary. Snap a photo of the front and back of the guest's pass. In the subject line put **"Education or Suspension" and Guest's last name** depending on the situation. In the body of the email write in the date, time, location, infraction, length of suspension (if necessary): for example "Fast Skiing, Time Square, 11/12/16 12:29" or "10 Day Suspension, Avalanche Closure, Terry's Left, 12/13/16 09:34. Always include your name in body of e-mail. For consistency, the suspension starts on the infraction date. Mail to mountainsafety@mammothresorts.com
- c) **If the offender is, an Employee or Dependent put "Employee" or "Dependent" in the subject line of the E-mail. Employee and Dependent education/corrective action may result in greater discipline than guest skiers/riders, as set forth in the Employee Violations of On-Mountain Standards of Conduct Policy and will be reviewed by Ski Patrol Management.**
- d) For any questions regarding policy and procedures, call Assistant Ski Patrol Director Jayson Smith (760) 914-2912 or Ski Patrol Management.

Corrective Action Guidelines:

Documented Interactions: Utilize the Guidelines below, together with your experience and discretion, to determine the level of necessary and appropriate corrective action.

Employees and Dependents: Employees and their dependents are subject to the Employee On-Hill Conduct Policy. Follow the guidelines set forth in that policy to respond to interactions with skiers/riders who are utilizing an Employee or Dependent pass.

Corrective Action Guidelines

	Low Level	Medium Level	Severe
Code of Conduct	Continued day/multi-day ticket, season pass privileges	May Result In 24-hour to 10-day suspension day/multi-day, season pass	May Result In Ticket, pass revoked
Responsibility Code	Continued day/multi-day ticket, season pass privileges	May Result In 24-hour to 10-day suspension day/multi-day, season pass	May Result In Ticket, pass revoked
Penal Code	24-hour to 10-day suspension for day/multi-day ticket, season pass	May Result In Evaluate ticket, pass revocation	May Result In Ticket, pass revoked
Skiing/Riding in Closed Areas	- Day ticket revoked. - Multi-day ticket forfeits remainder of infraction day and the following day (they cannot choose a different day) Season pass, 10-day suspension.	2 nd Offense for pass holders Pass revoked	
Collisions	- Education (suspensions are discretionary depending on investigation outcome. - Day/multi day/pass pulled for 24 hours or more 24 hour to 10-day suspension for season pass	- Ticket revoked 10-day season pass suspension	Pass revoked
Lost Equipment	Start with educating, depending on severity the incident may be elevated to: - Day ticket revoked 24-hour suspension day/multi-day, season pass	24-hour suspension day/multi-day, season pass	

Guest (and Employee) Conduct Standards

a) Conduct Standard

- i. **Profanity** should not be tolerated in and around company property. Explain to the guest that there are many families present, and ask them to please refrain from using profanity. We insist that guests respect other guests, and so we require them to conduct themselves to the highest possible level, not the lowest common denominator.
- ii. **No smoking** in public areas and/or lift lines. Smoking is not tolerated in public spaces such as lift lines or anywhere within fifty feet from building entrances. Smoking on chairlifts is not prohibited, but guests should be asked to honor other guest requests concerning smoking.
- iii. **Intoxicated** skiers/riders are not permitted to enter lift line mazes or ride lifts. This is for their safety, and for the safety of others. Ask them to exit the lift line. Alcohol consumption is not allowed on lifts. Those consuming alcoholic beverages in lift lines will be more closely monitored for intoxication. Open containers are not allowed beyond the RFID gates. Pull skiers/riders aside and, while providing education, attempt to determine whether they are sufficiently intoxicated to be a danger to themselves or others. If so, you may need to suspend their pass privileges for the remainder of the day.
- iv. **Cutting/ducking** into full lift lines or in front of others is prohibited. In addition to educating the guest, the guest should be asked to leave their position in line and enter again from the back of the line. Reckless or malicious ducking of intersection rope or flagging is prohibited and may require additional education and/or corrective action.
- v. **Malicious** throwing of snowballs or other items at individuals or property is prohibited. In instances where bodily harm or property damage occurs, the guest/employee may also be referred to law enforcement. Any type of snowball throwing can lead to injury to bystanders; therefore, we ask all guests and employees to refrain from this activity. Skiers/riders who think they are just having fun should be educated that an errant snowball can seriously injure another skier, particularly children.
- vi. **Littering** is not tolerated on MMSA property or Forest Service land. In addition to educating, ask the guest to pick up their trash.
- vii. **Distraction**. Talking on cell phones is not allowed beyond the RFID gates for public safety. Politely ask the guest to end their call.

b) Skier/Rider Responsibility Code

- i) Always stay in control. You must be able to stop or avoid people or objects.
- ii) People ahead or downhill of you have the right-of-way. You must avoid them.
- iii) Stop only where you are visible from above and do not restrict traffic.
- iv) Look uphill and avoid others before starting downhill or entering a trail.
- v) You must prevent runaway equipment.
- vi) Read and obey all signs, warnings, and hazard markings.
- vii) Keep off closed trails and out of closed areas.

