



Freestyle Panorama Ski Club

Parent Guide

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1 Welcome

WELCOME to the Freestyle Panorama Ski Club (FPSC)! Whether this is your first season with the club or you are a seasoned pro, we are excited to have you join us! Over the past 15 years, our club has experienced incredible growth, and that's thanks to the passion, energy, and dedication of amazing families like yours.

FPSC is committed to providing top class training to athletes ages 6 and up in an environment that is competitive, fun, supportive and safe. But more than providing training, FPSC is a community – a place to connect (parents *and* kids), develop a love for sport, and build life-long friendships.

On the following pages, you'll find important information to help guide your FPSC experience. This includes practical information (what happens when it is too cold to train?!), some details on the financial commitment (how much do competitions cost?!), how to best support your athlete and much more. Please take a few minutes to read through this manual. New members and seasoned ones, we promise you'll find some useful information here.

2 Adoption of FPSC Code of Conduct and Policies

By participating in FPSC activities, parents and guardians agree to abide by the Code of Conduct and policies as described in this document.

3 Land Acknowledgement

At Freestyle Panorama Ski Club, we humbly and gratefully acknowledge that our activities take place on the traditional, unceded territory of the Ktunaxa and Secwépemc peoples. We are committed to conscious acts of Reconciliation that include Canadian Indigenous, Métis, and Inuit Peoples. We recognize our responsibility to honour the rich history, vibrant culture, and lasting contributions of these Nations whose stewardship of this land has spanned thousands of years, and provided us with the privilege to enjoy our sport.

4 Rule of Two

Freestyle Panorama Ski Club follows the **Rule of Two** as outlined by the [Coaching Association of Canada](#), a key component of Canada's Safe Sport framework.

The Rule of Two states that there should always be **two trained and screened adults present** when interacting with athletes and coaches, particularly in **one-on-one settings**. This promotes



safety, accountability, and transparency, however, there may be exceptions in emergency situations.

By the nature of our sport, we are most often in public settings where athletes and parents can interact freely with their coaches. However, if there is ever a need for a difficult conversation please ensure that a senior member of our team is present in addition to the coach or athlete in question.

Please remember that the **Rule of Two applies to digital conversations** as well. Whenever possible, please loop in another coach or the General Manager in your texts, emails, etc.

Parents and guardians are expected to:

- Support and respect this standard, including refraining from requesting private one-on-one time between your child and a coach.
- Help reinforce appropriate boundaries that prioritize athlete safety and protection.

Learn more about the Rule of Two:

<https://coach.ca/sport-safety/responsible-coaching-movement/rule-two>.

5 Parent Code of Conduct

5.1 Purpose

The purpose of the Parent Code of Conduct is to establish consistent expectations for behaviour by parents and guardians when your child is participating in any FPSC activity. This includes training sessions, competitions, club events, travel, and communication with staff.

We expect parents and guardians to uphold the core values of **Respect, Teamwork, Integrity, Commitment, and Fun**, and to model positive behaviour that contributes to a safe, healthy, and supportive environment for all athletes and families.

5.2 Expectations

All parents and guardians are expected to behave in a sportsmanlike, respectful and responsible manner while attending or participating in club activities.

5.2.1 General Behaviour

Help make the FPSC experience a positive and supportive environment for all by:

- Setting the right example by demonstrating **sportsmanship, courtesy, and respect** at all times to athletes, coaches, team members, volunteers, officials, resort staff, and other families.
- **Honouring the health, safety, and well-being** of your child and their competitors.



- **Refraining from coaching** your child or any other athlete from the sidelines during training or competition.
- Supporting the **efforts and authority of coaches** - allowing them to lead, teach, and manage the team.
- Cheering on **all athletes**, not just your own child, and promoting a team-first mindset.
- Treating all staff, officials, and fellow families with **respect and dignity** - including during competition, travel, or administrative interactions.

5.2.2 *Respect for Coaching Staff*

Coaches are responsible for delivering a safe, fair, and developmentally appropriate training environment. Parents must:

- Respect the authority and decisions of coaches.
- Address any concerns appropriately, away from athletes and other parents. Remember the **Rule of Two** - when addressing potentially contentious concerns please include a senior coach or the Club General Manager in your discussion.
- Trust the coaching staff to make decisions in the best interest of the athlete's long-term development and the team.

