



WINSPORT™



Coaches' Handbook

2024-2025

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Welcome

We are thrilled your team is interested in training at WinSport's Canada Olympic Park (COP) where athletes of all levels come to train, compete, and excel. Our world-class facilities include the hybrid airbag, halfpipe airbag, XL slopestyle course, XL halfpipe, mogul course, and alpine lanes, providing the perfect environment for honing skills and pushing boundaries.

At WinSport, we are committed to supporting your team's journey to success. Our dedicated staff, state-of-the-art venues, and comprehensive training resources are designed to meet the diverse needs of athletes and coaches alike. Whether your team is here for a short-term training camp or an extended stay, this Handbook will provide all the information you need to ensure a smooth booking process and a successful training experience.

Thank you for choosing COP as your training destination. We look forward to seeing your athletes thrive and achieve their highest potential. Together, let's make this experience unforgettable!

Contacts

WinSport Guest Services

Season pass/day ticket sales, pass/ticket pickups, program registration

- 403-247-5452; info@winsport.ca

Events

Event registration, facility bookings, tickets, sales

- Rudi Andrews: 403-247-5451; randrews@winsport.ca

Freestyle and Alpine Facility Bookings

Freestyle and alpine club onboarding, training facility bookings, spring and in-season training camps

- Mikaela Berg: 403-202-6543; train@winsport.ca

Ski Patrol

First response to incidents, unsafe hill use or features, on-snow support

- 403-247-5454; dispatch@winsport.ca

Alpine Responsibility Code

All athletes and coaches using the winter facilities at COP are expected to know and follow the Alpine Responsibility Code.

ALPINE RESPONSIBILITY CODE



THERE ARE ELEMENTS OF RISK THAT COMMON SENSE AND PERSONAL AWARENESS CAN HELP REDUCE. ALWAYS SHOW COURTESY TO OTHERS. PLEASE ADHERE TO THE CODE LISTED BELOW AND SHARE WITH OTHERS THE RESPONSIBILITY FOR A SAFE OUTDOOR EXPERIENCE.

- 1** Always stay in control. You must be able to stop or avoid people or objects.
- 2** People ahead or downhill of you have the right-of-way. You must avoid them.
- 3** Stop only where you are visible from above and do not restrict traffic.
- 4** Look uphill and avoid others before starting downhill or entering a trail.
- 5** You must prevent runaway equipment.
- 6** Read and obey all signs, warnings and hazard markings.
- 7** Keep off closed trails and out of closed areas.
- 8** You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
- 9** Do not use lifts or terrain when impaired by alcohol or drugs.
- 10** If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

Know the Code - It is Your Responsibility



08/2023

Winter Training Facilities

COP's winter training facilities can be viewed online [here](#).

Winter training includes any athlete training either on the winter hill or in booked venues such as our six Alpine Lanes, Hybrid Airbag, Halfpipe Airbag, XL Halfpipe and XL Slopestyle Course.

Winter training facilities are accessed via the 88 Chairlift or Legacy Chairlift and are subject to waiver and day ticket/season pass requirements as set out below.

Winter Hill Operating Dates

- Friday, Nov. 22, 2024 to Sunday, Mar. 30, 2025

Winter Hill Operating Hours

- Monday to Friday: 11 a.m. to 9 p.m.
- Saturday to Sunday: 9 a.m. to 5 p.m.
- Holidays: 9 a.m. to 5 p.m.

