



BALDFACE

PRE TRIP PACKAGE NEED TO KNOW INFO

LODGE TRANSFER

Your transfer to the lodge will be by helicopter if the weather is clear or by snowcat if it's stormy. It's important to dress appropriately as you may be outside in the elements during the transfer process.

If you are unexpectedly late, please call the office at **250-352-0006** and refer to our [late guest policy](#)



AIRPORT CHECK IN:

1. Arrive At The [Norman Stibbs Airport](#) In Nelson, BC At 1:30pm (Before February 15); and 2:30pm (After February 15) - Don't Be Late!
2. Check In With A Baldface Staff Member & Collect Your Luggage Tags
3. Drop Luggage At The Designated Area
4. Park Car Along Chain Link Fence
5. Come Inside Terminal To Sign Your Paper Waiver
6. Remain In The Terminal Until Escorted By Baldface Staff To The Helicopter Hanger

AIRPORT RULES

Guests are not permitted outside designated areas of the airport unless accompanied by a Baldface staff member. Alcohol, smoking and Vaping is not permitted at the airport.

PARKING

Long-term parking can be found along the fence line of the airport runway on Lakeside Drive (7ft height limit). Guests can also park in the City of [Nelson paid Parkade](#) located at 420 Vernon Street.



LUGGAGE

Pack as light as possible, **50 lbs. or less**. Soft sided luggage is required and absolutely NO BOARD BAGS OR SKI BAGS are allowed on the heli. If you're traveling with your board/ski bag, you will be asked to remove your equipment from the bag at the Nelson airport check-in. We can store your bag at our office. Guests with excess or oversized luggage may be asked to downsize. Learn more [here](#).



POLICIES

MEDICAL EVACUATION INSURANCE *INCLUDED WITH YOUR BOOKING!

Medical evacuation insurance covers you only while you are under our care and you must seek medical attention right away. Please click [HERE](#) to see the full summary of coverage and ensure you are eligible for the coverage included while riding as a guest at Baldface. **The summary document should be saved and shared with your emergency contact.**

CANCELLATION/INTERRUPTION INSURANCE

[*Not included, but highly recommended!](#)

If you are unable to make your trip due to a reason covered under your chosen policy, you will make a claim with your insurance provider to be reimbursed the value of your Baldface Trip. Baldface does not provide refunds for cancellations within 120 days of the start of your trip.

REBOOKING TERMS

Current year's guests have the option of re-booking the following year before seats are made available publicly. This option expires 2 weeks after the trip date ends. We require a 25% payment to secure your spot, an additional 25% May 15th and the remaining 50% on October 1st. We cannot hold your reservation without payment. 25% of your trip cost is a non-refundable booking fee.

HOW IT WORKS

1. Purchasers will receive an email asking if you want to rebook the same seats for the following year. (Only those who paid Baldface directly receive the rebooking email.)
2. To proceed with rebooking, the payee will need to complete a rebooking form and an e-waiver.
3. Once we receive your electronic paperwork, we'll process the initial 25% booking fee.
4. We'll then send you a confirmation of your reservation for the following year.

BOOKING REQUESTS

If you're interested in booking additional seats or different dates, you can submit these requests through the rebooking form. We'll consider these requests after the rebooking process is complete. If we can accommodate your request, we'll contact you before making the availability public.

ALCOHOL & DRUGS

Being impaired through the use of alcohol, cannabis or drugs, is not permitted before or during the Cat Shred program. Anyone under the influence during the program will be asked to sit out without a refund. Please consider the safety of guests and staff.

ALL BALDFACE GUESTS MUST BE: 19 YEARS OF AGE OR OLDER, NO EXCEPTION.

GOOD TO KNOW INFO



MESSAGE BOOKING PRE-BOOK YOUR MESSAGE ONLINE [HERE](#) *NEW THIS YEAR!

Massages are 60 minutes long and are \$150 CAD plus taxes. Please note you are only allowed to prebook **ONE** massage ahead of your trip.

Massage cancellation policy

Missed appointments or cancellations made within 24hrs of your scheduled time, will be charged the full massage cost.

BALDFACE CODE OF CONDUCT

Baldface will not tolerate any instance of bullying or harassment. All guests of Baldface share the responsibility to ensure that our shared environment is a safe and welcoming place to work and play. Our policy is not meant to stop free speech or to interfere with everyday interactions. It is important to remember it is the perception of the receiver of the potentially offensive message be it spoken, a gesture, a



picture, or some other form of communication that may be deemed objectionable or unwelcome that determines whether something is acceptable or not.

