

# IMPORTANT INFORMATION ABOUT SKI LIFTS AND DOWNHILL SKIING



Produced by SLAO to enhance lift and ski safety. Valid from 1 December 2024.

## PISTE MARKINGS

These symbols and colours indicate the level of difficulty Pistes/jumps

- ◆ Difficult
- Intermediate
- Easy
- Very easy
- ◆ Unprepared ski route

### MARKINGS AT THE EDGE OF THE PISTE:

Orange, bright yellow or green/red poles or green/red cylinders mark the edge of the piste.

### WARNING POLES

Poles with black and yellow stripes are used as warning signs and/or to close off a piste. Do not ski in the vicinity.



## DOWNHILL SKIING

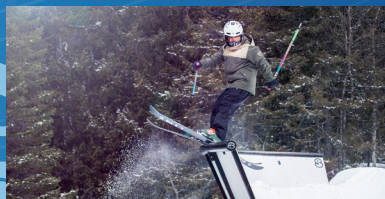
WELCOME TO OUR SKI RESORTS

- \* Downhill skiing involves certain risks.
- \* Make sure you have a full set of safe equipment that cannot fall off. It is a good idea to check with the staff or ski shop in the resort.
- \* Use an approved helmet, and ideally also a back protector.
- \* The ski resort's snowmobiles, piste machines and other vehicles/work equipment may be in use on the pistes during opening hours.
- \* Crossed skis on a piste indicate an accident.
- \* Hold the ski poles in your outside hand on a T-bar lift, or in front of you on a chairlift, to avoid risk of injury to the lift operator or anyone else.
- \* Skiing conditions, snow conditions and weather conditions may deteriorate so rapidly that dangers can arise even on a marked piste.
- \* It is not allowed to ski downhill with a child in a baby carrier/harness during alpine skiing, as it poses significant risks.
- \* Be aware of the risk of dropped skis etc. on chairlifts.
- \* Wind and speed increase the risk of frostbite.
- \* Pay special attention to children, who often move suddenly and unexpectedly.
- \* The ski patrol, who are dressed in blue/yellow clothes, are committed to ensuring your safety and enjoyment.
- \* If you ski well, you are at lower risk of injury – take skiing lessons.
- \* Waxed and ground skis and snowboards make skiing and snowboarding safer, easier, and more fun.
- \* The ski school may have priority access to some lifts.



## PARK SKIING

- \* Choose the level of difficulty of the run and obstacles that matches your ability.
- \* Do a slow first run to check the conditions in the snow park.
- \* Slow down if visibility is poor, or landings are hard.
- \* Take it easy – you ski at your own risk in the park.
- \* Drop in – start your run at the top of the park, check that landings are clear.
- \* Keep moving – don't stop at landings, or in any other place where you are not visible to others.
- \* Stay on your run – stick to one run, don't cross over.
- \* Ski carefully – be safe, and respect the safety of others.
- \* Check – jumps, halfpipes, rails, etc. before you use them.
- \* Wear a helmet!



## SUMMIT TRIP RULES IN THE RESORT

A summit trip is a ski or snowshoe ascent with the intention of subsequently descending.

- \* It is your responsibility to find out if, and where, summit trips are allowed at the resort.
- \* You must have a valid ski pass to use the ski resort's pistes and uphill routes.
- \* Summit trips are only allowed during specified opening hours, and on marked or designated trails.
- \* Keep an eye upwards, and pay attention to if the trail crosses a piste, a ski lift route, or passes a crest.
- \* Ensure you are always visible to others. Use a headlamp and reflector in poor visibility or darkness.



Otherwise, the 'Downhill Skiing Rules' and SLAO's 'Skiing and Ski Lift Rules' apply



Photo: Tone Lillquist

## DOWNHILL SKIING RULES

1. **BE ALERT - BE CONSIDERATE.** Behave in such a way that you don't risk injuring anyone else.
2. **ADJUST YOUR SPEED** and skiing style to the terrain, equipment, weather, and your own skiing ability.
3. **CHOOSE YOUR DIRECTION.** Skiers must avoid skiers downhill of them.
4. **TAKE CARE WHEN SETTING OFF!** Look both uphill and downhill to make sure the piste is clear before you start your run.
5. **STOP ONLY WHERE YOU CAN BE SEEN.** If you have to stop – do so only where you are clearly visible, and others can ski around you if you fall. If you fall – move clear of the piste as soon as possible.
6. **LEAVE SPACE WHEN OVERTAKING.** Leave enough space for the skier you are overtaking.
7. **CLIMB UP AT THE SIDE OF THE PISTE.** Always climb up the side of the piste. This is particularly important when visibility is poor.
8. **RESPECT THE SIGNS.** Rules and instructions on the slopes are there to ensure that everyone can enjoy the slopes safely. Follow them!
9. **PROVIDE ASSISTANCE.** You must provide assistance in the event of accidents. If you are involved in an accident, you must provide your name and address.
10. **NOTIFY STAFF** Notify the staff in the resort if you come across obstacles, hazards or accidents on the ski lifts or pistes.

