



# Members Handbook

## *Rocky Mountain Seniors Ski Club*

The objectives of the *Rocky Mountain Seniors Ski Club* are to

- promote affordable alpine skiing for skiers who are 55 years and older;
- negotiate members' discounts at ski resorts, ski shops, accommodation providers and other service providers;
- organize group tours to ski resorts for the members;
- promote fellowship among members;
- encourage members to continue skiing as they advance in age;
- promote opportunities to help members to improve their skiing skills;
- promote year-round activities that contribute to the social and physical well-being of the members;
- raise funds to achieve the objects of the society.

### Who can join the *Rocky Mountain Seniors Ski Club*?

Anyone 55 years or older who supports the objectives of the Club, may become a member upon proof of age and payment of the membership fee.

### What is the membership year?

The membership year is from November 1 to October 31 of the next year.

### What activities does the Club usually organize?

- Five to eight ski tours to the mountains each year.
- Information Open House in October to give members information regarding tours and programs.
- Pre-ski conditioning programs each fall.
- A Spring Dinner and a Fall Dinner.
- Skiing at Snow Valley – officially on Tuesdays but members get together nearly every morning.
- On-hill programs at Snow Valley and Marmot.
- New Members Days – coffee parties at Snow Valley which provide socializing opportunities.
- Welcome to Winter in November at Snow Valley.
- An AGM during May.
- Summer activities on week days from May to October.
- An annual Golf Tournament.

### **How do I find out about these activities?**

Our newsletter, *The Ski Tracks*, and our Website [www.seniorsski.com](http://www.seniorsski.com) provide information about all activities. The Club also sends out information using email and telephone calls. To facilitate this fan-out (called the *Skiing Scoop*), members are encouraged to give their current email address to the Club Membership Coordinator.

### **Who can participate in Club tours?**

Applicants for any Club ski tour must sign a waiver and satisfy the following guidelines:

1. Participants 55 years of age or older must hold a Club membership.
2. Non-members under the age of 55 who are skiers may accompany their spouse or significant other with the understanding they are not covered by the Club's accident insurance. They are responsible for their own lift tickets.
3. Non-members who are not skiers may accompany their spouse or significant other and participate in all
  - 3.1. non-bus trips with the understanding they are not covered by the Club's accident insurance.
  - 3.2. bus trips provided there is space after all members have been accommodated. This is with the understanding they are not covered by the Club's accident insurance.

### **Who can participate in Summer Activities?**

Participants for any Club summer activity must sign a waiver and satisfy the following guidelines:

1. Participants 55+ must hold a Club membership.
2. Non-members under the age of 55 may accompany their spouse or significant other with the understanding they are not covered by the Club's accident insurance.
3. Guests of members may participate occasionally with the understanding they are not covered by the Club's accident insurance.

### **Who can participate in Club Socials?**

All members and their guests may participate in Club socials.

### **Can non- participants and guests participate in Tour Dinners?**

Yes, members complete the Tour Reservation Form by the Deadline Date and include a cheque for the required amount. Consult the Tour Hosts for the cost. Guests pay the full cost of the dinner.

### **Who has access to the personal information the Club collects?**

Contact information (address, phone number, and email address) is shared with the Executive and activities coordinators for the purpose of communicating with members.

### **Do members receive a membership list?**

A membership phone list, available after December 1, lists the names and phone numbers of members who have given consent on their Application for Membership form for their names and phone numbers to be shared. This information is for personal use only.

### **Pictures of Members**

To build community and to maintain a pictorial record of Club activities, pictures may be taken of members participating in Club activities. Members not wishing pictures of themselves published in the newsletter or posted on the website should decline to be included in the shot.

### **What is a Club Buddy?**

Club Buddies welcome new members and assist them to become involved in Club activities.