REQUIRED SKILL LEVEL

All guests must be advanced to expert level skiers or snowboarders. Note: An expert skier on groomed slopes may be an intermediate skier in the powder.

Personal responsibility plays a central role in ensuring your safety and the safety of others on our slopes. Here are some key points to keep in mind:

Know your Skill Level: Be honest with yourself about your abilities. If you're unsure whether you're ready for this challenging terrain, it's better to err on the side of caution.

Listen to Warnings: Our experienced guides are here to help. If you receive advice or warnings about specific areas or conditions, take them seriously.

Physical Fitness: Riding our challenging terrain requires strength, endurance, and agility. Engaging in regular exercise and conditioning can make a world of difference.

In cases where a guest is deemed in danger of hurting themselves or anyone else due to their actions on the mountain, we reserve the right to ask them to sit out without offering a refund. This policy is not meant to discourage anyone from enjoying our terrain but rather to promote responsible shredding and ensure everyone's well-being.

TERMS AND CONDITIONS

Guests of Baldface must agree to the following terms and conditions: all guests are required to sign a Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement prior to arrival. By signing this Release Agreement, guests will waive certain legal rights, including the right to sue. Please read [this](#) document carefully.

CANCELLATION POLICY & REFUND POLICY - [CLICK HERE](#)

Baldface is not responsible for the weather and/or snow conditions.

LATE GUEST POLICY

If you are unable to make your scheduled transfer time please contact our office. 250-352-0006 Our transfer schedule allows exiting guests to shred as much as possible and for our arriving guests to get up to the lodge before nightfall. We cannot delay our program for late guests.

Guests who miss their scheduled flight from Nelson to the Lodge will be charged a \$250 late fee without exception. In addition to the late fee, late guests will be responsible for an additional helicopter charter to the lodge. The helicopter flight will be scheduled at the earliest convenience of Baldface Lodge and High Terrain Helicopters. In addition to the late fee and the helicopter charter a late guest most likely will need to stay in Nelson at their expense.

LODGE DEPARTURE

At this time departure flights will not be pre-booked. Due to the nature of possible different helipad elevations and our shred program, we cannot preschedule departure flights. The transfer program runs from 2 PM-5 PM before February 15th and 3 PM-6 PM after February 15th. Please note that



weather conditions can delay the program and we recommend you give a buffer when booking your flight home. If possible it's best to stay in Nelson the evening of your departure from the lodge and book your flight for the following day. Winter road conditions can also create delays in your travel plans.

If a guest requires an early departure outside of our regular transfer program, please refer to the [Late Guest Policy](#).

MORE INFO

TYPICAL DAY

6:30 am Stretch class

7:00 am Breakfast Buffet / Pack your lunch

8:30 am Gear up and meet your cat! **On the first day, you will receive hands-on safety training with the guides before getting out on the slopes. Don't forget your new Baldface x Mizu water bottle!

3 - 4 pm Return to the lodge for drinks, soup, hot appetizers, massages and sauna time.

5:30 pm Slideshow of the day's events on the big screen

6:00 pm Dinner

INCIDENTALS

Baldface runs a tab for each guest for all Retail, Massage, and Bar purchases. At the end of your trip if you would like to pay by cash you can do so down in our office, otherwise we will run your credit card on file.

TIPPING POLICY

Our staff work hard to make your trip the best it can be and gratuities are one way of letting them know how well they are doing. Our policy is to distribute gratuities equally amongst the staff unless otherwise specified by the guest. Cash and credit card gratuities are both accepted. Credit card gratuities will be charged an additional 2.9% processing fee.

PHOTOGRAPHY PROGRAM

Our lodge photographer rides with one cat each day. Each guest will be sent a dropbox link at the end of the trip with the photos from their cat's day of riding. These files are included with your booking.

CURRENCY

Canadian bank machines will accept most ATM cards and spit out colorful Canadian bills in return. If you are concerned, check with your bank about its exchange rates before leaving home. Baldface charges in Canadian dollars, the exchange rate you are given is based on your credit card provider.



WHERE TO STAY IN NELSON -

SEE DESCRIPTION [HERE](#)

All discount codes must be used on the respective hotel website.

[PRESTIGE LAKESIDE RESORT](#) - 15% off. Use code "BALD".