We understand that parents may see their athlete skiing while on the mountain and may stop to observe briefly. However, parents **must refrain from following, shadowing, or skiing alongside** the group during official training sessions. This allows coaches to focus fully on athlete instruction, safety, and group management.

5.2.3 *Respect for Athletes*

Help make the experience for your athlete as positive as possible:

- Avoid placing undue pressure and/or **unrealistic expectations** on your athlete(s).
- Ensure athletes **attend training, arrive on time**, and come prepared with safety equipment, well-functioning gear suited to the conditions, are well rested, nourished, hydrated, etc.
- **Model and encourage sportsmanship** - be positive, celebrate wins, support all athletes.
- **Prevent abuse and harassment**. Support efforts to remove verbal and physical abuse from all children's sporting activities.
- **Support skill development**. Help instill confidence in your child's ability and progress, but avoid comparing them to other athletes.

5.2.4 *Get involved*

FPSC is more than just a ski club, it is a community that includes athletes, coaches, siblings, parents, grand-parents and more! We strongly believe in the power of community and



collaboration. As part of our commitment to fostering a supportive environment for our athletes, **we ask all families to volunteer.**

We have something for everyone! Join us on the slopes to help build courses and marshal competitions, work from home and help us plan events, sit at a desk and sell some tickets! Watch out for communications throughout the season to see how you can get involved.

5.2.5 *Unacceptable Behaviour*

Parents / guardians must **not** engage in:

- Criticism, name-calling, or the use of abusive language or gestures.
- Disruptive behaviour during training or competitions - this includes **shadowing athletes, coaching from the sidelines**, and any behaviour that takes away from the athlete's ability to fully develop the coach/athlete relationship.
- Harassment or inappropriate requests to staff or coaches including seeking **special treatment** for your child outside of legitimate medical or mental health needs.
- Attempts to influence training and competition plans, competition outcomes, judging, or officiating.

5.3 Compliance with Safety Policies

Freestyle Panorama Ski Club is committed to the highest standards of athlete safety, conduct, and inclusion. Our policies align with those of **Freestyle Canada, Freestyle BC**, and **viaSport** to ensure we follow **best practices**.

We require all parents and guardians to comply with the following:

- Freestyle Panorama Ski Club's Athlete Protection and Conduct Policies (this document).
- Freestyle BC's Safe Sport Policies (freestylebc.ski/safesport/).
- Canada's Safe Sport Framework (canada.ca/en/canadian-heritage/services/safety-integrity-ethics-sport.html)
- Rule of Two – Coaching Association of Canada (coach.ca/sport-safety/responsible-coaching-movement/rule-two).

5.4 Consequences of mis-conduct.

Freestyle Panorama Ski Club reserves the right to **limit parent access** to the "field of play" (e.g., training zones, coaching areas, competition venues, etc.) if a parent's behaviour is disruptive, inappropriate, or distracting to athletes or staff.

5.4.1 *Disciplinary Actions*

SafeSport consequences for maltreatment can include disciplinary actions, such as suspension, ineligibility, mandatory training, or permanent bans, and liability for organizations and



individuals. The severity of the consequence depends on the nature of the violation, which can range from boundary transgressions and discrimination to psychological and sexual abuse. In Canada, the Canadian Safe Sport Program (CSSP) and the Universal Code of Conduct ultimately govern these issues.

Depending on the nature of the complaint, consequences may include (but are not limited to):

- Verbal / written warning
- Removal from event / training
- Suspension from future events / training for a set number of days
- Expulsion from program / club
- Escalation to Provincial Sports Organization (PSO, i.e. Freestyle BC), NSO (National Sports Organization, i.e. Freestyle Canada), legal action, etc.

5.5 Reporting, Concerns, Questions

We value open communication and encourage parents to raise any questions or concerns through the proper channels. This may be your athlete's coach, FPSC General Manager (admin@freestylepanorama.com) or an FPSC Board Member (bod@freestylepanorama.com).

