

Frequently Asked Questions...

In an effort to ensure our staff are as safe as they can be on the slopes either working or on a day off, we will require all our staff to have their equipment checked at no cost to the employee.

Wait... WHAT?

Yes you heard right, we want to make sure the gear you are using is safe.

How will this work?

Your supervisor will give you 2 vouchers to bring two pairs of skis and your boots to one of our tuning center locations. Our rental technicians will access your boots, skis, and bindings to ensure compatibility and functionality, and set them to the binding manufactures specs based on your skiing ability, age, weight, and boot sole length.

What if I have more than two pairs of skis?

For now, we will only be testing 2 pairs. So pick the two skis you think you will work the most on this season.

What if I don't feel safe at the recommended setting can I change it?

Binding manufactures have put years of their expertise into designing their products. Ski shops have been adjusting those bindings to that ensure that ski boots are meant to release from the binding based on the factors like: skier ability, weight of skier, boot sole lengths, age of the skier... etc... We recommend that your equipment is set to those binding manufactures setting.

What if my gear fails the test?

Then you are probably skiing on gear that is unsafe. Something should be done to ensure your equipment is safe so you stay healthy all season. You will have 30 days after the "fail" to rectify the issue. It may mean you need to replace a sole piece of your boot, or a faulty brake, or lube up the binding. It may also mean that your boots should be retired. As a ski / board professional your gear should be in good enough shape to pass. If not our rental shops are stocking up on replacement parts for repairs. In addition our retail shops will have some great deals on new boots for staff if you need to replace them.

When will all this start?

You will have 30 days to get your gear tested after your first day of work on snow. If your gear is good, awesome! You're good with that set up for 3 years. If it fails you will have 30 days to repair the issue.

Where can I get my ski check done?

Once the mountain is open you will have access at the 3 tuning center locations. Creekside, Carlton Lodge (village) and the Blackcomb Day lodge. From 8 am to 5pm daily.

I need my gear! How long will this take?

In the early season, you should expect at least a day to get your gear back after you drop it off. Once the mountain is open and all three shops are operating you can expect an overnight turnaround.

How can I ensure my gear is protected and passes these tests going forward?

Protecting the soles of your boots and making sure your bindings are properly adjusted to those boots is the best way to ensure your gear will pass these ski checks. If you change your boots, you will need to get your gear re-tested. To help protect your boots, we have also added "Cat Tracks" to the staff essentials list, so if you are walking gravel and pavement a lot with your boots you can grab a set of "Cat Tracks" to protect your soles and they offer more grip on slippery surfaces.

Is this a money grab? Are you trying to make me buy new gear?

Absolutely not! We are however very concerned that our staff are in safe gear. We have already ordered and have some inventory of parts to repair boots that are worn and need some sort of repair in order to pass the testing. These boot parts will be available to staff at "staff essentials" pricing. If your boots are beyond repair, as a professional you should not be in them anyway. And if that's the case, we will have staff deals available to purchase new equipment. In the interim if your equipment is unsafe, we will be able to offer rental equipment to staff at a very, very reasonable price.