[THE ADVENTURE HOTEL](#) - 10% off. Use code "BALDFACE10".

[THE SAVOY HOTEL](#) - 10% off. Use code "BALDSAVOY".

[THE STIRLING SUITES](#) - 10% off. Use code "BALDFACE10".

GETTING TO NELSON, BC

FLYING: We recommend flying to Spokane, Kelowna, or Cranbrook. After your flight, [you can take a shuttle or rent a car](#) to reach Nelson. It's important to pre-book a 4WD vehicle and request winter tires due to the winter weather. Avoid flying into Castlegar, the closest regional airport to Nelson, as weather cancellations during the winter months happens frequently.

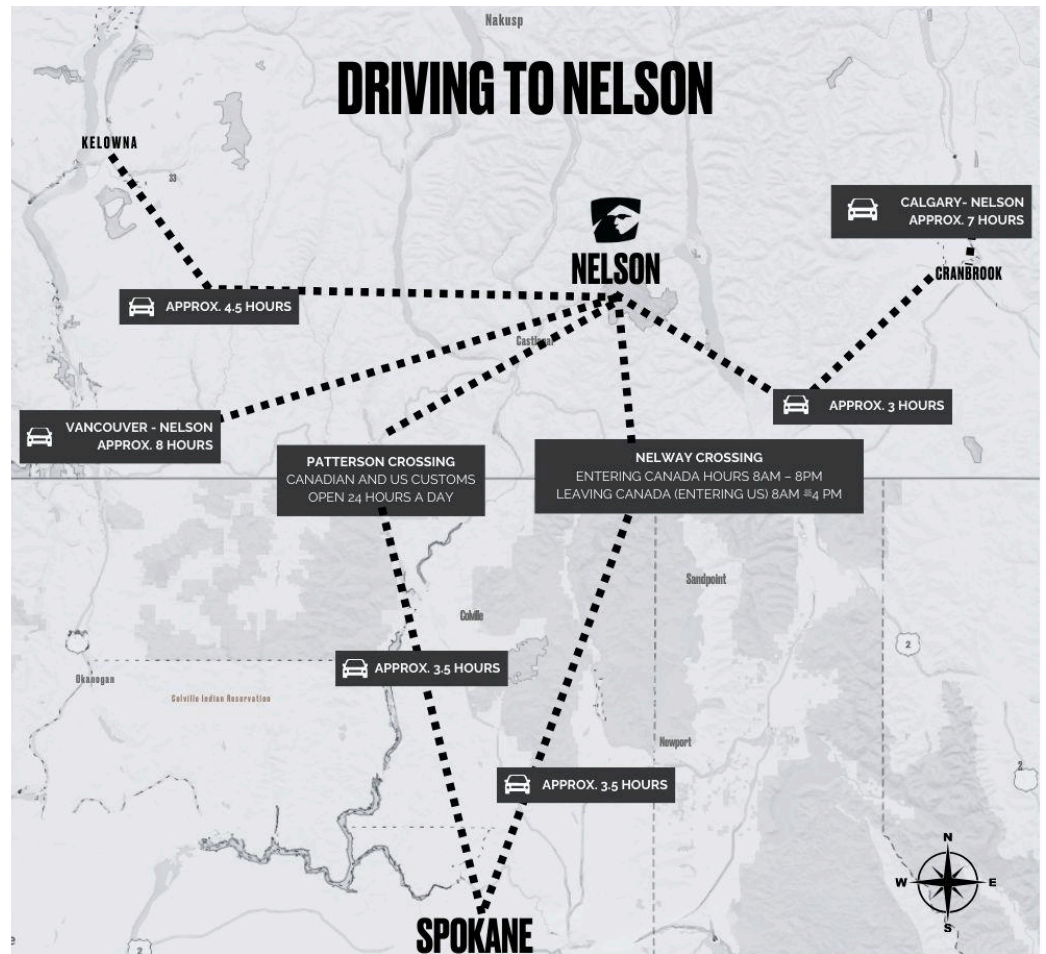
BORDER ENTRY: When you cross the border into Canada, you must have your passport. Immigration officers will inquire about your personal history, the purpose of your visit, and what you're bringing with you. Keep in mind that items like alcohol, tobacco, prescription drugs, and large amounts of cash are subject to import limitations. Excess quantities may be taxed. You are not allowed to import fresh fruits and meats, firearms, or mace.

