

B A L D F A C E VALHALLA

PRE TRIP PACKAGE

NEED TO KNOW INFO

CHECK-IN

All guests must check in at the [Baldface headquarters](#) to sign their paper waiver prior to their shredding day. Our office is open 7 days a week, 8 AM to 5 PM. This is also where we will give you your reusable **MIZU x Baldface water bottle** to stay hydrated while you shred!

SHUTTLE

Baldface Valhalla is pleased to announce a shuttle service between Nelson, the Slovan Valley junction and our Valhalla Tenure. The shuttle will pick up and depart at the following locations. Please be ready to load the shuttle with all of your gear before the following times:

Shuttle Locations and Departure Times

Adventure Hotel-	6:40 AM
Prestige Lakeside Resort-	6:50 AM
Savoy Hotel-	7:00 AM
Playmor Junction Park & Ride-	7:20 AM

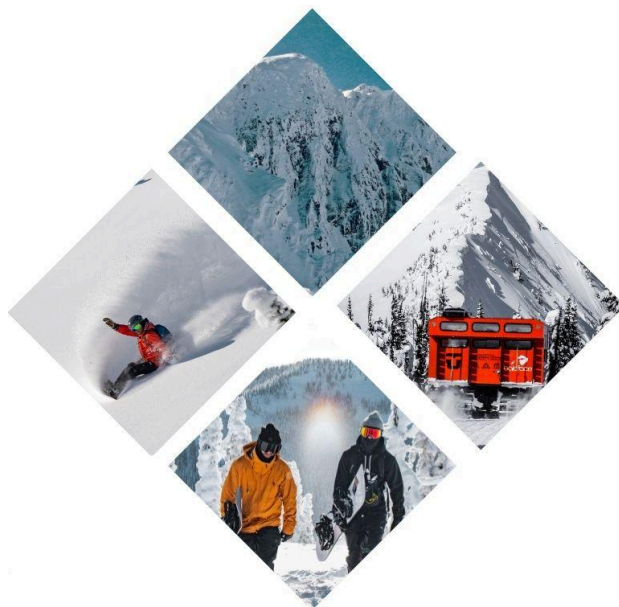
To ensure we get the most time on snow each day, we ask you to come into our office to sign your waiver and that you arrive early and are ready to depart on time at one of our above Shuttle locations. Please complete all paperwork online before arrival. This allows enough time for; checking in, loading gear, meeting your guides and getting on the snowcat. Please dress appropriately as you will be spending some time outside in the elements as soon as you step off the bus.

All guests who are late and miss the bus, will NOT be refunded. Without exception, the bus waits for no one.

If you are unexpectedly late, please call the office at 250-352-0006.

RENTALS

Please make sure you have all your gear to shred for the day. It's smart to wear layers, you can take a layer off and leave it in the cat if you need. **Baldface Valhalla does not provide ski and snowboard rentals.** All guests should bring their own skis/snowboards or rent locally from ([Sacred Ride](#)) the day before your trip. **Sacred Ride is open Monday to Saturday 9 AM to 5:30 PM, on Fridays open until 6 pm and closed on Sundays.**



WHAT TO PACK

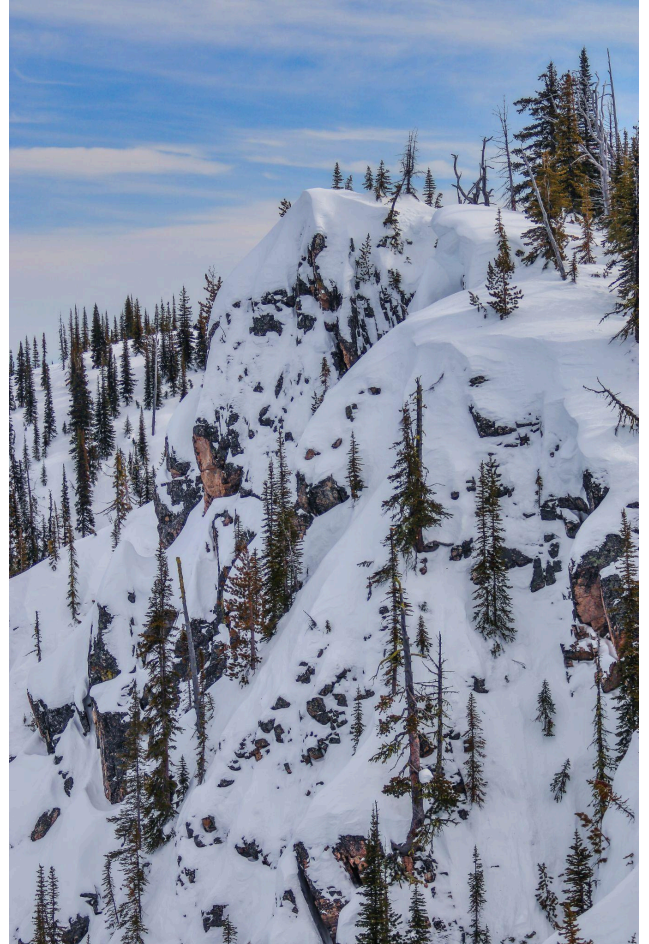
- Personal medications.
- Fat skis/snowboard/poles – unless you are renting at [Sacred Ride](#)
- Ski/ Snowboard Boots. There are no boot rentals in Nelson.
- Warm, weather resistant clothes and gloves. Layering works best – no cotton. Our average temperature is about – 8C or 25F.
- Goggles and Helmet.
- If you are prone to motion sickness you may want a motion patch, Dramamine or similar.
- Sunscreen and Sunglasses.
- Water bottle.
- You can bring your own pack and Avy gear, but you will need to use our beacon in the field.
- Passport if you are crossing the border
- Snacks if you have a food allergy

