



baldface

Booking Policies

Terms and Conditions

Upon making a reservation at Baldface, all guests agree to these terms and conditions:

- All guests are required to sign a Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement before being allowed to ski with us. By signing this document, guests will waive certain legal rights, including the right to sue. Please read this form carefully. The waiver in this package is a sample. You will sign the real document when you arrive.

- Baldface Lodge has no control or responsibility for the weather.
- Alcohol or non-prescription drugs are not permitted while skiing or boarding.

Payment Details

All prices are in Canadian dollars. We require a 50% deposit to reserve your space. The remainder is due on October 1, and will be *automatically charged to the credit card we have on file for you*, unless we have been notified differently. For bookings made after October 1, the full amount is due. We accept MasterCard, VISA, American Express, certified checks, money orders, or wire transfers.

Cancellation Policy **new for 2010*

Cancellations received 90 days prior to your arrival will be refunded in full minus an administrative fee of \$100 per cancelled seat. Cancellations received within 90 days of your arrival are 100% non-refundable. If final payment has not been received by the 90-day deadline, Baldface Lodge reserves the right to cancel the booking without notice and re-sell the space. There will be no exceptions to this policy. Baldface Lodge strongly recommends guests purchase **Visitors to Canada Medical and/or Trip Cancellation/Interruption Insurance**. Please ask the office for details at the time you book your trip. In the event that you are unable to attend a tour with us, you may fill your spot with another guests and will be charged a \$100 administration fee per seat. We ask that the office be informed of the name change as soon as possible. Baldface Lodge reserves the right to cancel tours at any time. Under no circumstance is the company responsible for the clients' inconvenience or travel expenses.

Rebooking Terms

Guests at the lodge get first option on the same dates and rates for the following year. We require 25% upon booking, 25% April 15, and the remainder on October 1. This option expires 7 days after your trip. To keep the dates, we must receive your deposit on this day. We will not hold dates without a deposit.

Late Arrivals

Late guests will be charged a \$200 per person late transport fee. *There are no exceptions*. If you are late, call 250-509-0409 or 250-509-1409. Late arriving passengers are typically transferred to the lodge by boat and snowmobile. However, due to darkness and weather you may be required to spend the night in Nelson (at your expense) before transferring in the next morning. There is no guarantee that late guests will make it to the lodge in time for a full day of skiing. In other words, *don't be late* ☺.

Ability Levels

Guests at Baldface should be advanced- to expert-level skiers and snowboarders. *Note: an expert skier on groomed slopes may be an intermediate skier in the powder*. We recommend that all guests be in good physical condition. Check out the conditioning program on our web site. Fat skis, which make powder skiing much more effortless and enjoyable, are available for \$25/day.

Baldface Refund Policy

In the rare case that skiing must be cancelled due to mechanical failure, Baldface will provide ski credits for the time missed, which can be applied to a future trip. All credits have a one-year expiration date. We will not provide a refund or credit for accommodation or meals that have been used. Baldface does not provide refunds for weather- or health-related issues, or cancellations due to border-crossing problems, family emergencies, or injuries. Baldface reserves the right to cancel tours at any time, and full refunds will be given in this situation. Under no circumstances is the company responsible for the clients' inconvenience or travel expenses.



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Information Page

Confirmation Form

All guests **MUST** fill out the confirmation form in this packet and return it to [Baldface at least one month prior to arrival](#) to ensure room and snowcat assignments. A credit card number for on-site purchases must also be included with this form. *Please let us know in advance if you have allergies or special food requirements. Our kitchen cannot accommodate severe nut allergies without prior notice.*

What's Included

- All meals and snacks
- Accommodation
- Guide services
- Safety equipment
- Snowboard rentals

What's Not Included

- Massage
- Retail purchases
- Ski rentals
- Beverages

Lodge purchases will be added to your tab and charged to your credit card upon departure. Your final invoice will be e-mailed to you.

