

RENTAL GUIDE



TELLURIDE
sports

Gear and Guidance since 1972

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BINDING CERTIFICATION

DO NOT CHANGE ANY PASSWORD!

<p>Salomon & Atomic Acc#: 381134</p>	<p>https://protect-us.mimecast.com/s/y9XeC1wNZzsjmGLhGWLjw?domain=salomoncertification.com</p>	<p>QR-Code restricted</p>
<p>Rossignol- Look & Dynastar Acc#: NU03020088 PW: snow</p>	<p>https://techtraining.rossignol.com/</p>	
<p>Marker Acc#: 152818-S001 PW: squire</p>	<p>https://www.markercertification.com/</p>	
<p>Head & Tyrolia Acc#: 730481 PW: Dexter\$\$33</p>	<p>https://certification.tyrolia.com</p>	
<p>ASTM Video</p>	<p>https://vimeo.com/216699672</p>	

STORE TRAINING ACKNOWLEDGMENT

After all your employees have been trained and certified, collect copies of their rental certificates and store them in the Guide Book. At random intervals, risk management or the insurance company may show up at your location asking for documentation.

- Technician certification
- Greeter
- Check-in and Reservation
- Boot Fitting
- Ski Rental
- Snowboard Rental
- Helmet and Pole Fitting
- Product Upgrade
- Rental Exchange
- Damage Waiver
- Rental Return
- Late Rental
- Accident Reporting
- Skip Day Rental
- Lost and Damage Equipment
- Sale of rental article
- Employee Rental
- Tuning of Rental Equipment
- Customer Tunes
- Store to Store Rental Transfer
- Full Operation Overview

Manger's name: _____ Signature: _____ Date _____

GREETER

The greeter is our guests' first point of contact and is essential to the overall guest experience. You're the first point of contact so you will get questions on everything such as reservations, snow conditions, equipment selection, and general information on the Telluride area. This can be an opportunity to share your expertise with guests. Take the time to learn everything you can regarding the ski area.

CHECK-IN PROCESS

Greet the guest and ask if they have a reservation. If “yes”, ask how many are in their party, and check them in. To check a reservation in → Select “English: → Click Ski or Snowboard → Online Reservation → Scan their confirmation code to pull up the reservation or search for the reservation by the group leader’s First and Last Name → Click Forward.

If the customer is a walk-in → select CHECK-IN → have them complete the form. Once the guest is checked in, the greeter directs them to the waiting area. If the store is busy, inform the guest that there may be an extended wait time. Setting expectations upfront helps reduce complaints.

SELECT ENGLISH.
If it is a walk-in customer,
select their language of choice.

It's best to have families use the same check-in station to avoid entering the same information multiple times.

RESERVATION CHECK-IN

Easyrent CHECK-IN

Have you already reserved online?
Or do you want to check-in now?

SELECT FOR ONLINE RESERVATION

ONLINE RESERVATION

CHECK-IN

With the online reservation, you save unnecessary waiting time in the shop. You reserve from at home and we'll prepare everything for you!

Start over

Back Forward

Easyrent CHECK-IN

First Name

Last Name


Please scan your reservation code.

Or keyboard input

First Name and Last Name then click Forward to search for the reservation.

If available, Enter or Scan the Booking confirmation to locate the guest reservation.

EXAMPLE



RX9937759

Start over Forward

Easyrent CHECK-IN Ww: CGCK01

Easyrent CHECK-IN

Your online booking:

Osbourne	Dwayne
----------	--------

Please speak to our Staffs for possibly necessary changes in details.

Once the reservation is located click Forward and they are now in the cue.

Start over

Forward

CUSTOMERS WITHOUT RESERVATION

Easyrent CHECK-IN Ww: CGCK01

Easyrent CHECK-IN

Have you already reserved online?
Or do you want to check-in now?

ONLINE RESERVATION

CHECK-IN

SELECT CHECK-IN

With the online reservation, you save unnecessary waiting time in the shop. You reserve from at home and we'll prepare everything for you!

Start over

Back

Forward

Easyrent CHECK-IN

Telluride Sports only accepts Credit Cards as payment for Rentals. We do not accept Cash, Apple Pay, or Google Pay. By accepting these Terms and Conditions you agree to pay for your rentals with a Credit Card.