- viii) You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
- ix) Do not use lifts or terrain when impaired by alcohol or drugs.
- x) If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

c) Penal Code

- i) Vandalism: Tagging, graffiti, defacing resort property (PC594).
- ii) Theft of resort or individual's property.
- iii) Fighting (PC415).
- iv) Drugs.
- v) Verbal or physical assault involving another guest or employee.
- vi) Jibbing and, or bonking resort property outside of terrain parks.
- vii) Public nudity or indecency.
- viii) Hit and run skiing or riding (PC653).
- ix) Skiing/riding in a closed area or closed avalanche area (PC602r).
- x) Malicious throwing of snowballs or other items resulting in bodily harm or property damage.
- xi) Penal Code Violations will result in ticket/pass suspension and/or referral to law enforcement, for assistance notify Ski Patrol at ext-3276 (patrol channel 543) see documentation procedure below.

d) Collisions

- i) It can sometimes be difficult to assess fault in a collisions. Frequently, the collision is the fault of both parties and/or the parties will each blame the other.
- ii) Most people are truly sorry after collisions and accidents.
- iii) All collisions involving injury must be documented. Ask both parties for identification, and clearly inform each party that they are not permitted to leave the scene until you give clearance to do so. Collect the most reliable identification you can obtain from the party: driver's license, State-issued ID, passport, season pass, day ticket, etc.
- iv) Do a fact investigation, and obtain a description of the incident from each party. Frequently, other skiers/riders may stop to provide witness statements.
- v) Only assess fault where it is readily discernible through the circumstances, the parties' statements, and/or credible witnesses.
- vi) Make every effort to gather factual information from all parties and witnesses involved in a nonjudgmental manner. This information is critical as it may be used by each party in the future.
- vii) If fault can be assessed against one party, determine the level of corrective action necessary based on all of the circumstances of the collision.

e) Ticket Fraud

- i) A guest attempts to come through or around the gate without being able to present a proper ticket or pass
 - (1) The supervisor will escort the guest into the nearest lodge to either:
 - (a) Buy two “All-day” tickets (the guest will forfeit the first one for misuse of our facilities, and keep the other)
 - (b) (If they are unable to, or if they refuse to buy the tickets) the guest will be escorted into the security office where Mammoth Police will be notified and they will be cited for ticket fraud
 - (c) If the guest is a minor an attempt should be made to contact their parent to mitigate the problem
 - (2) The employee who originally recognized the situation will receive a \$40 bonus on their next paycheck
- ii) A family comes through the gate and one child has the wrong, age-based ticket
 - (1) The supervisor will escort the parent into the nearest lodge:
 - (a) The parent will pay the difference between what they bought and the appropriate one.
 - (b) If the guest is a minor, and no parent is present, an attempt should be made to contact their parent to mitigate the problem
 - (2) The employee who originally recognized the situation will receive a \$5 bonus on their next paycheck
- iii) An Adult comes through the gate and has the wrong, age-based ticket
 - (1) The supervisor will escort the guest into the nearest lodge to either:
 - (2) Forfeit the original ticket and buy another full-day ticket
 - (3) (If they are unable to, or if they refuse to buy the new ticket) the guest will be escorted into the security office where Mammoth Police will be notified and they will be cited for ticket fraud
 - (4) The crew member who originally recognized the situation will receive a \$20 bonus on their next paycheck
- iv) A guest comes to the gate with a My Mammoth ticket that will not open the gate, and the guest says that they loaded it for the day
 - (1) Call the RFID Help Line (x3700)
 - (2) If the Help Line can find proof that the guest did attempt to load their pass for the day, they will load the pass correctly and the guest will be allowed to re-enter the gate and proceed up the lift.
 - (3) If there is no proof that the guest attempted to load their pass
 - (a) The Help Line will ask for lift supervisor assistance through Mountain Operations
 - (b) The supervisor will check the name on the pass and ask the guest to show proper ID to verify their identity.
 - (c) If they cannot show an ID that matches the name on the ticket the supervisor will escort the guest into the nearest ticket office to:
 - (i) Buy two “All-day” tickets (the guest will forfeit the first one for misuse of our facilities, and keep the other), or