6 Refund Policy

We understand that unforeseen circumstances - such as injury, illness, or family matters - may affect an athlete's ability to participate in scheduled training sessions or competitions. Our goal is to balance fairness for families with the club's financial responsibilities.

6.1 Injury or Illness During the Season

- If an athlete is injured or becomes ill and cannot continue training for an **extended period**, please notify the General Manager (admin@freestylepanorama.com) as soon as possible.
- Refunds or prorated credits for future programming may be considered on a **case-by-case basis**, depending on the timing and length of the absence.
- A **medical note** or documentation may be required to process any injury-related refunds or credits.
- A **\$100 administration fee** will apply to all refunds or credit requests.

6.2 Missed Competitions or Training Days

- No refunds will be issued for missed training days or competitions included in your regular program, unless the absence is due to injury or other extenuating circumstances approved by the club (see above).



- For **pay-to-play** events and competitions, if an athlete withdraws after the club has incurred non-refundable costs (e.g., coach travel, accommodations, etc.), those costs will still be invoiced to the family.
- A \$100 administration fee applies to all refund or credit requests related to competition or additional training fees.

7 Operating Policy

7.1 Age and Ability Requirements

FPSC offers a variety of programs and camps to address the needs of our Freestyle Athletes **aged 6 and above**. To adhere with the FPSC contract with Panorama Mountain Resort the club cannot, under any circumstances, accept any member into the program who is 5 years or younger on December 31 of the training season.

To join, athletes must be able to load a chairlift independently and consistently make parallel turns on blue runs on our home resort. PMR's lift protocols supersede ours. If a PMR employee deems that your athlete requires assistance on the lift, they will be required to ride with an adult. This may be an FPSC coach, PMR employee, or an unknown volunteer chosen from the lift line.

7.2 Freestyle Membership

All athletes are required to hold both Freestyle Canada and Freestyle BC memberships. These memberships are mandatory for participation in all FPSC activities (on-snow training, trampoline training, camps, etc.).

Athletes competing at the provincial, national, or international level must hold a membership that includes insurance coverage. If you are unsure which membership is right for your athlete, please contact the FPSC General Manager or Head Coach for guidance.

Please note: memberships **expire annually on June 30**. To obtain your memberships, please visit: <https://freestylebc.ski/join/>

7.3 Volunteerism

Our club relies heavily on volunteer efforts from our athletes' fans (i.e. parents, guardians, grandparents, etc.). To get involved, athletes' supporters also require a **free** volunteer membership with Freestyle Canada and Freestyle BC. Volunteers (coaches, athletes, officials, etc.) over the age of 18 will be required to undergo a Safe Sport screening process. The level of screening will depend on your type of involvement in the club.

We get it... sometimes life is just too busy and you can't get involved. If that is the case, we offer a volunteer opt out fee which is collected at the time of registration. If you haven't added



this fee to your registration, we will assume you are ready and excited to volunteer and we'll be checking to ensure you have your volunteer membership.

7.4 Purchasing your membership

To obtain athlete and volunteer memberships, go to freestylebc.ski/join/

7.5 Weather Cancellations

7.5.1 Regular Training

Making the call to cancel training due to weather involves consideration of athlete safety as well as our commitment to provide reliable employment to our coaches. To this end, we strive to provide as much notice of cancellation as possible.

Weather conditions that may affect training will be assessed on a day-by-day (and sometimes hour-by-hour!) basis and include (but are not limited to): cold temperatures, high winds, heavy snowfall, and rain.

Any decision to delay or cancel a **full day** of training will be made no later than 8:30 am on the morning in question and communicated to athletes and parents via WhatsApp (see section 13 for a link to join the Announcements group) and/or posted on the website.

If weather conditions change during training, coaches and athletes may seek temporary shelter in one of Panorama Mountain Resort's public facilities (not a personal residence unless it is an emergency). If conditions persist for longer than 1 hour, training will be officially cancelled and parents will be contacted via all means necessary. Athletes will remain under the supervision of coaches until official hand-off to parents occurs (e.g., communication via WhatsApp, in person, etc.).