Trip Insurance

There are no exceptions to our cancellation policy and we provide no refunds due to illness, family emergency, injury, weather, or snow conditions. We strongly suggest that all guests purchase trip insurance that includes cancellation and medical helicopter evacuation. Companies who provide insurance for Americans include:

- Access America ([accessamerica.com](#))
- C.S.A. ([csatravelprotection.com](#))
- Travel Guard International ([travelguard.com](#))

Canadian guests can contact:

- Uniglobe Glacier Travel ([uniglobeglaciertravel.com](#))

What to Bring

- Your passport if crossing the border
- Everything you normally wear to ski/board plus slippers, snow boots, and a bathing suit for the sauna.
- **Pack in a soft-sided duffel bag (50 pounds or less, no larger than 16" x 16" x 28"): these restrictions WILL BE enforced and guests may be required to downsize their luggage into disposable bags, if necessary)**

What to Wear on Arrival Day

- Warm jacket, snow boots, hat, gloves

Ski/Snowboard Rentals

- Ski rentals, which are \$25/day, will be secured on your arrival night.
- The latest Burton snowboards are available to demo at no charge.

Internet & Phone Service

There are no public phones at Baldface Lodge. We have intermittent cell phone and Internet service depending on the weather. Please respect the vacation environment by turning your ringers off and using laptops sparingly.

Tipping Policy

If your trip has been a good one, tips are customary and greatly appreciated by our staff. Our policy is to distribute all tips equally between all staff unless specified by the guest. There is a tip box at the lodge for cash, checks, or credit card tips.

Hotels in Nelson

Please check the Travel Section of our web site for more information.

The Prestige Inn \$\$\$
[prestigeinn.com](#) • 250-352-7222

Best Western Baker Street Inn \$\$\$
[bwbakerstreetinn.com](#) • 250-352-3525

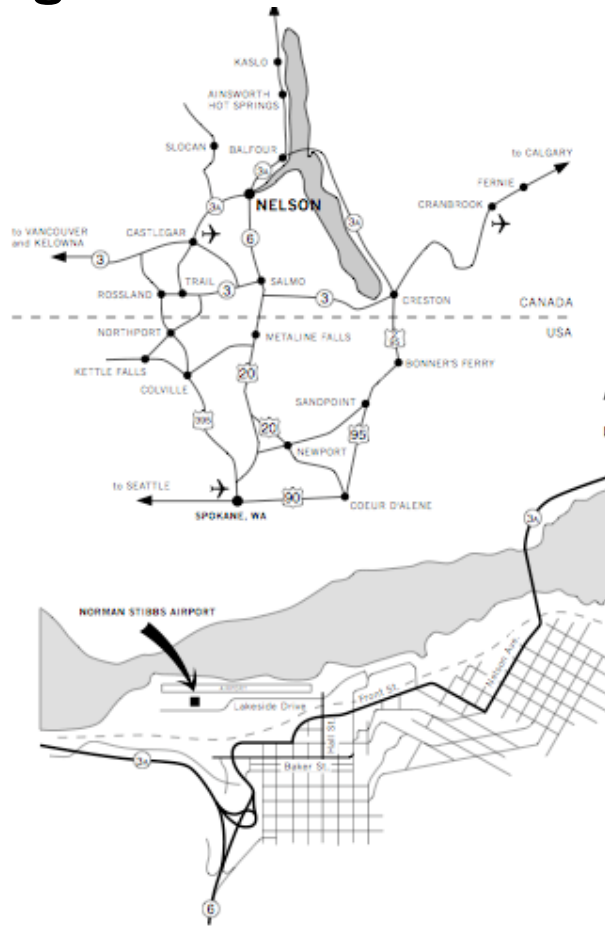
The New Grand Hotel \$\$
[newgrandhotel.ca](#) • 888-722-2258

The Hume \$\$
[humehotel.org](#) • 250-352-5331

The Dancing Bear Inn \$
[dancingbearinn.com](#) • 250-352-7573



Travel Planning



How do I get to Nelson?

Here are a few options for travel to Spokane International Airport, WA (3 hours away), or the airport in Castlegar, B.C. (30 minutes away).