If any skier fails to observe the rules of the resort, the resort may block their ski pass.



SVENSKA SKIDFÖRBUNDET® SWEDISH SKI ASSOCIATION

## ABOUT SKI ROUTES

- \* A ski route is a trail intended for skiing and snowboarding which is not monitored or prepared, but which is marked and protected against avalanches only during normal ski lift operating hours.
- \* A ski route has natural obstacles such as trees and large rocks.
- \* In terms of difficulty, ski routes are comparable to off-piste skiing, and are not prepared.
- \* The resort is responsible only for closing the ski route if there is an avalanche risk.



## SNOW REPORT

Up-to-date information about open lifts and pistes, offpiste skiing, weather conditions and snow conditions.

[www.snorapporten.se](http://www.snorapporten.se)



## SLAO

Pedagogens väg 2 SE-831 40 Östersund

Phone: +46 (0)63-13 23 95 Email: [Info@slao.se](mailto:Info@slao.se)

[www.slao.se](http://www.slao.se)



## OFF-PISTE SKIING

- \* Downhill skiing outside marked pistes, off-piste, is at your own risk.
- \* Off-piste, there may be natural obstacles and hazards, as well as objects that have been placed there by the ski resort or others, and are not visible, marked, or cordoned off, such as pipelines.
- \* When skiing in areas where there is a risk of avalanches, you must be aware of snow conditions, equipment, and you need to have a companion, never ski alone outside marked pistes.

If you ski off-piste, check the latest avalanche information at [www.lavinprognoser.se](http://www.lavinprognoser.se)



# SKIING AND SKI LIFT RULES

You need to be aware of the following so that everyone can enjoy the slopes safely:

Downhill skiing refers to skiing on the resort's pistes using skis and snowboards, as well as sit-skis, bi-skis and skicarts for disabled skiers.

## RESPONSIBILITIES

→ **All downhill skiing is at your own risk.** Choose pistes based on your level of knowledge and experience. Adjust your speed and skiing style to the terrain, equipment, weather, and your own skiing ability.

→ **Skiers are expected to follow the rules and instructions given.** Follow the instructions for lifts and pistes. If a skier fails to observe the rules, and jeopardises safety, they may be instructed to leave the resort and have their pass blocked. Passes are not transferrable without the consent of the resort.

→ **Skiers are responsible for their equipment.** Skiers are responsible for ensuring that their equipment cannot fall off, or in any way injure other persons, or damage lifts or other facilities.

→ **The resort bears responsibility, as per the safety rules,** on the lifts and marked pistes/ski routes.

→ **The resort is only responsible, as per the safety rules,** during and in connection with the opening hours of the lifts.

## GENERAL SAFETY RULES

- \* Always observe signs and instructions in the ski resort that describe skiing and ski lift etiquette in the resort.
- \* After dark and during evening opening hours, downhill skiing is only permitted on floodlit and/or open pistes.

- \* Downhill skiing is not permitted in areas that are closed or cordoned off.
- \* Unauthorised persons do not have access to the ski resort outside opening hours, as it is a workplace.
- \* Anyone who dismantles netting and safety pads may be reported to the police. Skiing on these objects and other equipment is prohibited, and entails danger of death.
- \* Toboggans, bikes, sledges, snowmobiles, etc., and any other means of transport/vehicles that do not belong to the ski resort are not permitted in the ski resort at any time.
- \* Walkers/pedestrians, dogs and skiers using skis to walk up marked pistes are not permitted at any time.
- \* Alcohol is as inappropriate in downhill skiing as in any other traffic context. Persons who are under the influence of alcohol or drugs will be refused entry.

