

SKI SERVICE STANDARDS (10-SKI)

Description - Ski Services consist of alpine (downhill) skiing, snowboarding, tubing, or other downhill activities and associated runs, and Nordic (cross country) skiing activities and associated trails. Ski tows and lifts may include aerial lifts such as chairlifts, or surface lifts such as J-bars, T-bars, rope tows, or handle tows. Other services provided may include equipment rentals, retail, food and beverage, lockers and guided Nordic trips.

In general, the following definitions apply to these terms throughout the standards:

Adequate:	As much as necessary for the intended duration of use
Appropriate:	Suitable to the level of service or as specified in the operating plan
Clean:	Free from dirt, marks, stains, or unwanted matter
Neat:	Arranged in an orderly, tidy manner
Operational:	In use or ready for use
Sufficient:	Enough for the number of persons
Well-maintained:	Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Ski Lodge – Exterior	
1	<u>Building Structure</u> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	<u>Balconies/Decks</u> - Balcony and deck railings are well-maintained, sturdy enough to support visitor use, and height is to code.	A
3	<u>Landscaping/Grounds</u> - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with approved landscape plan.	C
4	<u>Outdoor Furniture</u> - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.	B
5	<u>Parking</u> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
6	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
7	<u>Lighting/Illumination</u> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
8	<u>Public Signs</u> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B

9	<u>Site Utilities, Equipment, and Delivery Area</u> - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible. Delivery areas are screened from public view.	C
10	<u>Trash/Recycling</u> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
11	<u>Ski Racks</u> - Adequate ski racks are appropriately located and well-maintained.	B
12	<u>Flags</u> - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
13	<u>Smoking Policy</u> - No smoking is permitted on the runs, trails, inside the facility, or within 25' of any doors, windows, or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	A
Public Areas – Interior		
14	<u>Entrance Area</u> - The lobby and registration area, instruction areas, and other public spaces are clean, neat, and well-maintained. Furnishings are appropriate, clean, operational, and well-maintained.	B
15	<u>Windows, Doors, Walls, Ceilings, Floors, and Screens</u> - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
16	<u>Corridors/Ramps/Stairs</u> - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	A
17	<u>Open Flame Equipment/Fireplaces</u> - Woodstoves, fireplaces, or other open flame heating equipment are operational and well-maintained. Appropriate safety devices such as fire screens are present and well-maintained. Woodstoves and fireplaces include precautionary notices for visitor information.	A
18	<u>Public Restrooms</u> - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
19	<u>Public Signage</u> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
20	<u>Illumination</u> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
21	<u>Ventilation/Climate Control</u> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B

22	<u>Drinking Fountains</u> - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
23	<u>Trash/Recycling</u> - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
24	<u>Lockers</u> - Adequate and appropriate lockers are rust-free, with working doors and hardware.	B
25	<u>Security</u> - System for securing locker contents is provided, or signs are posted stating that the concessioner is not responsible for visitors' valuables.	B
26	<u>Employee Areas</u> - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
	Safety	
27	<u>Emergency Lighting/Exit Lights/Emergency Exits</u> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
28	<u>Fire Extinguishers</u> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
29	<u>Smoke Detectors</u> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
30	<u>Fire Alarms and Pull Boxes</u> - Fire alarms and pull boxes are visible and accessible.	A
31	<u>First Aid Kit</u> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
32	<u>Carbon Monoxide Detectors</u> - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
33	<u>Animal Pest Exclusion</u> - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
	Ski Areas	
34	<u>Lifts</u> - Lifts are operational and well-maintained. Equipment is inspected, and safety checks are performed daily. A safety inspection log is maintained and provided to the park upon request, or submitted according to schedule.	A
35	<u>Runs/Trails</u> - Ski runs and trails are operational and well-maintained. Obstacles and hazards are clearly marked.	B
36	<u>Markings</u> - Runs and trails are marked for obstructions, degree of difficulty, length, and slope.	B
37	<u>Public Signs</u> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B

