# Alpine Academy: Code of Conduct Agreement

A. All persons who use our services must always act in a safe and appropriate manner, both on and off the snow. Difficult or dangerous situations can develop very quickly in mountainous environments and without any prior indication that they might happen. We reserve the right to remove and/or exclude anyone from lessons without warning (and without giving any reason at the time) to those who are not adhering to relevant safety guidelines and/or directions from instructors. This can be expected where you are in any way endangering yourself or others, where the experience of other participants is being adversely affected, or where physical or verbal abuse of any other person is evident or suspected, and whether or not you believe exclusion is acceptable or not. In such a circumstance you will not be entitled to any refund. Such situations may include but are not limited to the following:

1. Not adhering to the safety guidelines mentioned by the instructor and/or using your common sense to keep yourself safe;
2. Not following directions given to you by the instructor;
3. Failing to adhere to the International Ski Federation Code of Conduct – i.e. the 10 FIS Rules of Conduct;
4. Skiing under the influence of alcohol or any drugs that may adversely affect your physical coordination or mental state or endanger others;
5. Putting any other person at risk of injury and/or in danger; and not following government safety protocols.

B. This is the Code of Conduct of Alpine Academy which applies to all clients ("Trainees") who undertake Instructor Training ("Courses").

ATTENDANCE

- Trainees are expected to attend all on-snow and off-snow training. Any Trainee found to miss any course commitment (excluding social commitments or non-essential sessions) will have to provide sufficient evidence of a reasonable explanation as to why. This must be communicated as soon as possible to your instructor.

## ALCOHOL CONSUMPTION AND DRUGS

1. Trainees must not have consumed alcohol before training or work. No alcohol is permitted during on-snow or off-snow training. If any Trainee is found to be showing signs of intoxication or being under the influence of alcohol during training, Alpine Academy reserves the right to remove them from training.
2. Any Trainee found to be in possession of or using illegal substances will immediately receive a verbal warning and it will be at the discretion of the mentors and Alpine Academy as to whether this may amount to a more serious written warning.
3. Any Trainee found to be offering, selling or trading illegal substances will immediately be given a written warning and disciplinary action will be taken which may include but is not limited to contacting the police; contacting the Trainee's emergency contact; expulsion from the course.

## GENERAL CONDUCT

1. As a Trainee, you will be representing Alpine Academy in public, including times you are teaching lessons. You should therefore maintain professional conduct throughout the course. Any Trainee behaving unprofessionally during training on or off-snow; or behaving in an antisocial manner at anytime during the course may also be subject to a verbal warning.
2. Unprofessional and antisocial conduct includes, but is not limited to, the following:

- Verbal abuse of fellow Trainees, mentors or clients
- Ignoring explicit instructions of mentors or Alpine Academy employees
- Physical violence; threatening behaviour
- Bullying: seeking to harm, intimidate, or coerce another Trainee or Trainer
- Public statements or actions with a negative impact on the Ski School including public use of obscene language
- Disrespectful behaviour in or damage to the Alpine Academy accommodation

VERBAL AND WRITTEN WARNINGS

1. A verbal/written warning may be issued by any member of the Alpine Academy Team
2. All verbal warnings will be reported to the Alpine Academy off-snow support
3. The issuing of any warnings will be communicated clearly to the Trainee.
4. A verbal/written warning may be issued in the case of gross misbehaviour of any Trainee on the course.
5. A verbal warning is issued as a first warning. At this stage, Alpine Academy may put in place procedures to help you. Amongst other things, you may be required to sign in with a mentor or Alpine Academy member of staff each morning.
6. A written warning is issued as a final warning. It will be at the discretion of Alpine Academy as to the course of disciplinary action to be taken: including, but not necessarily limited to; contacting the Trainee's parents/guardians/emergency contact (where appropriate); suspension from training; expulsion from the course – as per the terms and conditions.
7. A Trainee receiving a maximum of 3 verbal warnings will automatically receive a written warning and it will be at the discretion of Alpine Academy as to the course of disciplinary action to be taken: including, but not necessarily limited to; calling the Trainee's parents/guardians/emergency contact (where appropriate); suspension from training; expulsion from the course – as per the terms and conditions.

Name: _____

Signed: _____

Date: _____