- (ii) (If they are unable to, or if they refuse to buy the tickets) the guest will be escorted into the security office where Mammoth Police will be notified and they will be cited for ticket fraud
 - (iii) If the guest is a minor an attempt should be made to contact their parent to mitigate the problem
 - (iv) The employee who originally recognized the situation will receive a \$40 bonus on their next paycheck
- (d) If the name on the ticket does match their ID the supervisor will escort the guest into the nearest ticket office to
 - (i) Purchase the correct ticket
 - (ii) (If they are unable to or if they refuse to buy the ticket) the guest will be escorted into the security office where Mammoth Police will be notified and they will be cited for ticket fraud
 - (iii) The employee who originally recognized the situation will receive a \$20 bonus on their next paycheck
- v) A guest attempts to come through the gate with a “Voided” pass
 - (1) Call the RFID Help Line (x3700) for further action

f) **Pass Fraud**

- i) The guest using someone else’s pass will be given the option of either purchasing two full-day tickets (forfeiting one and keeping the other) or being referred to law enforcement and charged with ticket fraud (PC 537b)
- ii) If the guest chooses to be referred to law enforcement, he/she will be escorted to the nearest security office where MLPD will be called and upon their arrival will issue a Notice to Appear. The pass will be confiscated.
- iii) If the guest chooses to purchase two tickets then the supervisor will escort him/her to the nearest ticket office where they will oversee the transaction.
- iv) The supervisor will input the employee’s name, who initiated the action, in order to reward the employee with \$100 reward.
- v) The supervisor will hand deliver the pass to the Business Office where the pass will be turned off for one month and secured.
- vi) The pass holder will get his/her pass back upon paying a \$200 return fee at which time he/she will be notified of the date the pass will be again valid.
- vii) If the guest contends the Pass was stolen, they are required to make a record and refer the information to the DA. This may justify additional charges, up to and including felony charges. If the guest can verify the pass was stolen the \$200 fee may not apply.

G. Appendix H: Employee Violations of On-Mountain Standards of Conduct

Title: Employee Violations of On-Mountain Standards of Conduct

Date: 12/15/2016

Prepared and Approved By: Ron Cohen

Responsible Divisions: Administration/Mountain Operations

Purpose and Policy:

Violations of on-mountain standards of conduct by employees (both on duty, and skiing off duty on an Employee Activity Pass), including but not limited to violations of avalanche and other closures, present a number of significant issues. This policy and procedure seeks to better ensure guest and employee safety by setting up a systematic way to deal with such violations, and by imposing sufficient disciplinary action to ensure that employees understand the seriousness of violating on-mountain standards of conduct. This Policy retains decisions concerning on-mountain violations and hill safety in the hands of Ski Patrol, and places decisions concerning employment ramifications in the hands of the DH/SMG/EMT/HR. This Policy is intended to (a) incentivize employees to obey the published On-Mountain Standards of Conduct while skiing/riding on Employee Activity Passes, (b) incentivize respectful treatment of Ski Patrol during employee-Ski Patrol interactions, and (c) be sufficiently punitive that Ski Patrol can clearly explain to any involved/concerned guests that the punishment for employee violations is serious.

Policy:

1. Ski Patrol will use its standard escalation/education/enforcement guidelines for all employee on-hill violations.
2. Once Ski Patrol has determined the appropriate action in accordance with the standard guidelines, Ski Patrol management will forward the matter to Human Resources, including all relevant facts, interviews, documents, etc., as well as their recommendation. Such documentation need not take any particular format – the format should follow the level of investigation and documentation appropriate for the particular incident.
3. Human Resources will review Ski Patrol's documentation and recommendation, and consult with Ski Patrol should there be any questions, and thereafter shall accept Ski Patrol's recommendation (as amended, if necessary).
4. Human Resources will implement Ski Patrol's recommendation for discipline to the Employee's Activity Pass privileges. However, all Employee Pass discipline shall be trebled from the standard enforcement guidelines. In other words, if Ski Patrol determines that under the guidelines a particular violation would warrant a 10-day pass suspension for a guest, then the employee discipline will be a 30-day pass suspension. The employee will also forfeit the next round of Friends & Family points.
5. Issues like the nature of the violation, the risk to guests and employees created by the violation, and the particular employee's attitude during their interactions with Patrol,

are already part of the standard enforcement guidelines. For example, a good attitude during the Patrol interaction could very well result in a decision by Patrol for a shorter penalty, bad attitude longer.