LUNCH

Lunch is provided, but you should arrive fueled from a good breakfast and remember your MIZU water bottle to stay hydrated, water is available in the cat to refill.

Lunches are locally crafted. **Please note that we can only accommodate Vegetarian, Gluten-Free, and**

Vegetarian & Gluten-Free dietary requirements with at least 1-week notice. Ensure your customer form is completed 1 week before your trip—otherwise, a standard lunch will be provided, and you'll need to come prepared. View our daily menu [here](#).



SAFETY GEAR

Baldface will provide all guests with a backpack, beacon, probe, shovel and radio.

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.**



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 VALHALLA GUESTS MUST BE 19 YEARS OF AGE OR OLDER, NO EXCEPTION.

PLEASE NOTE: THERE IS NO WIFI OR CELL SERVICE OUTSIDE OF NELSON

GOOD TO KNOW INFO

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.

Use our [ABILITY CHECKER](#) to check your ability and fitness levels.

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.

POLICIES

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

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

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.

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.

REBOOKING TERMS

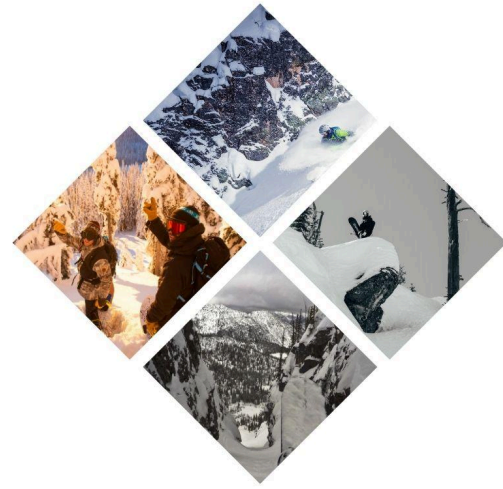
Current year's guests have the option of re-booking the following year before seats are made available publicly. This option expires 2 weeks after the trip date ends. We require a 50% payment to secure your spot, and the remaining 50% on October 1st. We cannot hold your reservation without payment. 25%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

HOW IT WORKS

1. Purchasers will receive an email asking if they 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 50% payment.
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.



MORE INFO

TYPICAL DAY

6:40 am - 8:00 am Load shuttle to snowcats

8:00 am - 8:30 am Meet guides and load snowcats

9:00 am 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!

10:00 am - 3:30 pm Shredding the goods!