### **What happens on a typical Club tour?**

- Each tour is hosted by Club members. Members take turns volunteering to be Tour Hosts. Tour Hosts pay the regular tour fee.
- We carpool to Marmot but take a bus to other destinations.
- Before the start of the tour the Tour Hosts send each participant an itinerary outlining tour activities.
- A list of participants with their addresses, phone numbers, and room arrangements is also included. Members may make use of this list to arrange carpooling to the bus pick-up point. If you do not want your name on this list, tell the Tour Hosts when you make your reservation.
- Most tours leave on Sunday morning. Seniors always seem to arrive early so be at the departure point well before the departure time.
- A Welcoming Party is held on Sunday evening.
- Members new to a ski hill are encouraged to take a tour arranged by the ski hill on the first day.
- A group dinner is usually arranged for one evening of the tour.
- Members usually go out for dinner in informal groups on the other nights. Ask around during the day to see where people are going.

### **How do I sign up for a Club tour?**

The Tour Reservation Form is sent out with the *Ski Tracks* and is also available on the Club Website [www.seniorsski.com](http://www.seniorsski.com). Each participant *must* accurately complete a Tour Reservation Form, sign the waiver and enclose a cheque for the amount specified in the tour information. (A couple may send one cheque for both people.)

### **What is a Start Date?**

The Start Date is the earliest date on which you may mail your completed Tour Reservation Form and cheque. To simplify the job of the Tour Hosts please do not mail Tour Reservation Forms before the Start Date of a tour. With the Draw there is no advantage to sending your Reservation Form in before the Start Date.

### **What happens if a tour is over-subscribed?**

For each bus tour a **Draw Date** is set approximately 10 days after the Start Date. If a tour is over-subscribed by 5:00 pm on the **Draw Date**, the names of all the people who have sent in Reservation Forms by the Draw Date are put in a hat. A draw is held to determine which applicants go on the Waiting List and who goes on the tour.

### **How does a draw work?**

The Draw **selects the participants to go on the Waiting List.**

1. The Tour Coordinator conducts the draw with the Tour Hosts present.
2. The reservations of members sharing accommodation are treated as one reservation.
3. The names drawn are assigned to the Waiting List in the order in which they are drawn.
4. A member may be assigned to a Waiting List by a draw only once per twelve month period.

### **What is a Waiting List?**

After the Draw Date, if a tour fills additional members wishing to participate submit a Tour Reservation Form accompanied by a cheque for the full amount. The Tour Host places names on a Waiting List according to the date forms are received. Applicants are offered cancelled spaces according to their place on The Waiting List.

### **What is a Deadline Date?**

The Deadline Date is the day on which the Tour Hosts give the hotel the final numbers. All unreserved rooms are released at this time. Usually members trying to make reservations after the Deadline Date can be accommodated only if someone else cancels.

### **What are my responsibilities if I want to participate in a tour?**

- Mail your signed Tour Reservation Form and cheque as soon as possible beginning on the Start Date.
- If you have to cancel or change your reservation call a Tour Host immediately.
- To hold a room, send your cheque along with your completed and signed Tour Reservation Form. The Tour Hosts cannot take requests by phone.
- To ski a different number of days than the group is skiing, register as a non-skier and arrange your own lift pass. Group rates are set for a specific number of days.
- Contact the Tour Hosts if your assigned accommodation does not have the required number of beds. For other problems with the accommodation, contact the hotel staff.
- If you are injured, the Tour Hosts must be notified.
- If you leave the tour early, the Tour Hosts must be notified.

### **How do I find a roommate for a tour?**

- The Club encourages tour participants to arrange for their roommates whenever possible and prior to submitting the Tour Reservation Form.
- Many members meet potential roommates at Club socials or by participating in the summer activities.
- Members can also make use of the Message Board on the Club Website to help them find a roommate.
- Club Buddies may also help new members to find a roommate.
- For those unable to arrange their own roommate, the Tour Host will attempt to match compatible singles for double, triple or quadruple accommodation.
- The Club will not assume the cost difference between single and multiple accommodation rates if the Tour Host is not able to arrange for multiple person accommodation.
- Single accommodation is usually available.

### **Where is the bus departure point?**

The bus departure point is the south-east corner of the Mill Woods Golf Course (4540 – 50 Street). You may park your vehicle there for the tour - you may be asked to place a parking permit in the window.