	Ski Area Safety	
38	Auxiliary Power - Lifts and tows are equipped with an auxiliary power source in case of emergency.	A
39	Closures - Closed slopes and trails are clearly marked, and rope lines are operational and maintained.	A
40	Communication - Emergency VHF radios, satellite telephones, mobile telephones, and signaling equipment are adequate and operational.	A
41	First Aid Shelter - First aid stations are available during operations. Appropriate medical supplies and equipment (toboggans, jump kits, go bags, etc.) are operational, adequate, stocked, and well-maintained.	A
42	Ski Patrol - Ski patrols are sufficiently and appropriately staffed. Ski patrollers are appropriately trained in emergency response, ski safety, and park regulations. Daily briefings are held and include information on hazards, weather, or other anticipated operational issues. Routine drills are conducted including emergencies that require removal of multiple skiers from the runs, trails, or lifts.	A
43	Lift Attendants - Lift operators and attendants stay in the immediate vicinity (within 10 feet) of their assigned posts while the lift or tow is operating with passengers.	A
	EQUIPMENT STANDARDS	
	Rental Equipment	
44	Condition - Rental equipment is appropriate, operational, clean, and well-maintained.	B
45	Inspections - Equipment is inspected before each rental to ensure equipment is 'rent ready' (adequate, operational, stocked, etc.).	A
46	Availability - Adequate equipment is available in an appropriate variety of sizes.	B
47	Safety - Safety equipment is in accordance with state and local laws. Helmets and goggles are sanitized between uses.	A
	OPERATIONAL STANDARDS	
	Services	
48	Knowledge of Ski Staff/Details on Website - Staff provide accurate information about rates, rental hours, amenities and services, access, etc. Matching information is available on the concessioner's website.	B
49	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
50	Hours of Operation - Facilities are operated and services are provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.	B
51	Acknowledgement of Risk - Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	A

52	<u>Park Orientation Materials</u> - Trail maps and other park materials are accurate, legible, and well-maintained. Orientation includes park regulations and permit requirements, closings and access areas, and weather conditions. Orientation materials are approved by the park.	A
53	<u>Pick-Up</u> - Reserved equipment and appropriate staff are available at the time of the reservation. Staff confirms equipment, length of rental, and method of payment.	B
54	<u>Equipment Demonstration</u> - Staff provide hands-on equipment demonstrations upon request.	B
55	<u>Returns</u> - Staff is available when equipment returns are expected. Overdue return procedures are approved by the park. After-hours contact information is posted.	B
56	<u>Instructional Services</u> - Advertised instructional services are provided. Instructors have industry recognized credentials and/or certifications.	B
57	<u>Lost and Found</u> - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
	Retail	
58	<u>Merchandise</u> - Ski merchandise is appropriate and accurately labeled. Identical items may be marked by display area, rather than individually labelled. An adequate selection of other merchandise (grocery, convenience, souvenirs) as specified in the operating plan is available.	B
59	<u>Availability</u> - An adequate supply and appropriate selection of product types and sizes is available.	B
60	<u>ATM Machines</u> - ATM machines are signed, stocked, operational, and well-maintained. Machines are appropriately located and do not obstruct visitor foot traffic. ATM signage is park-themed or generic. Brand information is only visible when at the machine.	C
	Food and Beverage	
61	<u>Guards</u> - Public facing prep counters have surface guards. Guards are clean and well-maintained.	B
62	<u>Menu Boards</u> - Menu boards are appropriate, accurate, legible, and unobstructed.	B
63	<u>Beverage Displays</u> - Beverage displays are appropriate, neat, clean, and secured.	C
64	<u>Tableware/Drinkware</u> - Tableware and drinkware are disposable. Recyclable/ compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.	B
65	<u>Condiments</u> - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B
66	<u>Hand Washing Stations</u> - Hand washing sinks are operational and well-maintained, with hot and cold running water, soap, and towels or hand driers. Required signage is posted.	A
67	<u>Food Area</u> - Food areas are clean, neat, and well-maintained.	A
68	<u>Beverage Equipment</u> - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup.	B

69	Trash/Recycling - Adequate trash and recycling containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in appropriate receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Refuse is disposed of in accordance with public health, state, and local codes.	A
70	Alcohol - Alcoholic beverage sales are in accordance with applicable federal, state, and local laws. A 'carding' policy for purchasing alcohol is enforced. Alcoholic beverages are consumed within the area in accordance with park regulations.	A
	Park Requirements	
71	Restricted Areas and Protection of Natural and Cultural Resources - Access regulations to restricted areas are enforced. Natural and cultural resources or artifacts are not disturbed or removed.	A
72	Environmental Protection - Run and trail maintenance is performed when snow accumulations are sufficient according to the contract.	A
73	Wildlife - Park regulations prohibiting the feeding or disturbing of wildlife is enforced. Skiers are briefed regarding how to avoid unwanted interactions. If required, staff report wildlife sightings to the park.	A
74	Use Allocation - Park use allocation (carrying capacity) requirements are adhered to.	A
75	Ratios and Spacing - Nordic guide/skier ratios and group size limitations are met. Single file spacing requirements are observed; no straggling is allowed.	B
	Interpretation	
76	Interpretive Services Content - Interpretive formats and content are approved by the park.	B
77	Interpretive Presentations - Presentations are appropriate, accurate, and organized. Guide staff have NPS required interpretive training and certifications.	B
78	Activities - Advertised activities are available. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	C
	Personnel	
79	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
80	Qualifications and Licenses - Ski staff have an appropriate level of skill and experience based on the environment they are expected to operate in. Licenses and certifications are available upon request.	A
81	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
82	Employee Appearance - Employees wear apparel or a visible name tag identifying them as concession staff. Employees present a neat appearance.	B

83	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
	Rates	
84	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.