I have read and accepted the general terms and conditions (AGB)

Agree to the Payment terms then click Forward.

Start over Back Forward

Easyrent CHECK-IN Wor: CGCK01

Your computer is being controlled by Dwayne Osbourne

First Name * Dwayne E-mail* Email @ gmail.com

Last Name* Osbourne Phone* 555-555-5555

Date of birth Month: 7 Day: 13 Year: 1978

Address* 100 main Street

Zip code* 81435

City/St* Telluride CO

For liability, staff members may not complete rental forms on behalf of customers. The rental form must be completed by the customer or by another individual in their party.

In the past, staff were not allowed to provide any units of measurement, such as a scale or tape measure. That rule has been revised, and stores are now allowed to have them available.

Start over Back Forward

Easyrent CHECK-IN W0: PRCK02

Easyrent CHECK-IN

Rental period

Select the number of days.

1 Day Monday 04. December	2 Days Tuesday 05. December	3 Days Wednesday 06. December	4 Days Thursday 07. December	5 Days Friday 08. December	6 Days Saturday 09. December	7 Days Sunday 10. December
8 Days Monday 11. December	9 Days Tuesday 12. December	10 Days Wednesday 13. December	11 Days Thursday 14. December	12 Days Friday 15. December	13 Days Saturday 16. December	14 Days Sunday 17. December

Start over

Back Forward

Easyrent CHECK-IN W0: PRCK02

Easyrent CHECK-IN

Damage Waiver

No X

Yes ✓

Damage Waiver




This screen may not appear when the damage waiver is configured to be automatically added to all rentals.

Start over



Back Forward

Easyrent CHECK-IN

Skier type

I  II  III 

It is the rider's responsibility to determine their Skier Type. Never offer suggestions on which Skier Type the guest should choose. Refer them to the Classification Chart.



Start over  Back Forward 

Easyrent CHECK-IN

metric [kg] english [lbs] english [stone]

Weight [lbs]

234

Start over  Back Forward 

Easyrent CHECK-IN


metric [cm] english [feet/Inch]


Height [feet/Inch]

[feet] 6 [inch] 6

Start over Back Forward

Easyrent CHECK-IN

 **Add person**

 **COMPLETE**

Start over Back

Here the customer is given the option to add additional family member or complete the CHECK-IN process.

BOOT FITTING

Proper boot fitting is critical to ensuring guests are outfitted with the correct gear. Ski boots fit very differently from street shoes, and guests may not initially understand how a boot should feel. Use this as an opportunity to educate the guest and apply your expertise. Clear education builds confidence in your recommendations and helps reduce boot exchanges, which negatively impact the guest experience. The goal is to get the fit right the first time.

SET THE EXPECTATION

Begin by asking the guest whether they are skiing or snowboarding. Ensure they are wearing one pair of wool socks only. Adding extra socks increases pressure inside the boot, restricts blood flow, and ultimately makes feet colder. Multiple socks also trap moisture against the foot, which can freeze and further reduce warmth.

Explain that the boot will feel small initially. Once the heel is properly seated in the heel pocket and the guest leans into a skiing stance, their toes should pull slightly away from the front of the boot.

WHAT THE BOOT DOES

- Transfers power from the rider to the ski or board
- Keep the rider in the correct skiing position
- Gives the rider more control

SKI BOOT FITTING

1. Measure both feet to determine if one foot is larger than the other.
2. Unbuckle the boot and pull the tongue forward out of the boot with one hand on the back of the boot tilting the boot toward the guest.
3. Have them straighten their sock and remove excess clothing. The sock should be the only thing between the skin and the boot.
4. Have the guest put the largest foot into the boot.
5. Fasten the top buckle.
6. Have the guest stand and flex into the front of the boot to seat the heel.
7. Fasten the bottom buckles to light pressure. You should not clamp the buckle down over their feet. Micro adjusts to comfort.
8. Confirm with the guest their toe is off or barely touches the front of the boot.