Holidays:

- Saturday, Dec. 21, 2024 to Friday, Jan. 3, 2025
- Monday, Feb. 17, 2025 (Family Day)

Winter Facilities Projected Opening Dates

Winter Facilities	Projected Opening Dates*
Intermediate Park	Friday, Dec. 22, 2024
Alpine Lanes	Monday, Dec. 16, 2024
Westline	Monday, Dec. 31, 2024
XL Halfpipe	Tuesday, Jan. 14, 2025
XL Slopestyle	Tuesday, Jan. 14, 2025
Airbag - Hybrid	Wednesday, Jan. 22, 2025
Airbag - Halfpipe	Wednesday, Jan. 22, 2025

**These dates are tentative, highly weather dependent, and subject to change. For the most current opening date information, click [here](#).*

Winter Facilities Rates***

Winter Facilities	Cost
Alpine Lanes	Two-hour: \$180.00/lane (Evenings/Weekends) Two-hour: \$225.00/lane (Holidays)
Hybrid Airbag	Two-hour: \$70.00/athlete**
Halfpipe Airbag	Two-hour: \$70.00/athlete**
West Terrain Park (Operational Hours)	Included with Advanced Access Pass purchase
XL Halfpipe Access (Operational Hours)	Included with Advanced Access Pass purchase
XL Slopestyle Course	<i>In Progress</i>
Mogul Development Course	<i>In Progress</i>

*Five-athlete minimum

**Limited bookings available

***Subject to change – the most up-to-date rates can be found [here](#).

Please see the Winter Facilities Schedule on pages 17-19 for detailed facility hours.

Alpine Lanes

Training shall only take place in your assigned and scheduled Alpine Lanes. Training outside of the Alpine Lanes 1-6 is strictly prohibited.

Advanced Terrain Park

The Advanced Terrain Park requires advanced/expert skiing and riding skills and is located on the west side of the winter hill. Available for ages six and above. The Advanced Terrain Park includes:

- The West Terrain Park (rails and slopestyle jumps)
- XL Halfpipe (22' tall, 120' long)
- XL Slopestyle Course
 - Note: The XL Slopestyle Course is now only available through private booking to qualified athletes, clubs, provincial teams, and national teams. It is closed to public access.

More information can be found online [here](#).

XL Slopestyle Course

More information will be provided [here](#) at a later date.

Mogul Development Course

More information will be provided at a later date.

Users of the Mogul Development Course may not cut across Alpine Lanes and should only exit at bottom of the facility.

On-hill Special Requests

Special Grooming Requests

Special grooming requests must be submitted five days prior to the desired completion date. Please see the procedure below:

- Email train@winsport.ca with your specific needs
- Once confirmed, the coordinator will submit an invoice for payment
- \$250/hour for grooming (one-hour minimum per request)

Requests for Outside of Winter Hill Operating Hours

These requests must be submitted five days prior to the first day of training occurring outside of winter hill operating hours. Please see the procedure below:

- Email train@winsport.ca with your specific needs
- Once confirmed, the coordinator will submit an invoice for payment
- \$300/hour for lift operations (one-hour minimum per request)
- \$70/hour for patrol coverage

Summer Training Facilities

Our summer training facilities can be viewed online [here](#).

Summer training includes any athlete training which occurs on booked venues such as our Flat Airbag, Outdoor Twin Trampolines, Outdoor Super Trampoline, and Dryslope.

Projected Summer Operating Dates

- Sunday, June 1, 2025 to Friday, Oct. 10, 2025

Summer Operating Hours

Summer Facilities	Projected Opening Dates*
Outdoor Twin Trampolines	TBD
Outdoor Super Trampoline	TBD
Dryslope	TBD
Summer Flat Airbag	TBD

*These dates are tentative, highly weather dependent, and subject to change. For the most current opening date information, click [here](#).

Club/Team Training

In addition to the purchase of the required day ticket or season pass, along with the completed Exclusion of Liability or associated waiver as applicable, all club and team training activities must be sanctioned by the applicable governing bodies (FIS, NSO or PSO). All training activities at COP require WinSport's express written consent and are subject to the requirements set forth below:

For more information on club and team training, including the required Facility Use Agreement and Certificate of Insurance requirements, please email train@winsport.ca.

