

# Lift Loading and Usage Policy

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## Purpose

The purpose of this policy is to define Vail Resorts Australia's (VRA) requirements for safe and acceptable lift usage and the management of unacceptable use of lifts.

## Scope

This policy applies to all lift users, i.e. foot passengers, skiers, boarders, telemark skiers, and disabled skiers and boarders such as visually handicapped, amputees and sit skiers.

This policy identifies acceptable lift usage and the consequences of unacceptable lift usage.

## Responsibility

It is the responsibility of all managers, supervisors, Lift staff, Ski Patrol and Mountain Safety staff (Perisher Only) and Snowsports School staff to ensure this policy is promoted and adhered with.

## Definitions

For the purpose of this Policy:

## Policy

VRA promotes the safe and appropriate use of all ski lifts. All persons must be aware of the Alpine Responsibility Code (ARC) point 3 that states:

ARC Point 3:

*"You must have the ability to use each lift safely. If in doubt, ask the lift attendant".*

Persons using lifts must be aware of and obey all signage applicable to riding the lift and adhere to any instructions provided by VRA staff.

ARC Point 4:

*"Obey all signs and warnings and keep off all closed trails and areas."*

The safe use of lifts is a shared responsibility with persons riding lift required to act appropriately.

Persons who behave in an unacceptable manner when using a ski lift, who place themselves and other persons in danger, who ignore instructions from Lift staff, or who ignore the Alpine Responsibility Code or VRA's Lift Loading and Usage Policy when loading, riding and unloading a lift may have their lift access cancelled or suspended.

## Lift Use

Comply with the Code by adhering to the following:

### All Lifts

1. Obey all signage and instructions from Lift staff.
2. Do not load or attempt to load onto a chairlift, T Bar, J Bar, platter lift or ski conveyor when the Lift staff are not in attendance at the loading point.
3. You must have the ability to move to the load point, ride and unload with minimal assistance.

4. You are not permitted to load onto any lift carrying a baby or small child in a harness or carrier backpack.
5. You are not permitted to load onto any lift if carrying a baby or small child in your arms.
6. If you require assistance, speak to Lift staff.
7. Snowboarders must have their back foot released from the binding for loading, riding and unloading.
8. Ensure your clothing and equipment is secured before loading and that it is free before unloading the lift.
9. Only load or unload at a designated load or unload station.
10. Move to the loading point promptly.
11. Automatic Gates – be ready to move forward before the gate opens.
12. Do not force through the gates. If there is a problem with the gate, ask lift or ticketing staff for assistance.
13. Move away from the unload area promptly.
14. Respect other users, no smoking or vaping in lift lines or when using any lift.

### **Chairlifts**

1. Remove backpacks and cushioning devices and hold them on your lap so they do not impede your ability to properly sit back in the chair.
2. When loading, do not hang off or hold the back of the preceding chair.
3. Sit back in the chair properly.
4. The restraining device must be lowered when riding the chairlift and not raised until the unload point as signposted.
5. Do not:
  - Swing or bounce the chair.
  - Stand, kneel or lie on the chair.
  - Drop or throw anything including snow or snowballs from the chair.
6. If you fail to unload at the designated unload point, stay on the chair, and do not jump from the chair.
7. Small children that need to be carried to load, ride or unload the chairlift are not permitted to ride any chairlift.
8. Children under 135cm need to be paired with a responsible person and not permitted to ride alone.

### **T Bars, J Bars and platter lifts**

1. Always ensure your skis or board are pointing uphill at all times.
2. Do not:
  - Zigzag up the lift track.
  - Swing out of the lift track (this can cause the haul rope to fall).
  - Straddle the T Bar when riding.
3. Only load onto the lift at the dedicated load point. Do not attempt to load at any other point.
4. If you fall from the lift move quickly out of the way of other riders.

### **Conveyors**

1. Riders must have skis or board ON while riding the conveyor\*\*.
2. Persons must not walk up the sideboards of the skier conveyor to help or offer advice to riders.
3. Remain standing at all times. Do not sit down on the conveyor.
4. Snow skates are not allowed on skier conveyors.

\*\* Riders participating in a Snowsports School lesson, when directed by their instructor, may ride the carpet in ski or board boots, but only under the direct supervision of the Instructor.

### **Early unload from T-Bar, J Bar or platter**

The only time early unload is allowed from any T bar, J Bar or platter is when the lift has been officially shortened and the disembark point has been established at an alternate lower location. This may occur in low snow years and early or late in the season.

In an emergency, early unload may be required if staff are responding to an incident; however, this must be done only when it is safe to do so.



Riders are PROHIBITED from intentionally dismounting prior to the marked disembark point from all T bars, J Bars or platters AT ANY TIME.

### **Foot Passengers on Chairlifts**

Small children that need to be carried to load or unload the chairlift are not permitted to ride.

