

Frequently Asked Questions...

Sending your child on a snowsports lesson can be more traumatic for the parents than the kids! To give one and all peace of mind we have compiled a list of the most frequently asked questions for parents who may be enrolling their children in a snowsports lesson. The Kids Snowzone is fully registered with the Department of Human Services.

1. How long will my child spend on the snow?

Mighty Mites: The 3 – 5 year old program is a great way to introduce our newcomers to skiing and we ensure your child will have a positive experience. This program comprises both indoor and outdoor ski related activities.

Mighty Mites: 2 hours in the morning and 2 hours in the afternoon.

Kids Klub: 3 hours in the morning and 2 hours in the afternoon.

Please note that these lengths may vary in the case of inclement weather.

2. Should my child wear a helmet?

The Australian Ski Area Association recommends the wearing of helmets for skiing and riding, and encourages you to educate yourself on the benefits and limitations of helmet usage.

All guest participants in Kids Klub and Mighty Mites are required to wear an accredited ski or snowboard helmet. Children must wear a helmet in all snowsports lessons.

Please note: It is important to pick up a helmet for your child from any Hotham Sports outlet BEFORE arriving at the Kids Snowzone.

3. What makes up a full day program?

Full day programs include time on snow in the morning and afternoon as well as lunch and some indoor games and activities.

Parents will also receive a debrief from their child's instructor on the progress of their child along with a completed progress card.

Mighty Mites need to register between 8.30am – 9.30am (registration needs to be completed on a daily basis).

Pick-up is 3.00pm – 3.30pm (NB. late fees will be applicable after 3.30pm).

Kids Klub meet between 9 - 9.30am to assemble into a group that fits their skiing or boarding ability. They then ski or board from 9.30am until lunch when they have an hour to recharge. The classes all ski or board again until 3.15pm. Pick-up is at the Big D at 3.30pm.

Registration for both programs closes at 9.30am. Please be on time to avoid missing out. If you are late we will do our best to accommodate you, however during our busy times please understand this may not be possible.

4. If my child is in a full day program, can I have lunch with them?

We do not encourage parents to eat lunch with their child as it may interrupt the class dynamics. Parents may call us to get an update on their child's progress.

5. How do I upgrade my child from a half day to a full day?

If your child is enrolled for a half day and you would like to upgrade your child to the full day program, you will need to contact the Kids Snowzone by 12.00pm. Visit us at the Kids Snowzone / Big D or phone 03 5759 4451.

6. What do I need to bring for my children?

Your child will need: ski suit (jacket and pants), gloves, goggles or sunglasses, appropriate thermal layers and a helmet.

Helmets are compulsory and are available free with rental from Hotham Central for any child enrolled in a Kids Snowzone lesson.

Labelling your children's clothes is also recommended so when they peel off layers on warm days they won't be lost.

7. What if my child is tired?

To recharge everyone's batteries, the class may take a break as required to have a cold drink, hot chocolate or a snack.

Lessons are paced to the groups overall age and ability. However should your child be too tired or unwell to continue, we will phone you and ask you to pick them up.

8. What do you provide for lunch each day?

We provide a variety of hot and cold foods to give your children the energy they need for snowsports. Sandwiches, pasta, pies, vegetables are offered on the menu. Hot chocolate is offered throughout the day.

9. When they're indoors what activities do they participate in?

DVDs, colouring, games and toys are on hand to keep your child active. As this is a snowsports program, we prefer to encourage outdoor activities when weather permits. Instructors also organise interactive games and activities during lunch breaks.

10. What happens on bad weather days?

Indoor games and activities will be provided if your child needs a break, however please be aware that we are first and foremost a skiing program and will always encourage your children to ski or ride. We do want the experience to be as positive as possible and will not force your children to be outside if they are not having fun anymore. We will then provide indoor games and activities to keep your kids entertained. Your child should bring an extra pair of gloves, a beanie and fleece on bad weather days.

11. Who is Harry the Snowdragon?

Harry is our mountain mascot, a friendly dragon who loves the snow and wants to show kids how much fun skiing and boarding can be!

Harry performs at the Big D on Saturdays and Wednesdays at 4pm. Make sure you bring the kids along to meet Harry, enjoy the show and pick up a Harry poster.

12. How do we get a sense that our child is progressing?

Each child gets a progress card that is updated daily. An instructor will be available to debrief you on your child's day.

Mighty Mite instructors will be available until 3.15pm.

Kids Klub instructors will be available outside the Big D from 3.30pm.

Please feel free to approach our friendly instructors.

13. My child is almost 3. Can they give Mighty Mites a go?

The Department of Human Services specifies in our licence that all children need to be at least 3 years of age and completely toilet trained.

If your child is 2 years old and would like to give skiing a try, this can be arranged via a private lesson.

To book a private lesson phone the Hotham Kids Snowzone on 03 5759 4429.

We also recommend a full day in Daycare with a one hour private ski lesson with a specialised daycare instructor.

14. I have a 5yr old and a 6yr old. Can they ski in the same program?

We have designed our programs for specific ages. If you would like your 5 and 6 year olds to ski together we have a full range of private lessons available from 1 hour to 6 hours. Otherwise we ask guests to try at least 1 day with their 6 year old in Kids Klub and their 5 year old in Mighty Mites. We can reassess on a case by case basis if this does not work.

15. My child is 6 and wants to snowboard. Can they participate in a group lesson?

Snowboarding requires the ability to use small muscle groups that most 6 year olds have not yet developed.

Our aim is to provide a positive snow experience for all of our guests. With this in mind your 6 year old will get more out of either a private lesson on a snowboard or from joining in on a Kids Klub ski lesson.

16. Do you cater for allergies?

Yes, we cater for your child's allergies. When you sign up for any programs or activities please advise our friendly staff.