Pre-training Checklist

- Register your club by emailing train@winsport.ca
- Sign the required Facility Use Agreement (FUA)
- Submit your Certificate of Insurance (COI)
- Provide proof of trainer's/coaches' Worker's Compensation Board (WCB) coverage or equivalent coverage
- Submit your club's athlete and coach list
- Pay your business administration fee (if applicable)
- Complete athlete and coach waivers

Facility Use Agreement

- A signed Facility Use Agreement (**FUA**) is required for any club/team to be permitted to train on-site.
- If you are planning on training or accessing WinSport facilities for non-event/non-competition purposes, please email train@winsport.ca to receive a Facility Use Agreement to review, sign and return.
- Plan to provide your club's Facility Use Agreement to WinSport at least 14 days in advance of your first session.

Certificate of Insurance

A Certificate of Insurance (COI) is required at least 10 days prior to the start of your session. Your COI should be submitted to train@winsport.ca.

Required COI Language (see also FUA):

1. **Certificate Holder – Name and Mailing Address:**
*Calgary Olympic Development Association, operating as WinSport
88 Canada Olympic Road SW Calgary, Alberta
T3B 5R5*
2. **Amount of General liability Insurance Coverage:**
\$10,000,000 per occurrence
3. **Additional Insured and Waiver of Subrogation Requirement (must appear on the COI):** *Calgary Olympic Development Association o/a WinSport, and its directors, officers, employees, volunteers, guides, agents, independent contractors, representatives, successors, assigns and all those in law for whom they are responsible are added as Additional Insureds, in respect only to the operations of the Named Insured. This Additional Insured status will be primary insurance over any other insurance available to the Additional Insured's. Waiver of Subrogation is for all of the foregoing Additional Insureds.*
4. **No Liability Limitation Language:** *It is understood the COI is subject to the terms and conditions of the underlying policy. However, the COI should not contain language WinSport's ability to rely on same, including: (i) language indicating it is simply issued for information purposes only; or (ii) language excluding liability on the issuing or authorized representative for any inadvertent or negligent act, error or omission in preparing the COI.*
5. **Facilities:** *You must ensure that the COI lists all facilities that you wish to use at COP from **July 1, 2024 through June 30, 2025** to avoid having to update the COI during this period (**we suggest you get all your summer and winter facilities identified at this time**). You will only be permitted to book and use those facilities listed on your COI. The facility list is as follows:*

- *Trampolines and Airbags (outdoor winter and summer)*
- *Mogul Courses*
- *Alpine Pitch*
- *Slopestyle Courses and Halfpipes and Terrain Parks*
- *Dryslope*
- *Preseason Freestyle Training site*
- *Winter ski/snowboard hill and lifts [**NOTE: this must be on all COIs that want to access any winter hill facilities**]*
- *Fitness and dryland training areas*

Worker's Compensation (WCB)

Your team must secure, maintain and keep in force Workers' Compensation coverage as required under the Workers' Compensation Act (Alberta) for all employees and volunteers attending COP. Additionally, ensure Personal Coverage for directors, owners, partners, or other personnel eligible for such coverage if they attend COP. All optional coverage categories must also be secured, maintained and kept in force.

Complete Athlete/Coach List

A complete list of all athletes and coaches on your club/team must be provided. A detailed list of athletes and coaches attending each session must be submitted 72 hours before each session. This ensures accurate waiver tracking and preparation for your team's use of our facilities. The detailed listing must include:

- Athlete or coach's full name
- Athlete or coach's birthday
- Email address
- Parent or guardian full name (if athlete is a minor)
- Parent or guardian email address (if athlete is a minor)

Business Club User Fee

A fee of \$550 will be invoiced as an onboarding requirement for each team that conducts 7 or more training sessions at COP throughout a season. Training sessions include all activities at COP regardless of whether your team has a specific scheduled time for a bookable facility or is using facilities that do not require booking during regular operating hours.