4:30 pm Return to the shuttle bus

4:30 pm - 6:00 pm Ride shuttle bus back to Nelson

PLEASE NOTE: THERE IS NO WIFI OR CELL SERVICE OUTSIDE OF NELSON

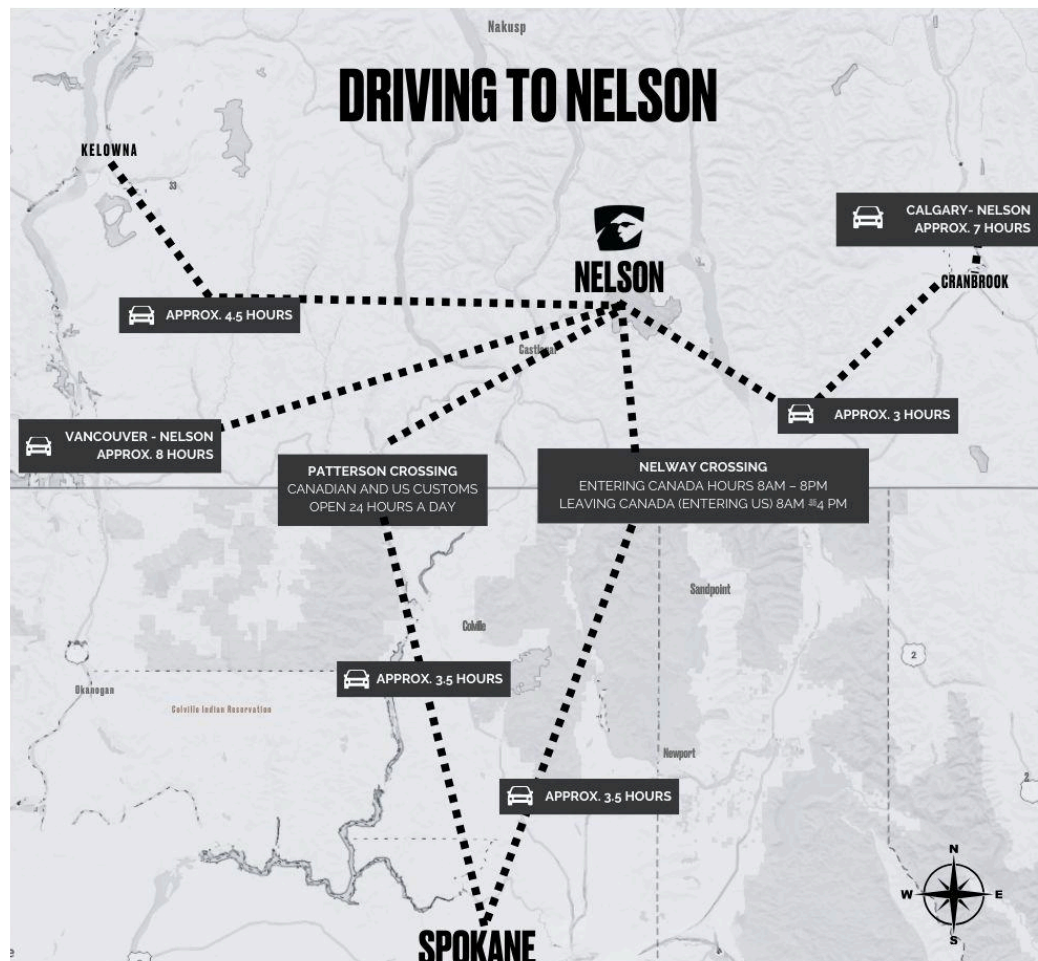
TIPPING POLICY

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.

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 happen 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

WHERE TO STAY IN PASSMORE - [SEE DESCRIPTION HERE](#)

[THE RAVENCOURT LODGE](#)
[OSPREY VIEW CABIN](#)

WHERE TO STAY IN NELSON

All discount codes must be used on the respective hotel's 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".

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.

GIVE A FAQ

WHAT IS INCLUDED IN MY TRIP?

Transportation between Nelson, BC and our Tenure, medical insurance while riding with us, lunch ([see menu here](#)), safety equipment, skiing and snowboarding with our certified guides. Not included in the trip cost are: accommodation, breakfast, dinner, and gratuity.

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 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](#)

Dietary Requirements

Please note that we can only accommodate Vegetarian, Gluten-Free, and Vegetarian & Gluten-Free dietary requirements with at least 1-week notice. **Ensure your customer form is completed 1 week before your trip If you require a special dietary lunch**—otherwise, a standard lunch will be provided, and you'll need to come prepared.



B A L D F A C E
VALHALLA

WEEKLY MENU

MONDAY

SANDWICH / WRAP / SUB, SALAD, VEGGIE & DIP, FRUIT, CHIPS, GRANOLA BAR/TRAIL MIX, SWEET TREAT & BAKED GOOD.

TUESDAY

SANDWICH / WRAP / SUB, SALAD, VEGGIE & DIP, FRUIT, CHIPS, GRANOLA BAR/TRAIL MIX, SWEET TREAT & BAKED GOOD.

WEDNESDAY

SANDWICH / WRAP / SUB, SALAD, VEGGIE & DIP, FRUIT, CHIPS, GRANOLA BAR/TRAIL MIX, SWEET TREAT & BAKED GOOD.

THURSDAY

SANDWICH / WRAP / SUB, SALAD, VEGGIE & DIP, FRUIT, CHIPS, GRANOLA BAR/TRAIL MIX, SWEET TREAT & BAKED GOOD.

FRIDAY

SANDWICH / WRAP / SUB, SALAD, VEGGIE & DIP, FRUIT, CHIPS, GRANOLA BAR/TRAIL MIX, SWEET TREAT & BAKED GOOD.

SATURDAY

SANDWICH / WRAP / SUB, SALAD, VEGGIE & DIP, FRUIT, CHIPS, GRANOLA BAR/TRAIL MIX, SWEET TREAT & BAKED GOOD.

SUNDAY

SANDWICH / WRAP / SUB, SALAD, VEGGIE & DIP, FRUIT, CHIPS, GRANOLA BAR/TRAIL MIX, SWEET TREAT & BAKED GOOD.

PLEASE NOTE THIS MENU IS SUBJECT TO CHANGE BASED ON AVAILABILITY.

PLEASE NOTE THAT WE CAN ONLY ACCOMMODATE VEGETARIAN, GLUTEN-FREE, AND VEGETARIAN & GLUTEN-FREE DIETARY REQUIREMENTS WITH AT LEAST 1-WEEK NOTICE. ENSURE YOUR CUSTOMER FORM IS COMPLETED 1 WEEK BEFORE YOUR TRIP—OTHERWISE, A STANDARD LUNCH WILL BE PROVIDED, AND YOU'LL NEED TO COME PREPARED.