6. In addition to any disciplinary action imposed to the Employee Activity Pass, Human Resources will consult with the employee's Department Head and their Senior/Executive Manager to determine what if anything else should be done with respect to employment. In cases where the violation is sufficiently serious/multiple to warrant pass revocation, it will almost always result in termination of employment as well.

Procedure:

A. Ski Patrol will notify HR via the "send to HR" group. This notification should include:

- The name of the employee
- The date of the incident
- The infraction
- The action taken
- Any comments regarding attitude

B. HR will notify the department head.

Forward the email to the department head and CC "send to HR" to notify the department head of the infraction and the action to be taken.

HR will triple the action (if patrol recommend to turn the pass off for 10 days, we will turn the pass off for 30 days), using a "blackout date range" please make sure to include the dates in a note in the profile.

If the employee is in a position where they need a pass to work, discuss with the Department head how best to proceed.

Print out the email and make a note of any special accommodations. "pass on during teaching, skis school to manage"

Employees may have an ID during the suspension. Make sure to use the appropriate "Replacement ID card" that does not have Friends & Family points.

C. Sample email to department head.

Hi (Department head name)
(Employee name – dept date of incident)
(Details of incident)
Ski Patrol has determined that under the standard guidelines, this violation warrants a (#) day pass suspension.
In accordance with our Employee On-Mountain Standard of Conduct Policy, (Employee's name) pass will be suspended for (# x 3) days (3x the guest suspension), effective (date).

You may also consider such other disciplinary action as you consider necessary and appropriate. This should be discussed with Human Resources and your Senior Manager.

D. Sample of wording to accommodate for lift privileges to be able to work. Ski school, patrol, host, surveyors, lift ops etc.

If you would like his/her pass to be valid while he/she is working, please contact HR and we will work out a protocol for making that happen. If you do not want to make that accommodation, we may be able to assist in finding them work that does not require mountain access for the duration of the suspension.

H. Appendix I: Kids on Lifts Policy and Procedure

Mammoth Resorts

Title: Kids on Lifts

Date: 12/8/20

Prepared By: Dave Geirman

Approved By: Clifford Mann/Chris Bulkley

Responsible Department: Mountain Operations

Purpose:

The purpose of this policy is to provide guidelines to the operator to promote a consistent loading and riding experience for small children. Mammoth Resorts has determined based on experience that misloads and falls from chairs can sometimes be attributed to the physical attributes of small children. While it is difficult to determine precisely why, one observation is that small children frequently have a shorter femur, which may inhibit them from comfortably sitting in the chair with their back to the seatback. With the small child positioned properly in the chair with their back against the seatback, a shorter femur may inhibit bending the legs at the knees, thereby making it difficult for the lower legs to dangle freely in front of the seat. Because the child may not be able to comfortably dangle their lower legs, they may react by either arching their back or leaning forward to obtain a more comfortable position. When a small child arches their back or leans forward, the result may be to decrease the safety of their seating position.

With these factors in mind, Mammoth Resorts has developed a policy aimed at creating guidelines that will assist operators in assisting small children to successfully load and ride the chairlift. While there is no perfect basis upon which to determine the height at which children are tall enough to overcome this physical inhibition, Mammoth Resorts has selected 51 inches total height above the snow surface (including skis and helmet) as a reasonable measure to define "Small Children." In addition, it should be clear that this policy creates guidelines aimed at mitigating risk, not standards aimed at eliminating that risk.

Policy:

1. All Small Children should be assisted into the chair. The tops of all "Wait Here" signs are designed to sit 51 inches above the snow surface, and thereby serve as a visual indicator to the operator to help qualify those Small Children that need assistance.
2. Operators should make reasonable efforts to avoid a single Small Child riding by themselves. This applies to all Small Children, whether they are in the general public, Sports School, race teams, etc..
3. When loading two Small Children without an adult, the Operator should try to load the children to the far outside of the chair next to the armrest, which provides for added stability within the chair (Includes general public and race teams).
4. Two Small Children participating in a Sports School lesson should not ride without an adult. Sports School Small Children are provided with Bibs to assist the operator in carrying out this Policy.

5. Three or more Small Children should not ride without an adult. This applies to all Small Children, whether they are in the general public, Sports School, race teams, etc.
6. Small Children should be loaded next to an adult or an armrest.