Option #1

From the States, it is easiest to book your flight to Spokane, WA, and take a shuttle to Nelson. Classic Limousine / SunsetCoach offers shuttle service every Thursday and Sunday. They also have charter vehicles available for guests who require off-schedule pick-ups. Please contact them for more information: classic@icehouse.net or 509-924-4194.

Option #2

Fly to Spokane, WA, rent a car, and meet us at the Norman Stibbs Airport at your specified time.

Option #3

Fly to Spokane, WA, and take a private charter aircraft right into Nelson. Kootenay Direct Airlines (KDA) offers a one-way flight for up to 5 passengers for approximately \$1250. Contact KDA directly for a quote and reservations. 250-505-3552

Option #4

From Canadian cities, it is easiest to book a flight into Castlegar, which is a 30-minute drive from Nelson. Be warned, flights are often cancelled due to stormy winter weather, so we highly recommend arriving a day early to avoid travel complications. Queen City Shuttle & Charters offers shuttles from Castlegar. 250-352-9829

Option #5

If you are coming in from a Canadian city, you can also consider Kelowna (4.5 hours), Trail (1 hour), or Cranbrook (3 hours) as your destination cities.

When should I arrive?

2 p.m. for trips *before* February 15.
3 p.m. for trips *after* February 15.

Getting to the Chopper

Once you have arrived in Nelson and found your way to Front Street (see map), turn north – towards the lake – onto Hall Street then cross the railway tracks and turn left at the first stop sign onto Lakeside Drive. Continue for 1/2 mile and before you cross the bridge, you will see to your right the Norman Stibbs Airport (grey building with red roof). Pull into the parking lot, unload your gear, then park on either side of the road along the chain-link fence. *Note:* There is no place to store extra gear so please leave it in your car or at your hotel.

Where do I park?

You may leave your vehicle along either side of the road just before the airport parking lot.

How will I get up to the lodge?

On clear, sunny days, a 10-minute helicopter flight transports guests right to the lodge. If it is stormy, cloudy, or foggy, guests will travel across Kootenay Lake then up to the lodge by ground.

What if I am late?

Passengers who miss their scheduled departure times from Nelson will be charged a \$200 late fee without exception. **If you are going to be late, call 250-509-0409 or 250-509-1409.** Late arriving passengers are typically transferred to the lodge by boat and snowmobile – due to darkness and weather, late guests may be required to spend the night in Nelson before traveling up the next morning. There is no guarantee that passengers arriving late will make it to the Lodge in time for a full day of skiing. (Yes, this is meant to scare you!)

When will I be back in Nelson?

Guests will return to Nelson after the final day of skiing.
December 15 - February 14: In Nelson by 4:30 p.m.
February 15 - April 15: In Nelson by 5:30 p.m.

Guest Confirmation Form

One for every group member

In order to complete your reservation, each guest must fill in the following form ***at least one month prior to arrival day*** and return to Baldface Lodge, PO Box 906, Nelson, B.C., V1L 6A5, Canada or fax to 250-483-1518

Name _____ Birth Date: _____

Trip Dates _____ Group name _____

Skier Snowboarder Telemarker Advanced Expert Crazy Fool

Mailing address _____

City _____ State/Province _____ Zip/Postal code _____

Country _____ E-mail _____

Phone numbers: Home _____ Work _____ Mobile _____

Emergency contact: Name _____ Phone numbers _____

Special dietary requirements _____

Medical conditions we should be aware of
(food allergies, prescription drugs, heart conditions) _____



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250 352 0006

www.baldface.net

info@baldface.net

MANDATORY	On-Mountain Purchases	
	Each guest must supply us with a Visa, MasterCard or American Express before going up to the lodge. All onsite purchases will be charged to this card (massage, bar, retail, rentals).	
_____	_____	_____
Card # for On-Mountain Purchases	3-digit security code	Expiry

I have read and accept all Baldface policies, including cancellation and late-arrival policy, and age restrictions. I understand that I must sign a *Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement* when I arrive. I understand that Baldface does not provide refunds for family emergencies, health problems / injuries, weather or snow conditions, or border mishaps.