7.5.2 Competitions

When FPSC athletes compete at resorts other than Panorama, they must follow the rules and policies of the host club or resort. That said, the safety of our athletes always comes first. If weather conditions are such that competition is unsafe, FPSC athletes may choose to withdraw at any time.

Please note that certain "sunk costs" (such as coach travel, meals, and accommodation) are non-refundable and will still be charged even if an athlete withdraws or if an event is cancelled. We do our best to keep these costs as low as possible and appreciate your understanding (see Section 6 for more information on our refund policy).

For competitions hosted by FPSC, an appointed jury carefully reviews conditions and will make the final decision if an event needs to be cancelled due to weather. Any decisions will be communicated promptly to all participants.



7.6 Cold Weather Cut-offs

The temperature as recorded at the Champaign Chair and reported by PMR at the “Middle Lift” on www.snow-forecast.com will be considered the official temperature. Special considerations may be made if the temperature is warmer than that reported but is accompanied by high winds.

With the exception of the Competition and Development teams, all training will be cancelled if the temperature is **-20°C or colder**.

Competition and Competition Development team training will take place at the coach’s discretion.

7.7 Lift Stoppages

If a lift malfunction lasts longer than 1 hour and affects multiple lifts such that safe and effective training cannot occur, club activities will be cancelled for the remainder of the day until such time that the lifts are fully functional. Athletes must remain with a coach until official hand-off occurs (e.g., communication via WhatsApp, in person, etc.).

7.8 Make-up Days

If more than 2.5 hrs of training is cancelled in one day due to weather or a lift malfunction, FPSC will make every reasonable effort to reschedule time lost. Please note this is dependent on coach availability and access to the mountain and may not always be possible.

Make-up days will be considered only in cases where situations beyond reasonable control have interrupted training (for more than 2.5 hrs). Make-up days are **not** provided for athletes that miss training due to short-term illness, holiday plans, etc.

8 Additional Fees & Competition Policy

At FPSC, we use a “**pay-to-play**” model to give families maximum flexibility and keep base registration fees accessible. This model ensures that families only pay for what they use **beyond the base program** - offering personalized choice while allowing the club to recover actual costs for events, coaching, and travel.

Your program registration fee covers coaching and training only on the specific dates outlined in your athlete’s selected program. This includes participation in the regularly scheduled training sessions during the season.

Any activities outside of these scheduled dates will incur additional fees, which are calculated based on actual costs and shared fairly among participating families.



8.1 Competitions and Camps

Freestyle competitions and camps are a great way for athletes to challenge themselves, grow their skills, and build team spirit. While we strongly encourage participation, it is not required. Families are free to choose which competitions and camps align with their athlete's development and availability.

When athletes participate in events beyond their regular program, families are responsible for any additional costs. The club uses a cost-recovery approach and invoices families after the event to reflect actual expenses incurred.

Additional fees may include:

- Coaching fees for extra training or competition days
- Coach travel costs (e.g., flights, ground transportation, baggage fees)
- Coach accommodation and per diem
- Lift tickets (if not included in your pass or event fee)
- Banquet or event tickets
- Competition administrative fees

It is important to note that if the camp or competition occurs at our home mountain, additional training costs will apply for any training or competition days not already covered by your athlete's program. For some examples of how fees are calculated, please refer to Appendix 1. *Note: these extra costs will only apply if you did not pre-select the competition days during registration.*

8.1.1 Guest Athletes

Athletes from other clubs who participate with FPSC as **guest athletes** will be charged **drop-in rates** as outlined in the regular season registration.

In addition to drop-in training fees, **guest athletes will also share equally in any additional event-related costs**, such as coach travel, accommodations, per diems, lift tickets, or administrative fees - the same as registered club athletes.

This ensures a fair and consistent approach for all participants involved in shared training or competition events.

8.1.2 Invoicing and Payment Expectations

Freestyle Panorama Ski Club is a **non-profit organization**. Our financial model is designed to be cost-neutral, meaning we do not profit from competitions or training outside the core program. All additional fees are calculated simply to cover actual shared costs.



The club will make every effort to **estimate competition costs** in advance to help families plan. However:

- Families will be invoiced after each event, once all actual expenses are confirmed.
- We kindly ask for prompt payment once invoices are received.

