

Ski & Ride School in My Epic – Employee FAQ

General Overview

Q: What is the new Ski & Ride experience in the My Epic app?

The new Ski & Ride School guest experience is digital functionality in the My Epic app launching in 2025/26. It creates a seamless, connected Ski & Ride School experience, integrating digital check-in, real-time updates, skill tracking, and more.

Q: Where will the Ski & Ride School experience in My Epic app be available for Winter 25-26 Season?

We are launching at four Colorado resorts:

- Vail Mountain
- Beaver Creek
- Breckenridge
- Keystone

It will be available for **Adult and Child group lessons**. Expansion of the new digital experience is planned for additional resorts and lesson types in future years.

Q: Why are we introducing this new technology?

It supports the *Experience of a Lifetime* by combining world-class instruction with innovative technology. The newly enhanced digital experience within the My Epic app is being developed based on direct feedback we've received from our guests, Ski & Ride School Leaders and our Instructor community.

Guests have asked for a more streamlined check-in and arrival experience, more visibility into their child's lesson throughout the day, and skill progression tracking over time. Kids and parents want to share and revisit the fun from the day. And Ski & Ride School Leaders and Instructors will benefit from a centralized digital hub where guest lesson information (including class lists, allergy information, and more) can be easily accessed and shared in real-time.

Q: What is the difference between the Ski & Ride School experience in the My Epic app and the Lesson Connect app?

The Ski & Ride School experience within the My Epic App is the external, guest-facing functionality. Guests will enjoy a more streamlined check-in and arrival experience, more visibility into their child's lesson throughout the day, and skill progression tracking over time through the app.

The Lesson Connect app is the Employee application used by instructors, supervisors, and members of support staff to facilitate the guest experience we are delivering within the My Epic app. Lesson Connect enables a centralized digital hub where guest lesson information (including class lists, allergy information, and more) can be easily accessed and shared in real-time.

Q: What benefits will the Ski & Ride School experience in the My Epic app create for instructors?

Instructors' connection with guests remains the most important part of this experience, delivering amazing experiences through professional, fun, and world-class instruction. The Ski & Ride School experience in the My Epic app will enhance the guest experience with new features and capabilities. The Lesson Connect app will have the following key capabilities:

- Ski & Ride School teams can digitally build and modify class lists, simplifying class list management and group forming on the hill
- Instructors can access guest lesson and skill progression information, plus vital details like allergies and emergency contact information
- Managers and supervisors can easily find class lists and lunch locations
- Instructors can capture guest photos, within the app, during lessons
- Instructors can easily create and share a comprehensive end-of-day lesson summary with guests

The goal is for the Lesson Connect app to strengthen your connection with your guests by providing real time (automated) updates, celebrations for skill progression milestones as well as skill progression over time, and easily shareable photos. Guests will be able to look back at the end of the season to see the wonderful memories you've created with them.

Instructor Experience

Q: Is the Lesson Connect app required for instructors?

Yes. The expectation for instructors at Vail, Beaver Creek, Breckenridge, and Keystone will be to use the Lesson Connect app to enhance the guest experience for all child and adult group lessons. We are currently finalizing specific device requirements and will provide more information soon about options of using personal or company provided devices. We will ensure there are device solutions for all employees who will be required to use the app, including those who don't own a smartphone, if needed.

Q: How should instructors handle unreliable Wi-Fi, cold weather, or low batteries?

Our company's investment in this innovative technology has included improving the IT infrastructure (including Wi-Fi) at Vail, Beaver Creek, Breckenridge and Keystone. We have also purchased charging stations for lodges, a supply of power banks for daily use, and stylus pens to support a seamless user experience for instructors. The app has been designed to utilize low energy Bluetooth technology to reduce battery drain impacts and can function in the background to ensure instructors have full access to the other functions of their devices. More details will be finalized in your resort procedures.

Lesson Management

Q: Are skill progressions based on lesson levels 1–9 or green/blue/black zones?

The skill progressions are based on a student's journey progressing through levels (1-9), viewed through a skills-focused lens. This means students will be able to view their progress through the specific skills you've taught them. The skill progressions will be accompanied by an automated terrain report, detailing the terrain they've been able to conquer with these skills.

Q: What does "In Progress" vs. "Completed" mean on the skill sheet?