Persons that cannot load, unload or ride safely are not permitted to ride.

### **Perisher**

The Perisher Express Quad Chairlift is the only chairlift at Perisher that is available for use by foot passengers. Foot passengers are limited to staff working for the licensee at the Mid Station Restaurant.

To be able to ride as a foot passenger each person must have the ability to move to the load point, ride and unload with minimal assistance.

Other chairlifts may be used for foot passengers in exceptional circumstances. (e.g.: downloading a guest with faulty equipment, injured persons accompanied by Ski Patrol, Lift Operations staff or limited snow cover (Guthega Car Park chair).

### **Falls Creek**

Halley's Comet, Eagle Express and Gully are the chairlifts at Falls Creek that are available for use by foot passengers. To be able to ride as a foot passenger each person must have the ability to move to the load point, ride and unload with minimal assistance. Foot traffic loading Eagle Express is limited to persons participating in a snowmobile tour.

FCSL Staff and staff of the on-mountain hospitality venues may use the following lifts for work purposes: Towers, Eagle & Scott's

Other chairlifts may be used for foot passengers in exceptional circumstances. (e.g.: downloading a guest with faulty equipment or limited snow cover).

Cross Country Skier(s) wanting to access terrain beyond the ski area may use the Eagle Express and Gully Chairlifts ONLY and with a valid season pass or lift ticket and will remove skis and load as a foot passenger carrying equipment. Downloading on Eagle chairlift permitted with valid season pass or lift ticket.

### **Hotham**

Chairlifts may only be used for foot passengers in exceptional circumstances. (e.g.: uploading a guest with faulty equipment). Authorisation from the Lift Operations Manager or the Senior Manager – Operations is required prior to loading foot passengers.

### **Adaptive Skiers**

Adaptive skiers will generally be accompanied by a DWA guide who will assist with loading and unloading. Accomplished adaptive skiers are capable to load and unload themselves.

## Sliding Devices

### Permitted Devices:

Alpine skis: Must have metal edges and a device to prevent runaway equipment (such as bindings with brakes).

Snowboards: Must have metal edges.

Telemark skis: Must have metal edges and a device to prevent runaway equipment (such as bindings with brakes or a leash).

Monoskis: Must have metal edges and a device to prevent runaway equipment (such as bindings with brakes).

Snowblades: Must have metal edges. Detachable equipment must have a device to stop runaway equipment (such as a leash).

Adaptive devices: Must have metal edges and a device to stop runaway equipment. All adaptive equipment must be able to be safely loaded and unloaded from lifting facilities.

### Prohibited Devices:

Cross country skis: Hotham & Perisher: unless fitted with a device to prevent runaway equipment.

Falls Creek: Permitted on Eagle Express Chairlift and Gully Chairlift only as a foot passenger.

Ski bikes, Ski trikes, snow scooters: Not to be used on ski slopes or within the resort areas.

Fat bikes: not be used on ski slopes.

Snow decks and Snow Skates: Not to be used on ski slopes or within the resort areas.

Plastic snowboards: Not to be used on ski slopes or within the resort areas.

Toboggans and sleds: Not to be used on ski slopes but plastic toboggans can be used in identified snowplay areas.

Inflatable snow toys: Not to be used on ski slopes or within resort areas.

Sled Dogs: (boots fitted with a ski like sole) Not to be used on ski slopes or within resort areas.

Kite boards: Not to be used on ski slopes but can be used in appropriate areas outside the resort areas.

### Animals On Lifts

Animals are not permitted on lifts. This is for the safety of the animal and guests.

### Unacceptable Use of Lifts

A person behaving in an unacceptable manner whilst riding a lift is a danger to themselves, other guests and our staff and can cause serious lift accidents. In addition, this unacceptable behaviour can be intimidating and offensive to our guests. Unacceptable use of lifts will result in a warning and could result in loss of lift pass.

Note: This policy refers to all lift users.

### Unacceptable Chairlift Use

- Swinging or bouncing of chair.
- Standing, kneeling or lying on chair.
- Hanging off the back of the chair.
- Not sitting back properly in the chair.
- Not using the restraining devices.
- Consuming or under the influence of alcohol or illicit substances.
- Throwing objects from the chair, including snowball.
- Intentionally jumping from the chair at any point along the journey between the load point and prior to the signed unload point.

#### **Unacceptable Surface Lift Use**

- Zig zagging on the lift track.
- Swinging out wide of the lift track.
- Straddling a T-bar.
- Loading at any point other than the dedicated load area.

#### **Authorisation (28 July 2024)**

Nathan Butterworth  
VP and General Manager  
Perisher

Richard Phillips  
VP and General Manager  
Falls Creek

Tina Burford  
VP and General Manager  
Hotham