



Procedure Updated December 2017

Applying for shadowing hours at ChillFactor must be done following the procedure outlined below:

If you are enquiring about booking in to shadow ski or snowboard lessons, then we will need you to reply to this email with the following details;

Example

Name: John Smith

Ski or Board: Ski

Dates: 06/06/2013

Times: 09:00-17:00

Contact Number: 07717399999

All shadowing bookings must go through shadowing@chillfactor.com. We will **NOT** take bookings over the phone or in office.

All requests must be in writing and from the individual who wishes to shadow, and not by any other individual.

Please note that shadowing at Chill Factor is a goodwill gesture and is not guaranteed. The shadowing inbox is monitored 3 days a week and inline with the business requirements of the department.

If this is your first-time shadowing at Chill Factor you will need to sign our shadowing agreement which is sent out via email on confirmation of your shadowing hours. Please allow extra time on arrival to hand in and allow us to review your paperwork to ensure you are ready for the start of the lesson.

A shadowing agreement needs to be completed and signed by the snowsports department before any shadowing takes place. When shadowing at the Centre you are not required to purchase a lift pass ticket, as you will be in the care of the instructor you are shadowing and should not be on the slope unsupervised.

Expectations on the slope

The individual representing Chill Factore must present themselves in a professional manner at all times and abide by BASI's code of ethics and Chill Factore's procedures.

An individual may not take any active part in the lesson unless it is to demonstrate techniques as requested by the instructor.

While shadowing a ski or snowboard lesson at Chill Factore the rules outlined below must be adhered to:

- Follow any instruction given by the instructor being shadowed
- A shadower is representing Chill Factore at all times, be polite and courteous
- Dress in a neat and tidy manner, no torn salopettes or attire that may cause offence
- Do not distract the instructor or provide any technical feedback to guests on the lesson
- Record hours shadowed on your Shadowed Hours Sheet, which is provided in the confirmation email when booking shadowing. It is your responsibility to ensure this paperwork is complete in line with BASI requirements. No recorded hours logs will be verified via email. They will have to be signed in person by Snow Sports Management to achieve your BASI hour confirmation at the end of your required hours.
- Shadowing at Chill Factore does not entitle you to any special privileges: you may not ski / ride for free or take advantage of any of the staff benefits.

If at any time you are not adhering to these rules you may be asked to leave the lesson and provide a good reason for your failure to adhere with the Snow Sports Management before continuing to shadow lessons at Chill Factore.