NOTE ON CRIMINAL RECORDS: Border officials may deny entry based on previous convictions, particularly if you've been convicted of Driving Under the Influence. If you're unsure about your eligibility for entry, please contact the border crossing before your arrival.

BORDER INFORMATION SERVICE

Within Canada 1-800-461-9999

Outside Canada 1-204-983-3500





RENTALS

You must bring your snowboard or ski boots.

Please note, skis & poles rentals are available for \$60 per day and snowboard rentals are free. We do NOT rent boots.

Please also keep in mind that our fleet bindings for skis will only accept the following boots:

1. Regular downhill ski boots that have a plastic sole on the bottom. This is referred to as an "Alpine sole".
2. Vibram and rubber-soled boots that have the label "Gripwalk" located somewhere on the sole or boot itself.

Guiding staff will be able to assist you with your rental requests after dinner on the night of your arrival.

BALDFACE ACCOMMODATION

Rooming is always based on double occupancy. Our timber-frame lodge houses the dining room, bar, massage and lounge areas plus 10 double-occupancy guest rooms with shared bathrooms down the hall. Seven timber-frame chalets, a short walk from the lodge, accommodate four guests each. Each chalet has two bedrooms with a queen and long twin bed and one bathroom. Due to limited single rooms and suites available (for an upgrade of \$130/night and \$270/night) rooming requests are only considered a preference. Lodge and chalet accommodations are the same price. Prior to your arrival we work with the trip leader for pairing. You will only find out about your room assignment once you arrive for transfer.

EXTRA INFO ON LUGGAGE

Because guests of Baldface are transferred to and from the lodge by helicopter, it is important to pack as light as possible, 50 lbs. or less. Soft sided luggage is required and absolutely NO BOARD BAGS OR SKI BAGS are allowed on the heli. If you're traveling with your board/ski bag, you will be asked to remove your equipment from the bag at the Nelson airport check-in. All boards/skis are then carefully loaded into the helicopter's outside basket. All personal items must be packed in soft sided luggage to be loaded in the helicopter. Guests with excess or oversized luggage may be asked to downsize. Personal items must be packed in soft sided luggage to maximize capacity in the helicopter.



WHAT TO PACK

- Personal medications. If you are prone to motion sickness you may want a motion patch, dramamine or similar.
- Fat skis/snowboard/poles – unless you are renting from us.
- Ski/ Snowboard Boots. There are no boot rentals in Nelson.
- Warm, weather resistant clothes and gloves. Layering works best – no cotton. Our average temperature is about – 8C or 25F.
- Goggles and Helmet.
- Sunscreen and Sunglasses.
- Lodge clothes.
- Lodge slippers. If you are in a chalet, you may also want to bring some boots for trips to and from your chalet.
- Passport if you are crossing the border.

SAFETY GEAR

Baldface will provide all guests with a backpack, beacon, probe, shovel and radio. You're welcome to use your own backpack, probe and shovel, but we ask that you use our Beacons and radios.

GST

After your trip to Baldface Lodge, out-of-country visitors may qualify for a refund on GST (goods and sales tax) which they paid while in Canada on tour packages. [GST REBATE APPLICATION](#)

GIVE A FAQ

WHAT IS INCLUDED IN MY TRIP

Transportation between Nelson, BC and the lodge, accommodations, medical insurance while at the lodge, all meals, safety equipment, skiing and snowboarding with our certified guides, and professional photos! Not included in the trip cost are: massage, ski rentals, retail purchases, and alcoholic beverages. Any additional purchases will be added to your final invoice and paid for upon check-out.

IF I GET INJURED, HOW DO I ACTIVATE MY COVERAGE

If an injury occurs, it is important to seek medical care right away in order to activate your coverage.

- 1) If you sustain an injury while shredding with us and require immediate medical attention, your guide will inform the Baldface office and request an evacuation.
- 2) Baldface will immediately get in touch with the insurance broker.
- 3) The ACERA insurance broker will contact you via email, providing the necessary forms to submit with your claim and assist you with any questions.
- 4) You are responsible for any medical bills incurred. Reimbursement will be processed once you submit the necessary forms. The billing process for your medical treatment may vary. Make sure to complete all required paperwork for a smooth claims process. For additional details, refer to the insurance [policy here](#).

WHAT AMENITIES DO YOU HAVE AT THE LODGE?

Once at the lodge guests spend their days skiing and riding powder and their evenings enjoying gourmet meals, our full-service bar, massages, a wood-fired sauna and the company of old and new friends.