Waivers

Athletes (or their parent/guardian, if minors) and coaches will be required to complete waiver(s) before using our facilities. No one will be allowed to use the facilities without completing waivers. These could include, but are not limited to:

- Ski & Snowboard Standard Access Waiver
- Ski & Snowboard Advanced Access Waiver
- Airbag & Trampoline Waiver

Winter Facilities – Waiver and Pass Requirements

Winter Facilities	Waiver Required	Winter Pass Type Required
Alpine Lanes	Ski & Snowboard Waiver - Standard Access - 2024-25	Standard Access Pass
Hybrid Airbag	Airbag & Trampoline Waiver - 2024-25	Advanced Access Pass
XL Halfpipe Access (Within Operational Hours)	Ski & Snowboard Waiver - Advanced Access - 2024-25	Advanced Access Pass
XL Halfpipe Private Bookings (Within and Outside of Operational Hours)	Ski & Snowboard Waiver - Advanced Access - 2024-25	Advanced Access Pass
Halfpipe Airbag	Airbag & Trampoline Waiver - 2024-25	Advanced Access Pass
XL Slopestyle Course	Ski & Snowboard Waiver - Advanced Access - 2024-25	Advanced Access Pass

Booking a Facility

After your club/team has submitted all required onboarding documents and has been given permission to train at WinSport, a tentative training schedule is to be emailed to train@winsport.ca with the following:

- Booking date(s)
- Desired facility (or facilities)
- Length of booking(s)
- Start time(s) and end time(s)
- Team name (if not in email signature)

Check-in Procedure

Development of the check-in procedure is in progress and subject to logistical changes in light of Day Lodge renovations. More information will be provided at a later date.

Invoices

A booking agreement will be sent prior to each month detailing your team’s bookings for the month. An invoice and online payment link will be provided at the end of the month, with payments due within 30 days thereafter.

Cancellations

Cancellation Policy

WinSport reserves the right to reschedule or cancel all or any part of a Rental Period, should a conflicting event arise that requires the use of the Facilities during the Rental Period. If this occurs, WinSport will make reasonable efforts to reschedule the affected part of the Rental Period to a time acceptable to the Sport Organization (i.e. club/team). WinSport has no obligation to reserve, make available, and/or grant the Sport Organization the right to utilize any Facilities.

WinSport reserves the right to cancel a booking if weather conditions make a facility unsafe or unusable. In such cases, your team will be notified as soon as possible, and WinSport will make reasonable efforts to reschedule the affected booking. Last minute changes are possible based on sudden and unexpected weather changes.

The Sport Organization may cancel its Rental Period, in entirety or partiality, by providing written notice via email to WinSport at train@winsport.ca with the following conditions:

- *Cancellations made with more than seven days notice will not be charged.*
- *Cancellations made between seven days and 48 hours will be charged a \$20 administration fee.*
- *Cancellations made with less than 48 hours notice will be charged the quoted amount.*

If your team does not show up for your scheduled booking and has not notified us in advance, the quoted amount will be charged.

Training Expectations

Expected Group Behaviour at COP

- Follow WinSport's rules for facility usage.
- Follow WinSport's Code of Conduct.
- Enter only through the designated entrance gate.
- Do not block access to features or entrance gate.
- Assume responsibility for all belongings and removal of waste or broken alpine gates.
- Respect other guests and WinSport Team Members.
- Follow the Alpine Responsibility Code.
- Follow Park Smart and Terrain Park etiquette.

Day Tickets and Season Passes

To access any area of the WinSport's winter hill, including chairlifts and carpets, team/club personnel must also have a valid day ticket or season pass. We recommend purchasing a season pass. Click [here](#) for day tickets and click [here](#) for season passes.

Parking

You may only park in unreserved stalls at COP. Parking in reserved stalls or no-parking areas such as fire lanes, loading docks, COP service vehicle parking spots or on the grass is strictly prohibited and vehicles parked in these areas will be subject to a ticket and towing at the vehicle owner's expense without warning. Parking at COP is all short-term parking and overnight parking is strictly prohibited without the prior written consent of WinSport. To request permission for overnight parking, contact WinSport's on-duty security personnel at 403-660-9322. This does not apply to vehicles that are left at COP overnight as a result of the driver having consumed alcohol at a COP venue.