## PISTE SAFETY RULES

- \* Keep your distance from the piste machine and other equipment – a safety zone of at least 25 metres.
- \* Always adjust your speed so you can avoid all obstacles. Do not ski in the vicinity of natural obstacles and moving or fixed resort objects because of the risk of collision.
- \* Trails, runs and jumps must not be built or erected without permission from the responsible ski resort staff.
- \* Very easy pistes and ski trails should be regarded as low-speed areas.
- \* Downhill skiing in ski lift/button lift tracks is not permitted.
- \* No safety measures are undertaken outside marked pistes.
- \* Competitions and competitive training must be held separate from the public skiing areas, and permission must be sought from the responsible staff.

## SKI LIFT SAFETY RULES

- \* Skiers may only get on or off lifts in the designated area.
- \* Leave the disembarkation area immediately.
- \* Anyone under 125 cm may only use a chairlift if accompanied by a person over 140 cm.
- \* Do not rock the chairlift, and never jump off it.
- \* Do not wear loose scarves or clothing with cords, straps, etc. hanging off it, which could get caught in the lift or equipment.
- \* Snowboarders should have one foot free while waiting for the lift, during boarding, and while travelling uphill on a drag lift or chairlift.
- \* Zig-zagging is not permitted when on a lift.
- \* Do not straddle the T-bar lift.
- \* Always release the T-bar lift right below the wire, and never in front of a lift pole.
- \* If you fall on a lift track – leave the track immediately and ski/walk with extreme caution to the nearest downhill piste, or slide/walk down by the side of the lift track.

**If you fail to observe the safety rules, or otherwise risk injuring yourself or others, you may be forced to stop skiing or snowboarding, your pass may be blocked, and you may be liable for damages.**

# GENERAL TERMS AND CONDITIONS

Valid from 1 December 2024. Adopted by the Board of Directors of SLAO.

## GENERAL

These terms and conditions apply between the member of SLAO, the Swedish Ski Areas Industry Association, and the consumer, when a contract is made relating to activities in a ski resort.

If the member has contracted another party to manage the ski resort, the member must ensure that the terms and conditions are also applied by the party managing the ski resort.

### The following definitions apply in these terms and conditions:

**'Activities in the ski resort'** – use of lifts and downhill skiing with approved skiing equipment on marked pistes during the ordinary opening hours of the resort in the winter and summer seasons.

**'Contract' – the contract between the Vendor and the consumer.** As proof of the Contract, the consumer receives a Ski Pass or Bike Pass. The Ski Pass and the Bike Pass may be physical or digital.

**'Approved Skiing Equipment'** – skis, snowboards, sit-skis and skicarts for disabled skiers (winter season), bikes (summer season), and any other skiing equipment approved by the Member after a careful safety assessment.

**'Member'** – a member of Svenska Skidanläggningsorganisationen (the Swedish Ski Areas Industry Association).

**'Ski Resort'** – lifts and marked pistes.

**'Vendor'** – where the Member has made a contract with a consumer under these terms and conditions, the Member is referred to as the Vendor.

**'Pass'** – Ski Pass and Bike Pass are referred to jointly as Pass in these terms and conditions.

## INFORMATION ON THE SALE OF PASSES

In addition to the information required by law, the Vendor must also provide the following information to the consumer (or state where the consumer can find the information) when a Pass is sold:

- **Validity of the Pass**, expressed as a specific period of time, and the name or designation of the Ski Resort(s) in which the Pass is valid. If the Pass is valid for a specific number of uses, i.e. not for a specific period of time, the number of uses must be specified.
- **Opening hours of the Ski Resort.**
- **Any restrictions** to the opportunities to use the Ski Resort that the Vendor may anticipate, and the consumer may expect during the period of validity of the Pass. This may, for example, concern known obstacles or poor snow conditions, stoppages on account of planned repair or maintenance work, adaptation of lift capacity to the volume of visitors, restrictions at certain times on account of planned competitions, closed lifts or pistes during the season, or restrictions in the use of the Ski Resort's high or low zone at certain times of the year, subject to normal weather conditions.
- **General and special requirements**, regulations and instructions that apply to consumers.

## SUPPLEMENTARY PASS WHEN A CONSUMER IS DISABLED

If a consumer with a disability needs personal assistance/a companionship/someone to ski with

them, this person must be given a Pass (or equivalent proof) that will be valid for skiing with the consumer at no additional cost. The Vendor is entitled to request evidence of the consumer's disability and need for personal assistance.

## LOST OR DEFECTIVE PASS

A lost or defective Pass will be replaced with an equivalent Pass for the remaining period of validity. However, the right to have a Pass replaced is subject to the limitations specified in the following two paragraphs.