"In Progress" and "Completed," within the skills tracking function are ways to identify guest progress

within individual skills. By acknowledging there is a process to acquiring full ownership for any skill, we allow for multiple moments of celebration within each skill.

- “In Progress” refers to a skill a guest is still practicing and refining before moving to the next level.
- “Completed” refers to a student demonstrating a level of consistency where the student can move to new skill acquisition.

Q: What if a student is marked “Complete” but struggles on advanced terrain?

Instructors will be able to edit skills for their students in the level below the current class, the level of the current class, and the level above the current class. If a student is struggling with a skill they have previously “completed,” the instructor will be able to adjust that skill to accurately reflect the student’s current progress. This could include adjusting the skill to “In Progress.” We know setbacks in a student’s progress can happen, and those situations can continue to be handled with delicacy to preserve the guest experience. The end of lesson in person debrief is still a critical part of the lesson experience and a great time to discuss appropriate terrain for the skills acquired.

Q: What does the check-out process look like with this new technology?

The Group Lesson check-out process will be fully digital. You will no longer need to collect physical signatures for minors and the security PIN will be visible through the Lesson Connect app. The skill progress tracking can be accessed during the lesson and will be completed by the instructors through the app after their lesson is complete.

Q: How does the Lesson Connect app support resort specific practices such as wellness breaks or “walk” forms?

Lesson Connect is designed with resort operations in mind and leaves room for the nuance of resort specific practices. For example, your resort will still be able to manage wellness breaks and “walk” forms within current practices. Toggling the “wellness break” or “walk” functionality in the app is a way to note that proper in-resort measures have been fulfilled and will adjust app functionality accordingly. For example, students on a wellness break will not be included in that time frame’s terrain tracking and students who are authorized to walk will not require a pin or initials for check-out.

Guest Use & Lesson Bookings

Q: Can guests buy lessons in the app?

The app will provide a convenient link to mobile-friendly resort lesson booking webpages, which will make it easy for them to book the lessons of their choice.

Q: Can guests buy lessons from all of our resorts in the app?

Yes, guests will be guided to select the specific resort’s Ski & Ride School booking webpage through the app.

Q: Does the Ski & Ride School experience in My Epic app cost extra?

No, it is included with qualifying group lessons at participating resorts.

Guest & Parent Experience

Q: What do parents see during a lesson?

Parents get **real-time updates, photos, and progress notifications** from their child's adventure throughout the day via the app – like badges they've earned and photos of the fun along the way. Once the lesson is over, parents can check back to see a full summary including photos from the day, detailed skills progression tracking, and badges or milestones earned.

Q: Can guests share lesson photos with friends and family?

Yes. The Ski & Ride School experience in My Epic app will allow the guest to download and share lesson photos via text, email, and social media.

Q: Will photos, badges, and progression history carry over to future seasons?

Yes. All of the information in a guest profile, including lesson photos, badges earned, and skill level progression history, will be stored and available in future seasons. For parents, this is a great way to recall what lesson their child participated in and what they accomplished so their next lesson starts right where they left off.

Q: Is there a way to opt out of photos?

Yes. The Ski & Ride School experience in My Epic app allows guests to opt-out of photos so that instructors know not to include them or their child in any on-mountain photos during the lesson.

The photo features are designed with privacy and security in mind. This means photos will be taken only of individual students or children and never shared with others. Also, photos will be contained only within the app and stored securely (not directly on an instructor's device).

Q: How will this be different from how instructors used to use the old Epic Mix Academy app?

The instructor function (Lesson Connect app) for Ski & Ride School in the My Epic app is being designed to make it simple, fast, and easy to share progress with guests after their lesson. All lesson guests in your class will be visible in one place within the app, eliminating the need for individual paper report cards for each guest. The Lesson Connect app for Ski & Ride School also eliminates the step of having to manually transfer lesson skills to our database post-lesson. This will occur in real time through the app.

Resources

- www.epicpass.com
- Press Release Link: [Vail Resorts announces 'My Epic Pro' for Ski & Ride School; new technology creates a seamless, connected and next-level experience](#)
- Each Resort has a live page
 - Vail: [My Epic app | Vail Mountain](#)
 - Beaver Creek: [My Epic app | Beaver Creek Resort](#)
 - Breckenridge: [My Epic app | Breckenridge Resort](#)
 - Keystone: [My Epic app | Keystone Resort](#)