Signature _____ Date _____

Comments/Suggestions



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Massage Request Form

Our certified massage therapists have extensive sports therapy experience. They can help with aches, old injuries and provide targeted stretches to help performance on the slopes and aid in recovery time.

Due to the high demand for massage appointments, you can pre-book to ensure you get the massages you need. *Appointments are available on arrival night but not departure day.*

Please indicate your top three choices and fax your request to: 250.483.1518 or email it to: info@baldface.net.

Available Appointment Times:

Massage #1: Pre-Dinner Approximately 4 p.m.
Massage #2: Pre-Dinner Approximately 5 p.m.
Massage #3: Post-Dinner Approximately 7 p.m.
Massage #4: Post-Dinner Approximately 8 p.m.
Massage #5: Post-Dinner Approximately 9 p.m.

Name: _____

First Massage:

Date: _____ Message Preference: 1) # _____ 2) # _____ 3) # _____

Second Massage:

Date: _____ Message Preference: 1) # _____ 2) # _____ 3) # _____

Third Massage:

Date: _____ Message Preference: 1) # _____ 2) # _____ 3) # _____

Please check the sign-up sheet at the lodge upon your arrival to confirm your request. If you would like to make changes or you don't see your name, please talk to the hostess. Please note that you will not receive e-mail confirmation of your appointment before your arrival.

SAMPLE ONLY

BALDFACE MOUNTAIN LODGE LIMITED PARTNERSHIP

RELEASE OF LIABILITY, WAIVER OF CLAIMS, ASSUMPTION OF RISKS AND INDEMNITY AGREEMENT

BY SIGNING THIS DOCUMENT YOU WILL WAIVE CERTAIN
LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE

PLEASE READ CAREFULLY!

INITIAL

Name	Last		First	
	Street		City	Prov/State
Address	Country		Code	Date of Birth
				Age

TO: BALDFACE MOUNTAIN LODGE LIMITED PARTNERSHIP, GROHMAN CREEK DOCKING SOCIETY, HIGH TERRAIN HELICOPTERS LTD., (hereinafter collectively referred to as "THE OPERATORS")

AND TO: HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA (hereinafter referred to as "THE PROVINCE")

DEFINITIONS

In this Agreement:

- a) the term "skiing" shall include "snowboarding" and "telemark skiing";
- b) the term "wilderness skiing" shall apply to both "helicopter skiing" and "snowcat skiing" and shall include all activities, services and use of facilities either provided by or arranged by the Operators or in any way related to either helicopter skiing or snowcat skiing including, but not limited to: orientation and instructional sessions; transportation by helicopter, snowcat, boat or motor vehicles; accommodation and recreational activities in addition to skiing; loading, unloading and travel in or movement around helicopters, snowcats and boats; and all skiing and other activities in the alpine area.

ASSUMPTION OF RISKS - AVALANCHES, ALPINE TERRAIN, WILDERNESS TRAVEL, WEATHER ETC. I am aware that wilderness skiing involves risks, dangers and hazards in addition to those normally associated with downhill skiing. Avalanches occur frequently in the alpine terrain used for wilderness skiing and may be caused by natural forces or by skiers. I acknowledge and accept that the Operators and their staff may fail to predict whether the alpine terrain is safe for skiing or whether an avalanche may occur. The alpine terrain used for wilderness skiing is uncontrolled, unmarked, not inspected and involves many risks, dangers and hazards in addition to that of avalanche. These may include, but are not limited to: ice and snow cornices; trees, tree wells and tree stumps; creeks; rocks; boulders; forest deadfall; holes and depressions on or below the snow surface; cliffs; variable and difficult snow conditions; crevasses; snowcat roads and road banks, fences, and other man-made structures; impact or collision with other skiers; the failure to ski safely or within one's own ability or within designated areas; accidents which occur during transportation by helicopter, snowcat, boat or motor vehicles; negligence of other skiers; and **NEGLIGENCE ON THE PART OF THE OPERATORS OR THEIR GUIDES AND EMPLOYEES, INCLUDING THE FAILURE OF THE OPERATORS OR THEIR GUIDES AND EMPLOYEES TO SAFEGUARD OR PROTECT ME FROM THE RISKS, DANGERS AND HAZARDS OF WILDERNESS SKIING.** Skiers may become lost or separated from their skiing party or guide. Communication in the alpine terrain is difficult and in the event of an accident, rescue and medical treatment may not be available. Alpine weather conditions may be extreme and can change rapidly and without warning, making travel by helicopter or snowcat hazardous.