Timely payments help the club remain financially stable and allow us to continue offering high-quality programming for all athletes.

8.1.3 Refunds for Competitions and Camps

We understand that unforeseen circumstances such as injury, illness, or family matters may impact an athlete's ability to attend scheduled training events or competitions. Please refer to Section 6 for details on our refund policy.

Specific to pay-to-play events, if an athlete withdraws from a competition or camp *after* the club has incurred non-refundable costs (e.g. coach travel, accommodations, etc.) those costs will still be invoiced to the family.

A \$100 administration fee applies to all refund or credit requests related to competition or additional training fees. We aim to be fair and understanding while ensuring the club can meet its financial commitments to coaches, venues, and service providers.

9 Equipment

9.1 Safety and Skis

At a minimum, athletes require a properly fitted, unexpired, and properly worn helmet at **all times** while on skis or snowboards. No exceptions. In addition, athletes must wear properly fitted eye protection in acceptable condition.

We strongly recommend the use of both certified **back protectors** and **mouth guards**. Both can be found by various sellers for a reasonable cost.

Depending on the focus of your athlete, specific equipment *may* be required. For example, twin-tipped skis or snowboards are best for slopestyle, and shorter poles and mogul-specific skis might be needed for higher-level mogul skiing. Please talk to your coach for specific recommendations. A great place to find used equipment is our Facebook buy and sell page (www.facebook.com/groups/402376448187553/).

9.2 Team Jackets and Merchandise

For the past several years, our club has offered the black Helly Hansen Springbok jacket in both youth and adult sizes. Unfortunately, Helly Hansen has discontinued this style for the 2025/26 season. The good news is that we still have a sizable inventory available in a range of sizes.



- **To purchase new:** visit our Club store (www.freestylepanorama.com/merchandise).
- **To purchase used:** check our Facebook Buy & Sell page (www.facebook.com/groups/402376448187553/).

In addition to team jackets, we occasionally offer event-specific merchandise throughout the year. These usually require pre-orders, so keep an eye on our communication channels (Instagram, Facebook, Mailchimp, WhatsApp, Website) to ensure you don't miss out.

9.3 General Equipment

Please ensure your athlete shows up **on time and dressed for the conditions**. Ensure they have enough warm layers, face protection for cold days, hand warmers if needed, etc. Younger athletes may benefit from a small amount of pocket money on the coldest days to allow them to purchase a warm drink if needed at a warm-up break. We train in all conditions! So please come dressed for the Canadian winter.

All equipment is the sole responsibility of the athlete and their family. FPSC coaches and staff are not qualified to adjust or repair skis, boots, bindings, etc.

10 Overview of Programming

Details on all of our programming can be found on our website at www.freestylepanorama.com. In general, though, we offer on-snow training at Panorama Mountain resort beginning early December and concluding in early April (depending on PMR's operating schedule). We take two breaks from regular training throughout the season – one over the Christmas holidays and a second over the Family Day long weekend in February.

We pride ourselves on flexibility allowing athletes the opportunity to participate in multiple sports. We offer anything from an 8-day (where you chose the dates) up to a 32-day program and beyond. For part of our season, the Australian Mogul Ski Club joins our club for a 5 days/week program during their "summer" holidays. Participation in this program is also an option for local athletes. Be sure to talk to the FPSC General Manager if you are interested.

We offer programming for athletes just starting their Freestyle journey (e.g. FUNdamentalz) all the way up to our highest level, invitational Performance Team.

In addition to our "regular training", we strive to offer various extra on-snow pay-to-play training opportunities throughout the season. These can include pre-season training in late November, camps over the Christmas holidays, PD-day drop-in days, and post-season training at other resorts (e.g. Sunshine).



A well-rounded program includes dry-land and mid-week training. To this end, we offer trampoline training year-round in both Calgary and Invermere, summer water ramp camps, air-bag opportunities at various venues in the winter, as well as mental readiness and goal setting workshops.

These programs are generally open to all athletes, although some of the highest-level opportunities may be available by invite only (e.g., our Performance team).