### **Can the bus pick me up and drop me off close to home?**

Within the Greater-Edmonton Area we have only **one** pick-up and drop-off point for tours that include bus transportation.

### **What should I bring on the bus?**

- Water is a must. Snacks and refreshments are optional. (Most bus lines have an official policy of no open liquor on the bus.)
- We stop for meals and the occasional break.
- Movie watchers are invited to bring a personal DVD player.

### **What about luggage on the bus?**

- Luggage space is always at a premium. Please, no large coolers.
- Close to our destination the bus always makes a grocery and refreshment stop.
- To avoid mistakes all members are responsible for getting their own luggage to the bus-loading area. Other members' luggage should be moved only at the request of the owner.

### **What activities are there on the bus?**

According to a member survey, talking and visiting are by far the most popular activities on the bus. In order of preference the others are reading, jokes and stories, watching videos, sleeping, games, and singing. Please let the Tour Hosts provide the DVD if they decide to use one.

### **What if I want to drive my own vehicle on a bus tour?**

Self-drivers are not accepted until the bus is full. Self-drivers who wish to ensure a place on the tour can do so by paying the full rate and will receive a refund for the bus seat portion when the bus is full.

### **When no bus is provided, how does the carpooling work?**

- If possible, arrange your own carpool.
- Tour Hosts will help arrange carpooling. Remember to indicate your participation in carpooling on the Tour Reservation Form.
- Contact your carpooling companions and agree on the departure point, departure time, and what the arrangement will be if one person decides to leave before the tour is finished.

### **How can I bring a guest to the Welcoming Party?**

The guest completes the Tour Reservation Form by the Deadline Date and includes a cheque for the required amount. Consult the Tour Hosts for the cost.

### **If I am not a tour participant may I attend the Welcoming Party?**

Yes, complete the Tour Reservation Form by the Deadline Date and include a cheque for the required amount. Consult the Tour Hosts for the cost.

## **When do I need to wear a name badges**

All participants are encouraged to wear name badges at all Club activities. When completing the Tour Reservation Form, indicate if you need a name badge. The Membership Coordinator prepares name badges.

## **How do I find someone to ski with?**

- Talk to other members at socials and/or on the bus and discover people who like the same kind of runs as you do.
- Ask a Tour Host, a Club Buddy or an Executive member to introduce you to people who might ski the same areas as you enjoy.
- Watch for white name badges on the runs you like. Feel free to approach people wearing a white name badge and ask to join them on the hill.

## **Does the Club have Cancellation Insurance?**

No, we have a **Cancellation Fund**. All packages for **prepaid activities** (excluding socials) include a fee which goes into the Club's Cancellation Fund.

## **How can I be reimbursed if I cancel?**

If you must cancel, notify the Tour Host or organizer by telephone as soon as possible. You must follow up with a written request for a refund supported by any medical documents within 14 days of the start of the activity.

1. Before the published Deadline Date, a full refund will be paid irrespective of the reason for the cancellation.
2. After the published Deadline Date, a full refund (minus admin, cancellation, and refund fees) will be paid
  - 2.0. if the Club or the applicant is able to provide a replacement participant,
    - 2.1. if the Club is able to obtain a full refund from the service provider(s),
    - 2.2. if the applicant has to cancel as a result of
      - 2.2.1. injury or illness to the applicant or spouse,
      - 2.2.2. a death in the immediate family: children, parents or siblings of the applicant or spouse.
3. After the Deadline Date a partial refund (minus admin, cancellation, and refund fees) may be paid if cancellation is due to other reasons. The refund will not exceed the amount the Club is able to recover from the ski resort or service provider(s).

### **What if I have to leave a Club activity early?**

Let a Tour Host or organizers know before you leave and give your lift-pass to a Tour Host. When a member leaves a ski tour early a refund is given only in the amount of money recovered from accommodations and/or the ski hill (minus the \$5.00 Refund Fee). If your roommate continues on the tour, the Club will continue to be charged the full amount of the hotel room.

### **Can I be reimbursed for cancelling a social activity?**

Refunds for socials are made only if 48 hours notice of cancellation is provided and the charge can be recovered by the Club.