Procedural Guidelines:

Loading

- For all Small Children, all lifts, in all situations.
 - Determine whether the Small Child is in the proper position. A Small Child should be positioned on the “operator’s side” of the load board whenever possible.
 - Encourage the adults to sit in the middle of the chair with the children on the outside.
 - Verify that Small Children have removed ski pole straps from their wrists at the Wait Here signs and are holding their poles to the inside of the chair while loading.
 - Small Children should be directed to quickly move from the Wait Here signs to the Load Board. The operator should verbally cue the Small Child with a friendly but firm statement: **“Boots on the board.”**
 - As the chair approaches the load board, the Small Child should turn to the outside of the chair and reach back with their free hand. The operator can verbally cue the Small Child on how to do this: **“Turn, reach, and grab.”**
- For Small Children loading a detachable chairlift:
 - The operator should follow the chair approaching the Small Child and assist by reaching over the back of the chair and taking hold of the Small Child then firmly, not forcefully, pull them all the way against the seat back.
- For Small Children loading a fixed grip chairlift:
 - On fixed grip chairs, a single (or the smallest) Small Child should be positioned on the side of the load board next to the operator. The operator will need to assist the Small Child from the side of the chair.
 - With the Small Child and his/her chair partner at the Wait Here signs, the operator should slow the lift and escort the Small Child out to the load board.
 - If the Small Child does not end up on the operator side of the chair, it is acceptable to cross over to the other side of the chair to assist the Small Child. The operator should immediately move back to the normal loading position.
 - As the chair approaches, the operator should verbally count down **“3-2”** and on **“1,”** assist the Small Child into the chair.
 - If there is a parent, the operator can ask them to reach under one of the small child’s arms, while the operator reaches under the other arm and they can lift the child into the chair together.
- If a parent is loading with a Small Child, and makes it clear to the operator that he/she does not want them to help their Small Child board the lift, the lift operator should:
 - Still position themselves behind the chair directly behind, or next to, the Small Child.
 - Don’t physically touch the Small Child.
 - Be ready to assist if needed.

- Be ready to stop the lift if the parent is not able to get the Small Child onto the chair properly.
- The Small Child can be instructed by the lift operator to hold on to the arm rest all the way up the chair. The operator can encourage this by instructing **“Hold on.”**
- The Small Child should sit all the way back in the chair with their back touching the back of the chair. The operator can encourage this by instructing **“Sit all the way back.”**
- If the Small Child’s back is not up against the back of the chair as the chair leaves the loading area, the operator should stop the chair.
 - The operator should walk up to the chair and verbally instruct the Small Child into the proper position before the lift is restarted.
- The Small Child should sit still until they reach the Unload Here signs. The operator can encourage this by instructing **“Sit still.”**
- The operator will look up the line to “verify” that the Small Children are in the correct position, their backs are against the backrest, and they have correctly loaded.
- When there is more than one Small Child loading the lift, and there is one bottom operator, the operator should slow the lift to assist in the loading process.
- If a number of Small Children line up at the Wait Here Signs, they should be moved to the On Deck Area until an appropriate combination of Small Children and/or Adults is put together.

Riding – Our Kids on Lifts safety literature should also remind parents and kids:

- The child should sit still until they reach the Unload Here signs. They should remember **“Sit still”**.
- They should be reminded to NOT play with their skis or boards and to NOT play with the restraint bar.
- If the lift stops, they should be reminded NOT to turn around or play around on the chair. NO HORSEPLAY.

Selecting a willing adult to ride with Small Children

- If possible, the operator/instructor should select adults to assist Small Children before the Small Children approach the Wait Here signs.
- If the guest seems hesitant or unsure of their ability, the operator/instructor should tell them ‘thank you’ but let them know someone else will be selected.
- Do not ever talk someone into helping a Small Child. If the guest is hesitant to do so, ask someone else.
- An adult is defined as someone who appears to the operator to possess the maturity level and the physical ability to be capable of loading/unloading on their own and assisting the Small Child.

Note: If a non-household adult is selected to ride with a Small Child a minimum of at least one empty seat shall be maintained between the two parties.

Loner

- If, for any reason, a Small Child is on the chair by themselves, the bottom operator should stop the chairlift and call the MMOD at Mountain Operations Dispatch. The MMOD will take control of the situation and determine the appropriate steps based on all of the circumstances.

Unloading - Our Kids on Lift safety literature should also remind parents and kids:

- a) After you unload the chair:
 - i) Move away from the unloading ramp
 - ii) Stay out of the way of others
 - iii) If a child fails to unload they should sit back, hold on, and wait for the operator.