

Loading

You will encounter skiers and riders of varying abilities. The posted code for skier conduct requires skiers and riders to have the ability to load, ride and unload lifts safely. The loading operator should operate the lift near the load board and stay within 10 feet of the controls. When loading riders, stay mindful of our Kids on Lifts policy, scan the maze to identify issues coming your way, and proactively communicate with guests.

THERE IS ABSOLUTELY NO SELF LOADING! There must **ALWAYS** be an Operator standing at the load area!

Self-loading & Not Adhering to the Below will result in disciplinary action up to/including termination

- **Know your Stops:** be familiar with the locations of all controls – Know where you can stop the lift
- **Keep Head on a Swivel:** constantly scanning the lift line for unseated guests, chair bouncers, dropped equipment, down loaders, bars down, seats flipped up, etc.
- **Outside all the Time:** Top & Bottom Operators should be outside greeting and assisting guests
- **Constant Ramp Vigilance!** Maintain ramps every 15 minutes to prevent ruts and ice/snow buildup
- **Stopping Distance:** The chair's mechanical stopping distance will always be multiple feet after the stop button has been engaged. Become familiar with the travel distance of the lift after a stop.
- **Loading Capacity:** Each carrier has a designated capacity - small children count as one rider
- **Cell Phones:** Cell phone use for non-work purposes is prohibited while working at your lift station.
- **Music:** Speakers must not drown out Vail advertising/music. Headphones will be confiscated

STEP 1: SAFE LOADING. Three key things to focus on while loading a chair:

the riders as they move from the Wait Board to the Load Board. Make Eye Contact, Use