If a Pass is defective, the Pass will be replaced only if the defective Pass is presented and submitted to the Vendor.

If a Pass has been lost, the Vendor will replace the Pass if the consumer can present the receipt for the Pass. The Vendor is entitled to block the lost Pass.

If the Vendor has not specified the Pass' identification number on the receipt, this will not prevent the consumer from having the Pass replaced.

The Vendor is entitled to make a charge for the cost of the card, when a new Pass is issued.

## COMPENSATION IN CONNECTION WITH LIMITED AVAILABILITY

If the consumer has been unable to use the Ski Resort in full or in part to the extent the consumer had reason to expect (based, for example, on information provided by the Vendor), there is limited availability, which represents a defect in the service. The consumer is then entitled to compensation in the form of a price reduction. However, the right to have a price reduction is subject to the limitations specified in the following two paragraphs.

If the limited availability is because lifts and pistes need to be closed temporarily for safety reasons, the consumer is not entitled to a price reduction. Safety reasons that may necessitate closure include risk of avalanche, snow production, or the risk of a lift becoming dangerous unless it is immediately repaired or maintained, provided that such snow production, repair or maintenance cannot be postponed.

If the limited availability was caused by events beyond the Vendor's control (such as power cuts, excessive wind speed, mist, rain, landslide or other comparable circumstances) and the Vendor is able to show that the Vendor could not have expected the event when the Pass was sold, and the Vendor could not have avoided the consequences of the event, the consumer is entitled to a price reduction, provided that (1) the limited availability lasted for longer than one third of the period of validity of the Pass, and (2) the limited availability comprised more than two thirds of the slopes open in the Ski Resort under normal conditions.

The consumer's right to a price reduction as per the paragraph above also applies where the Vendor has engaged a third party to perform the service in full or in part. The same applies if the limited availability is caused by a supplier engaged by the Vendor, or any other third party for which the Vendor is liable.

The price reduction must equate to the part of the period of validity of the Pass for which the Pass could

not be used.

## REFUND FOLLOWING PERSONAL INJURY

If a consumer is unable to use their Pass on account of a personal injury suffered while using the Ski Resort, the Vendor should refund that part of the cost of the Pass that equates to the part of the period of validity of the Pass for which the Pass could not be used. However, the right to receive a refund is subject to the limitations specified in the following two paragraphs.

The consumer is entitled to a refund only if a medical certificate can be presented.

A refund is paid only if the Pass is valid for at least two days and, for season passes, provided that the consumer has not used the Pass for more than two thirds of the period of validity of the Pass.

## THE VENDOR'S LIABILITY

The Vendor is liable:

- to ensure that the lifts meet current safety requirements, which means that the Resort must be inspected and approved by an accredited inspection body.
- to ensure that the Ski Resort complies with the regulations applicable within SLAO.
- to supply a safe service as per the Swedish Product Safety Act (2004:451), and a resort which is in a satisfactory condition in other respects in terms of the weather and terrain conditions.

## THE CONSUMER'S LIABILITY

The consumer is liable to follow the special instructions for using the Ski Resort, international skiing rules, contained in SLAO's 'Little Yellow Book' and SLAO's 'Little Green Book', and any local safety regulations specified by the Vendor.

If the consumer fails to comply with the safety regulations, and jeopardises the safety of the Ski Resort or otherwise commits material breach of contract, the Vendor is entitled to terminate the Contract.

## PACKAGE TRAVEL

If the Swedish Package Travel Act is applicable to the Contract, the consumer will not be subject to any contract terms that are detrimental to the consumer in relation to the Swedish Package Travel Act, unless prescribed otherwise in the Swedish Package Travel Act.

## DISPUTES

Any dispute will be heard by an ordinary court of law. The consumer is also able to refer a dispute to the National Board for Consumer Complaints (Allmänna Reklamationsnämnden – ARN). The Vendor undertakes to follow ARN's decision and recommendation on how the dispute should be resolved. In its terms and conditions, and on any website, the Vendor must provide the postal address and website URL for ARN. If sales are conducted online, the Vendor must provide its email address and a link to the EU Commission's online platform: <http://ec.europa.eu/odr>.

The leaflet may be reprinted in whole or in part if the source is acknowledged.



SLAO's members work continuously with preventive safety measures in the ski resort – to offer safe services to their guests according to the Product Safety Act.