I AM AWARE OF THE RISKS, DANGERS AND HAZARDS ASSOCIATED WITH WILDERNESS SKIING AND I FREELY ACCEPT AND FULLY ASSUME ALL SUCH RISKS, DANGERS AND HAZARDS AND THE POSSIBILITY OF PERSONAL INJURY, DEATH, PROPERTY DAMAGE OR LOSS RESULTING THEREFROM.

NOTICE TO SNOWBOARDERS AND TELEMAR SKIERS - INCREASED RISK

Unlike alpine ski boot/binding systems, snowboard and some telemark boot/binding systems are not designed or intended to release and will not release under normal circumstances. The use of a safety strap or retention device by snowboarders or telemark skiers without ski brakes, will increase the risk of not surviving an avalanche.

RELEASE OF LIABILITY, WAIVER OF CLAIMS AND INDEMNITY AGREEMENT

In consideration of **THE OPERATORS** and **THE PROVINCE** allowing me to participate in wilderness skiing, and for other good and valuable consideration, the receipt and sufficiency of which is acknowledged, I hereby agree as follows:

1. **TO WAIVE ANY AND ALL CLAIMS** that I have or may have in the future against **THE OPERATORS** and **THE PROVINCE** and their directors, officers, employees, guides, agents, independent contractors, representatives, successors and assigns (all of whom are hereinafter collectively referred to as the "RELEASEES") and **TO RELEASE THE RELEASEES** from any and all liability for any loss, damage, expense or injury including death that I may suffer or that my next of kin may suffer as a result of my participation in wilderness skiing, **DUE TO ANY CAUSE WHATSOEVER, INCLUDING NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY OR OTHER DUTY OF CARE, INCLUDING ANY DUTY OF CARE OWED UNDER THE OCCUPIERS LIABILITY ACT, R.S.B.C. 1996, c. 337, ON THE PART OF THE RELEASEES, AND INCLUDING THE FAILURE ON THE PART OF THE RELEASEES TO SAFEGUARD OR PROTECT ME FROM THE RISKS, DANGERS AND HAZARDS OF WILDERNESS SKIING REFERRED TO ABOVE;**

- 2. **TO HOLD HARMLESS AND INDEMNIFY THE RELEASEES** from any and all liability for any property damage or personal injury to any third party resulting from my participation in wilderness skiing;
- 3. That this Agreement shall be effective and binding upon my heirs, next of kin, executors, administrators, assigns and representatives, in the event of my death or incapacity;
- 4. This Agreement and any rights, duties and obligations as between the parties to this Agreement shall be governed by and interpreted solely in accordance with the laws of the Province of British Columbia and no other jurisdiction; and
- 5. Any litigation involving the parties to this Agreement shall be brought solely within the Province of British Columbia and shall be within the exclusive jurisdiction of the Courts of the Province of British Columbia.

In entering into this Agreement I am not relying on any oral or written representations or statements made by the Releasees with respect to the safety of wilderness skiing, other than what is set forth in this Agreement.

I CONFIRM THAT I HAVE READ AND UNDERSTOOD THIS AGREEMENT PRIOR TO SIGNING IT, AND I AM AWARE THAT BY SIGNING THIS AGREEMENT I AM WAIVING CERTAIN LEGAL RIGHTS WHICH I OR MY HEIRS, NEXT OF KIN, EXECUTORS, ADMINISTRATORS, ASSIGNS AND REPRESENTATIVES MAY HAVE AGAINST THE RELEASEES.

Signed this _____ day of _____, 20____

Witness

Signature of participant
Print name clearly
Signature of parent or guardian if under 19 years