### **What are the conditions on refunds?**

1. After the Deadline Date each refund will have a \$5.00 Refund Fee deducted from the amount of the refund.
2. After the Deadline Date the Cancellation Fee and the Admin Fee are non-refundable.
3. Refund cheques will not be issued for an amount of \$3.00 or less.

### **Does the Club have Sports Accident Insurance?**

Yes. All members of the Club, **under the age of 80**, are covered by the Club's Plan. The premium for the insurance is included in the membership fee and participation is mandatory for members under the age of 80. (This is the reason members over 80 pay a lower membership fee than members under 80.) Members must be covered by a Provincial Health Care Plan to receive benefits under the Club's Plan. The limit of coverage is \$10,000.

The Plan provides limited and specified coverage for medical expenses for injuries incurred while participating in Club-sanctioned sporting or social activities.

The Plan covers five general areas:

1. Loss of life, limbs, senses, or control of limbs.
2. Expenses not covered by other insurance e.g. semi-private wards, some ambulance services, some crutches or braces, expenses of home-nursing equipment, or additional physiotherapy, nursing, or chiropractor services.
3. Some dental treatments caused by an external blow to the mouth.
4. Emergency taxi service to reach a doctor if an ambulance is not needed.
5. Compensation for losses caused by a fracture, dislocation, tendon severance, or some other miscellaneous conditions (e.g. organ injuries requiring surgery).

Please consult the Club President for more specific information.

Benefits will be reduced by any amount paid or payable under any other policy held by the member which provides similar reimbursement expense benefits. (For example, if the member's private insurance provides benefit for physiotherapy the Club insurance will begin to pay for physiotherapy only when the private insurance limit has been reached.)

Please note the following guidelines:

1. The injury must require the care of a physician who must prescribe the treatment or therapy prior to treatment or therapy being received.
2. The initial claim must be received by the insurance company within 30 days from the date of the accident.
3. Members must keep a thorough record of medical visits and receipts as proof of loss or expense.
4. Well before the 30-day deadline an injured member must call the President of the Club who will provide the required forms as well as any assistance needed to complete the forms.

**What do I do if a fellow member is injured on a Club tour?**

- If the injury occurs while skiing, help the injured member to receive first aid by contacting the Ski Patrol.
- Off-hill, call 911 or the front desk for help.
- Help the member to notify the Tour Hosts who will ensure that further assistance is provided to the injured person.
- A member who assists an injured member is given a partial reimbursement for each half-day of skiing missed.

**What do I do if I am injured while on a Club tour?**

- If the injury occurs while skiing, consult the Ski Patrol. (Notifying the Ski Patrol may help the Tour Hosts obtain a refund for your lift pass.)
- Off-hill, have someone call 911 or the front desk for help.
- Notify the Tour Hosts as soon as possible. They will ensure that you are provided with the necessary assistance.
- Seeking medical attention may help to minimize negative after effects, and is required if a claim under the Club's Accident Insurance is filed.
- As soon as possible contact the Club President regarding filing an insurance claim. The company must receive the claim within 30 days of the accident.

## **What are the Club's On-hill Programs?**

All members are encouraged to continue to improve their skiing skill level. New members returning to skiing after a break will find the programs help build confidence. The programs also provide instructions on making use of new equipment.

There is usually a **Marmot Ski Improvement Tour** held in January with programs for different skill levels, as well as GS racing, introduction to mogul and mastering moguls.

## **What are the Club Programs at Snow Valley?**

**Carving Clinics** emphasize making the most of shaped skis by learning to edge properly. Participants should be able to ski all green runs and most groomed blue runs.

Beginners to experts are welcome in the **Ski Improvement Program**. Skiers are grouped by skill level and the classes cover all types of skiing skills.

The **Racing Program** is a high performance program which emphasizes carving skills and provides some gate training. Helmets are mandatory. New participants are encouraged to register in the first Racing Program of the season.

## **What are the Club's Summer Activities?**

Our Summer Activities provide opportunities for our members to socialize over the summer and to keep fit for skiing.

