

# Discovery Private Mountain Bike Lesson: FAQ Summer 2020

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## **Where and when do I show up?**

Please arrive at least half an hour before your lesson start time as you will need to sign waivers and get set up with your bike and equipment rentals, plus lift ticket (if necessary). Your tickets will be available for pickup at Guest Services building in the main plaza and this is where you will sign your waivers.

## **How long is the lesson? What is included in the price?**

It's a 3 hour lesson. The cost is \$189.95 (plus tax). You can add additional participants at \$129.95 (plus tax), per person. The clinic includes 3 hours of instruction, a 3 hour lift ticket and your 3 hour bike and equipment rental.

## **Can I keep my rentals and lift ticket for the afternoon?**

Yes! The cost is \$69.95 (plus tax) to keep your bike, equipment, and lift ticket for the remainder of the day. Subject to availability.

## **Is it a private clinic? Is there a minimum age for participants?**

Yes. You can have a maximum of 4 participants in your private group. Private lessons will not be sold to those under 13 years old, unless in a family bubble private lesson and approved by bike manager. All students(s) must be over 4'7" (140cms), or parent/partner from same family bubble must ride the lift with the class. Each participant will be required to load their own bike onto the lift.

## **Is this private for all skill levels?**

The Discover Private is designed for those who have very little downhill mountain biking experience to teach them the basics and build confidence. If you are an intermediate/advanced biker looking for a 3 hour lesson/rental package, please let sales agent know at time of booking.

## **Are there any COVID-19 Health and Safety rules?**

Absolutely! Coaches and guests are to adhere to the social distancing policy of 6 feet, or 2 metres at all times. The coach will verbally conduct a health assessment questionnaire of each

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### **Fernie Alpine Resort**

5339 Ski Hill Road - Fernie - BC - Canada - V0B 1M6 Tel: 250-423-4655 Fax: 250-423-6644 Toll Free: 1-866-6-FERNIE  
[info@skifernie.com](mailto:info@skifernie.com) [WWW.SKIFERNIE.COM](http://WWW.SKIFERNIE.COM)

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participant at the start of the lesson. The questions are in place to screen for COVID-19 symptoms. The lesson will be postponed if any of the coaches feel it is unsafe to continue.

Private lessons will be booked 1:1, unless participants are in same family household. Maximum group ratios for all lessons 4:1 students to coach. At the start of the lesson, the coach will discuss new COVID-19 risk management and safety rules before starting the lessons. These rules are Best Practices developed by PMBIA and FAR. The key points here are:

1. Ride at your own pace! Stay in Control! Fun, no pressure environments are key for safe, effective learning, while reducing the probability of a 1<sup>st</sup> aid call.
2. Leave each other space! Distance between each rider on the trails is crucial for safety and learning, a distance of 6-10 seconds is required during Covid-19. Remember riders are breathing heavier when being more physical.
3. Stop in a safe place! When stopping, all riders must stop to the side, so the trail is free for others users to continue through, always adhering to 2m distancing rule.
4. It's not a race! Only pass a rider when there is at least a 2m space between riders when passing. Signal your intention, slow down, and wait for the other rider to provide sufficient space, before passing.
5. Be kind and take it easy! If in doubt, stop.

### **Will I have to wait long in the lift line during the lesson?**

No. The summer sports school has a priority line to get to up the lift quickly, to get the most out of your lesson time. Please follow the lift loading instructions by the FAR staff each time you load the lift. The coach will be required to ride the chair in front of you.

### **What happens if I need to cancel my lesson?**

The following refund/cancellation policies apply:

- Full refund when notice is given at least 24 hours prior to the start of the program.
- \$70 (plus GST) cancellation fee within 24 hours.