Litter

You are responsible for the cleanliness of your training area. All facilities must be left in a condition equal to or more orderly than the condition in which they were found. No garbage or trash (including broken gates, poles or other discarded equipment) shall be left at the facilities by any Sport Organization Personnel and the Sport Organization will incur clean-up fees if the Facilities are not left in the condition in which they were found.

You are responsible for keeping yourself and your athletes safe while using all facilities, booked or otherwise.

Be Park/Train Smart

- **START SMALL** - Work your way up. Build your skills.
- **MAKE A PLAN** - Every feature, every run, every time.
- **ALWAYS LOOK** - Before you drop or start.
- **RESPECT** - The features of the winter hill and all other users.
- **TAKE IT EASY** - Know your limits. Remain in control and attempt to land on your feet.

Know & Manage the Risks

As with many adventure sports, skiing and snowboarding in the Advanced Terrain Park involves the risk of injury, including serious injury, head injury, paralysis, or death. The risk of injury increases with the size and degree of difficulty of the feature and terrain and the participant's launch speed and complexity of trick or airborne/aerial maneuver. Although the risk of injury can never be eliminated, the participant can manage the risk by:

- (i) choosing features and terrain, and only attempting tricks or airborne/aerial maneuvers, appropriate to the participant's skill and experience;
- (ii) progressing slowly and methodically; and
- (iii) participating in programs and training under the supervision of an instructor or coach with appropriate training and skill.

Alpine Lanes

All Alpine Lane training and course setup must be done in the safest manner possible with FIS and Alberta Alpine guidelines met.

Course Training shall only take place in your assigned and scheduled Alpine Lanes. Training outside of the Alpine Lanes 1-6 is strictly prohibited and athletes should exit the Alpine Lanes at the bottom of their courses, not cut across outside of their designated Alpine Training Lanes.

Alpine Lanes are not permitted to be shared without the express permission of WinSport.

For any areas on the Alpine Pitch (Alpine Lanes 1-6) requiring additional snow, please email train@winsport.ca with photos and the lane number.

Freestyle Terrain

FREESTYLE SKILLS REQUIRED

Freestyle Terrain may contain jumps, hits, ramps, embankments, fun boxes, jibs, rails, half pipes, quarter pipes, snowcross, freestyle bump terrain and other constructed or natural terrain features. Freestyle skill involves maintaining control on the ground and in the air. Prior to using Freestyle Terrain, it is your responsibility to familiarize yourself with all instructions and warnings and to follow the Alpine Responsibility Code.

- The features vary in size and difficulty and change constantly due to snow conditions, weather, usage, modifications, grooming and time of day. It is your responsibility to inspect these features before use and throughout the day.
- You control the degree of risk you will encounter in using these features, both on the ground and in the air. Do not attempt these features unless you have sufficient ability and experience to do so safely.
- Helmets are mandatory.
- Only one person should use a feature at a time. Wait your turn and call your start. Do not jump blindly and use a spot when necessary. LOOK BEFORE YOU LEAP!! Always clear the landing area quickly.
- Always ride or ski in control and within your ability level. Individual features are closed for a reason. Do not enter the Freestyle Terrain or use features when closed.

Freestyle Terrain use, like all skiing and snowboarding, exposes you to the risk of serious injury. AIRBORNE MANOEUVRES INCREASE THE RISK INVERTED AERIALS SUBSTANTIALLY INCREASE THE RISK OF SERIOUS INJURY.

When using the freestyle terrain, you assume the risk of any injury that may occur. The ski area operator's liability for all injury or loss is excluded by the terms and conditions on your ticket or season pass release of liability.