### **Biking**

From May to October, our biking group meets each Tuesday and Thursday. Helmets are required. By June, the typical ride is about 20 kilometers with a stop somewhere for refreshments. We usually have a green, blue, and black route each time. New bikers are encouraged to start at the beginning of the season when instructions are offered and people are building stamina.

In June we usually have a 3-day tour to the mountains where we bike 30 to 40 kilometers each day. We usually have blue and black routes for these rides.

### **Golfing**

Beginning in late April or early May our group plays nine holes each Monday. The first tee-time is 10:00 a.m. Scorekeeping is optional. We usually play several courses in rotation. Anyone wanting to golf simply lets the golf coordinator know by Saturday that they will be golfing on the following Monday.

## What is the structure of the *Rocky Mountain Seniors Ski Club*?

In April, 2008, the Club registered as a non-profit organization under the Alberta Societies Act. The bylaws of the Club give the Executive full control and management of the Club's affairs. Half of the Executive members are elected for a two year term at each AGM in May. The Executive operates on a system of shared decision making and shared responsibility. Before plans are made the Executive often asks for members' input by conducting surveys.

The role of the Executive includes

1. Setting the policies and the practices of the Club
2. Organizing activities including ski tours, on-hill programs, socials, fitness programs, summer programs.
3. Maintaining a sense of community by encouraging participation, fellowship, a welcoming atmosphere, a sense of caring, and preserving the history of the Club.
4. Publishing print and electronic materials including *Ski Tracks*, *Skiing Scoop*, Website, Handbooks, and publicity materials.
5. Maintaining records including membership, financial, participation, minutes of meetings, reports to the Registrar.
6. Managing finances including operating with a budget, authorizing contracts and expenditures, financially protecting the Club and its members, and building relationships with service providers.

The **President** is responsible for the satisfactory administration of the Club. The president directs and coordinates the work of the Executive members. Duties include administering the compassion policy and the accident insurance.

The **Past President** chairs the Nominations Committee and serves as the contact person for the Club Historian.

The **Vice-President**, in the absence of the President, presides at any meeting of the Club.

The **Treasurer** ensures that all Club monies are properly budgeted, received, disbursed, accounted, and reported. Also files reports required by the Alberta Societies Act.

The **Secretary** records the minutes of all Club meetings and maintains a record of all meeting agendas, minutes, and reports. Upon request, the secretary makes meeting records available to members.

The **Tour Coordinator** ensures plans are in place for each Club ski tour by gathering information from hotels and ski hills, making recommendations to the Executive, negotiating and signing contracts, and coordinating Tour Hosts.

The **Special Activities Coordinator** ensures that plans are in place for group activities not directly related to Club ski tours or Club socials. These include off-hill activities such as summer programs and pre-ski fitness classes; and on-hill activities such as the carving, racing, and ski improvement classes at Snow Valley.

The **Social Coordinator** ensures that plans are in place for all Club-wide social activities by gathering information, making recommendations to the Executive, negotiating and signing the contracts, and supervising the logistics of each event.

The **Public Relations Coordinator** communicates news about Club activities to the general public and serves as the Club's contact person with the media. Negotiates member discounts at ski shops and other service providers.

The **Membership Coordinator** keeps the Club Register, is the contact person for new members, receives Registration Forms and Membership Fees, and maintains a data base of participation. Ensures plans are in place for Club Buddies, New Members Days, the Members Handbook, and the October Open House Information Session. Coordinates the fan-out system and ensures all members have a Club badge.

The **Editor** of the *Ski Tracks* ensures the Club newsletter is published regularly, informs members of up-coming Club activities, reports on past activities, encourages members to improve their skiing skills, provides news from ski hills, and provides general information of interest to skiers.

The **Webmaster** maintains a website ([www.seniorsski.com](http://www.seniorsski.com)) dedicated to the activities and promotion of the Club. The website provides access to information about the Club's activities, structure, meetings, programs, and news as well as electronic versions of newsletters, schedules and forms. It also provides an email service to Executive members and allows members to post photos of Club activities.