11 Flipping and Tricking

Performing advanced tricks, including inverts (any trick involving a flip where the athlete's head is below their feet) is the goal of many FPSC athletes. Safely performing these tricks requires much practice in controlled environments such as water ramps and trampolines before they can be performed on snow.

FPSC athletes are prohibited from performing inverts until they have been properly certified by a qualified coach. Advanced tricks, including inverts, **must be re-certified annually**.

Certification (or sign-off) on a trick does not grant unlimited permission to perform it. Athlete readiness and conditions vary, and coaches have full discretion to decide whether an athlete may safely attempt an advanced trick on any given day.

For more information on how to have a trick certified, please talk to your coach.

12 Emergency Action Plan & Best Practices

As part of their certification process, our coaches learn practical strategies for group management, how to create and maintain a safe training environment, and effective communication techniques to keep athletes engaged and informed. They are also trained to recognize signs of fatigue, stress, or injury, and to adapt sessions to the ability level and readiness of their athletes.

Our Emergency Action Plan (EAP), developed in collaboration with PMR's Ski Patrol, is reviewed annually and reinforced with staff on a regular basis. This comprehensive plan equips coaches with clear procedures to follow in rare "worst-case scenarios," including medical emergencies, missing or lost athletes, and natural disasters such as avalanches. To further enhance safety, first-time athletes are issued whistles and given clear instruction on when and how to use them.

Our ultimate goal is to provide a safe, injury-free, and enjoyable environment for both coaches and athletes, ensuring that every training session balances skill development with well-being and fun.



13 Communication

13.1 WhatsApp

Our primary mode of communication is via **WhatsApp** (we no longer use TeamSnap, so feel free to delete any FPSC accounts on that platform). Your coach will invite you to a WhatsApp chat specific to your athlete's training to keep you up-to-date on planning and events.

Please also join our Announcements group to keep up-to-date on events, weather cancellations, extra training opportunities, social events and much more. To join, scan the QR code or click on the link below:



https://chat.whatsapp.com/JgTIweetAgK1e36OFbulqQ?mode=ems_wa_t

13.2 Mailchimp

Periodically we send out important information and updates via MailChimp. If you are not receiving these messages, please reach out to us.

13.3 Socials

You can find us on both Facebook and Instagram:



www.facebook.com/freestylepanorama



www.instagram.com/panoramafreestyle/

13.4 Website

Our website contains tonnes of information and is updated regularly. You can find us at www.freestylepanorama.com.



13.5 General Contact Information

We want to hear from you! You can reach us in the following ways:

Who	Why	How
Club General Manager	General inquiries. First point of contact for most things FPSC!	admin@freestylepanorma.com
Head Coach	Program-specific questions	headcoach@freestylepanorama.com
Board of Directors	High-level questions about the club.	bod@freestylepanorama.com

Thanks for reading! Let's have a fun, respectful and safe season.

See you on the slopes!



1 Appendix 1: Examples of Fee Calculations

Scenario 1: Timber Tour (Training Thursday, Competition Friday–Sunday)

- **Athlete in 32-Day Program (Saturday & Sunday Training)**
 - Covered for Saturday and Sunday
 - Charged only for Thursday and Friday
- **Athlete in 1-Day Weekend Program (e.g., Sunday Only)**
 - Covered for Sunday
 - Charged for Thursday, Friday, and Saturday
- **Athlete in a Flexible Program**
 - Covered for Sunday and one day of regular program is counted as being used
 - Charged for Thursday, Friday, and Saturday

All athletes share coach travel, accommodation, and other common expenses **equally**.

Scenario 2: Kootenay Freestyle Classic (Training Friday, Competition Saturday–Sunday)

- **Athlete in 32-Day Program (Saturday & Sunday Training)**
 - Covered for Saturday and Sunday
 - Charged only for Friday
- **Athlete in 1-Day Weekend Program (e.g., Sunday Only)**
 - Covered for Sunday
 - Charged for Friday and Saturday
- **Athlete in a Flexible Program (e.g. 8 day or Drop In)**
 - Covered for Sunday and one day of regular program is counted as being used
 - Charged for Thursday, Friday, and Saturday

This ensures **fairness and consistency** across all families based on what each athlete receives through their program.