Practice Park Etiquette

- Keep landings and knuckles clear. Clear the landing to avoid collisions. Do not stop or sit in a landing, knuckle, bottom of roller, or anywhere that you are not visible to skiers or riders uphill from you. If you need to stop or take a break, make sure you are visible and can be seen from above.
- Do not ski or ride through landings. When not using features, stay off to the side of the trail, out of the way.
- Use features in the manner in which they are intended. Do not jump off the sides of the takeoffs. Save the takeoff lips for people who want to ride the feature correctly. Practice riding on small jumps or rollers instead.
- Do not "snake" other skiers or riders. Be courteous of your fellow park skiers and riders and call your drops. Provide others with a reasonable amount of time and space when waiting to ski or ride a feature to avoid cutting other people off.
- Slow down when exiting the terrain parks.





Airbag Do's and Dont's:

Jumping the BAGJUMP is fun but can cause injuries. Please take some time to read the rules. Wearing protection/helmet is mandatory. Learn the basics of biking before riding the BAGJUMP. Children should be under adult supervision. Pre-injured people and pregnant women should not jump. ATTENTION: Being under the influence of alcohol/narcotics while interacting with the BAGJUMP is strictly prohibited

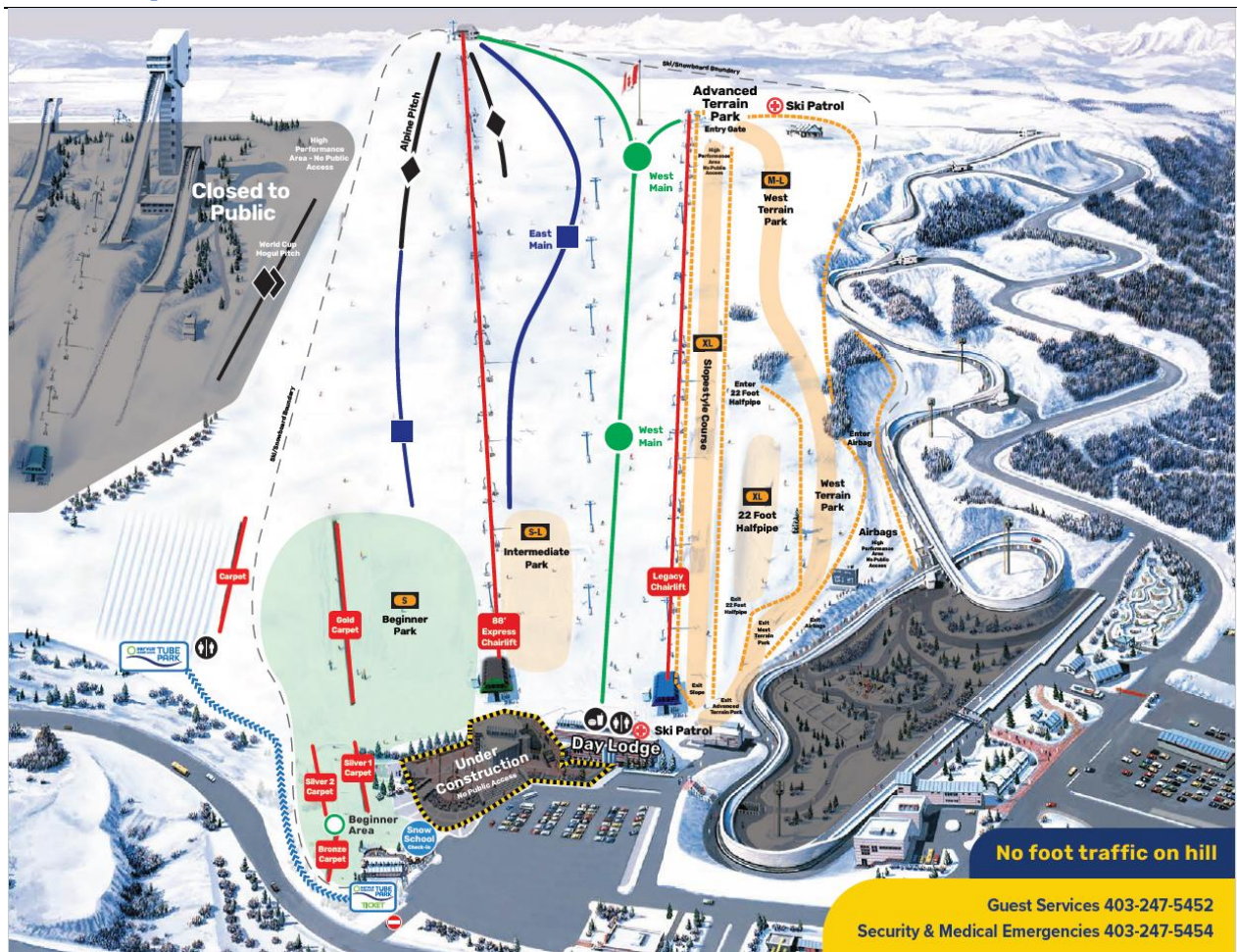
DO'S

			
<p>FOLLOW INSTRUCTIONS Follow the instructions from the BAGJUMP staff</p>	<p>CHECK YOUR SPEED Start at the starting point to get the right speed</p>	<p>STEP OUT OF YOUR BINDING Step out of your bindings after you land and take your ski's/board in your hand</p>	<p>ALWAYS EXIT FEET FIRST Go to EXIT and walk out with your bike in hand</p>

DONT'S

			
<p>NO SHARP OBJECTS No backpack or ski poles on the BAGJUMP</p>	<p>MAX. 1 PERSON ON BAGJUMP Wait until the previous rider has left the BAGJUMP</p>	<p>DON'T JUMP WHEN BAGJUMP IS DOWN Never jump when the BAGJUMP is deflated</p>	<p>DON'T LAND ON YOUR HEAD Make sure you don't land directly on your head</p>

Hill Maps



Day Lodge Construction

We are thrilled to announce the development of the new Day Lodge at WinSport, marking the beginning of a new era for our facility and the countless guests it serves year-round. This ambitious project will rejuvenate the nearly four-decade-old facility which was originally constructed as a media centre for the 1988 Calgary Winter Olympics. The new Day Lodge will breathe new life into a beloved hub for community engagement, sport, and physical activity.

Any additional and up-to-date Day Lodge information be found [here](#).

Winter Facility Schedules

If your team is looking to book any facilities outside of operating hours, please email train@winsport.ca. A minimum 3-hour booking may be required for requests outside operating hours.

2024-25 HYBRID AIRBAG SCHEDULE										
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday			
8:00	Closed	Closed	Closed	Closed	Closed	Closed	Closed			
9:00										
10:00										
11:00						Closed		10 a.m. to 12 p.m.		
12:00										
1:00						2 p.m. to 4 p.m.				
2:00										
3:00						3 p.m. to 5 p.m.				
4:00										
5:00						5 p.m. to 7 p.m.		5 p.m. to 7 p.m.	5 p.m. to 7 p.m.	5 p.m. to 7 p.m.
6:00										
7:00						7 p.m. to 9 p.m.		7 p.m. to 9 p.m.	7 p.m. to 9 p.m.	Closed
8:00										
9:00	Closed	Closed	Closed	Closed						

2024-25 HALFPIPE AIRBAG SCHEDULE										
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday			
8:00	Closed	Closed	Closed	Closed	Closed	Closed	Closed			
9:00						Closed				
10:00						10 a.m. to 12 p.m.				
11:00						12 p.m. to 2 p.m.				
12:00						2 p.m. to 4 p.m.				
1:00						Closed		5 p.m. to 7 p.m.	5 p.m. to 7 p.m.	Closed
2:00								7 p.m. to 9 p.m.	7 p.m. to 9 p.m.	
3:00								Closed	Closed	
4:00								Closed	Closed	
5:00								Closed	Closed	
6:00						Closed		Closed		
7:00						Closed		Closed		
8:00						Closed		Closed		
9:00	Closed	Closed								

2024-25 ALPINE LANES SCHEDULE							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00	Closed	Closed	Closed	Closed	Closed	Closed	Closed
9:00							
10:00							
11:00							
12:00						11 a.m. to 1 p.m.	11 a.m. to 1 p.m.
1:00							
2:00						1:30 p.m. to 3:30 p.m.	1:30 p.m. to 3:30 p.m.
3:00							
4:00						Closed	Closed
5:00							
6:00							
7:00							
8:00	4:30 p.m. to 6:30 p.m.	4:30 p.m. to 6:30 p.m.	4:30 p.m. to 6:30 p.m.	4:30 p.m. to 6:30 p.m.	4:30 p.m. to 6:30 p.m.	Closed	Closed
7:00	7 p.m. to 9 p.m.	7 p.m. to 9 p.m.	7 p.m. to 9 p.m.	7 p.m. to 9 p.m.	7 p.m. to 9 p.m.		
8:00	Closed	Closed	Closed	Closed	Closed		
9:00							

Policies and Procedures

WINSPORT GUEST, TENANT, ATHLETE & GUARDIAN CODE OF CONDUCT

We provide facilities and programs at WinSport's Canada Olympic Park (COP) that help people of all ages discover, develop and excel at sport and we inspire and active human potential through the spirit of sport. We are committed to sportsmanship, integrity, excellence and having fun in a safe environment.

PURPOSE

The purpose of this Code of Conduct is to ensure a safe, respectful, and positive environment for all participants, guests, and staff by making individuals aware that there is an expectation of appropriate behavior, consistent with the values of WinSport, at all times.

THE ENVIRONMENT WE CREATE:

- **RESPECT OF OTHERS.** Treat all WinSport team members and fellow users of COP with respect, kindness, and dignity.
- **PLAY FAIR.** Act in a manner consistent with high standards of honesty, decency, and fair play.
- **WATCH LANGUAGE AND BEHAVIOUR.** Abusive, offensive, racist, sexist, discriminatory, demeaning, disruptive, or harassing behaviour, including foul language, will not be tolerated.

WHAT WE RESPECT:

- **WINSPORT BUSINESS.** Do not behave in a manner that is contrary to WinSport's operations best interests.
- **RESPECT PROPERTY AND FACILITIES.** Theft and vandalism of WinSport property or facilities, or the property of others, will not be tolerated.
- **SAFE WORK ENVIRONMENT.** All WinSport team members have the right to a safe, respectful, positive, harassment free, and healthy work environment.
- **OBEY ALL SIGNS, WARNINGS, CODES OF CONDUCT, AND RULES,** including all directives or notices provided by WinSport.

BEHAVIOURS WE AVOID:

- **ALCOHOL CONSUMPTION IS RESTRICTED** to licensed areas and may only be consumed by persons 18 years of age and older. No outside alcohol is permitted anywhere at COP.
- **SMOKING AND VAPING ARE RESTRICTED** to designated outdoor areas. Smoking and vaping indoors is not permitted.
- **CANNABIS IS PROHIBITED.** The use of cannabis in any form, including but not limited to smoking, vaping, and edibles, at COP is strictly prohibited.
- **ILLICIT DRUGS ARE PROHIBITED.** The use of illicit drugs at COP is strictly prohibited.
- **DO NOT USE** hill, lifts, terrain, or participate in inherently risky activities if your ability to do so is impaired through the use of alcohol or drugs.

CONTRIBUTING TO EVERYONE'S SAFETY:

- **BE SAFETY CONSCIOUS.** All users of COP are responsible for their own safety.

Visiting COP and using the facilities and programs is a privilege, not a right.

Please understand, any breach of this Code of Conduct may result in sanction, including but not limited to revocation of your lift ticket, punch pass, season pass, or membership, removal from a program, and/or removal from COP, without prior notice or refund and at WinSport's sole discretion. Serious offences that constitute trespass or a criminal act will be immediately reported to the authorities and may be subject to prosecution. Past misconduct will be considered in determining any sanction. No refund will be provided to anyone removed for inappropriate behavior or breach of this Code of Conduct.