SNOWBOARD BOOT FITTING

1. Loosen the BOA by pulling out the knob and pulling the tongue forward.
2. Have them straighten their sock and remove excess clothing. The sock should be the only thing between the skin and the boot.
3. Have the guest put their larger foot into the boot.
4. Tighten the inner liner strap if there is one
5. Push the BOA in to engage it and tighten until snug.

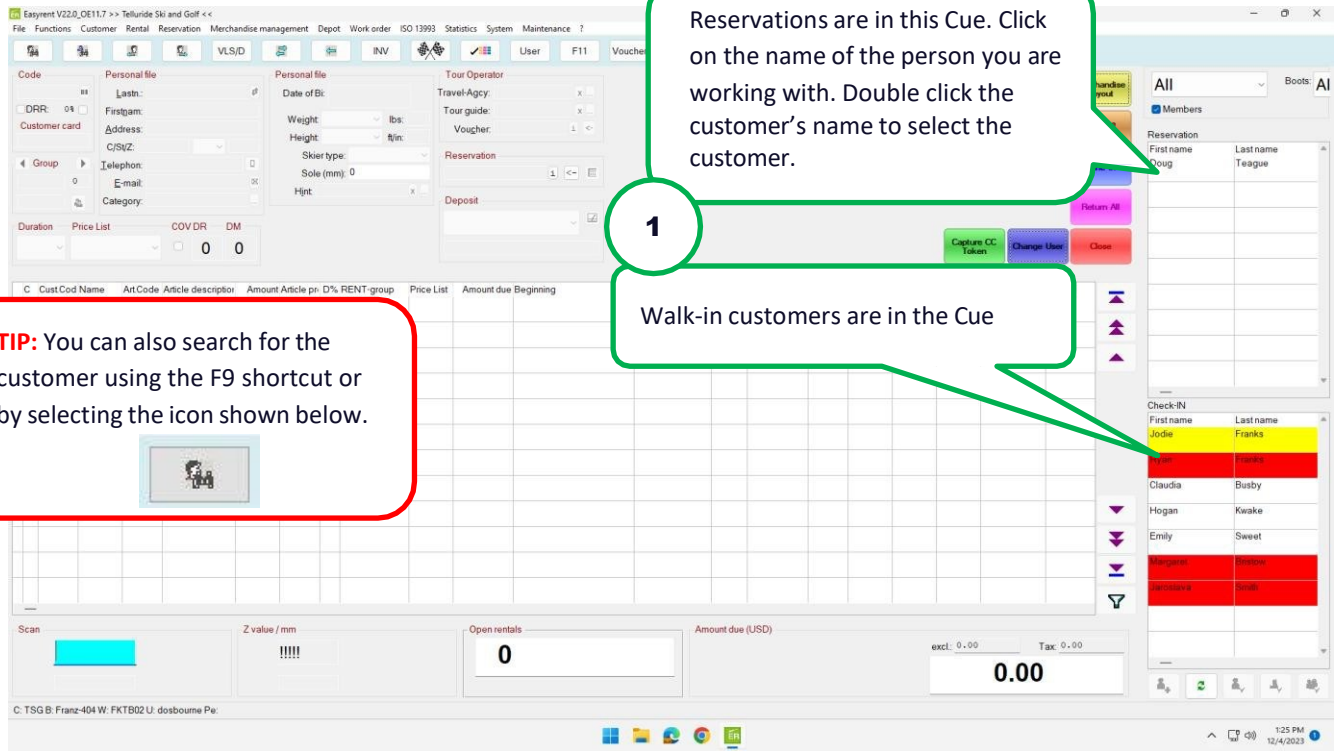
6. Have the guest flex into the boot. It is okay for the heel to lift up slightly, but not significantly.

SKI RENTAL


After the guest has checked in and their boots have been properly fitted, determine the appropriate equipment based on the guest's skiing or riding ability and the conditions at the time of rental. In general, the **Sports Package** is reserved for **Type I** (beginner) skiers and snowboarders. The **Performance Package** is intended for guests transitioning from beginner to intermediate, typically skiing or riding green ● runs and single blue ■ terrain. Guests skiing or riding double ■ ■ single ◆ or double ◆◆ terrain should be placed on the demo package.

Take the time to educate each guest and ensure they are placed on equipment that best supports both enjoyment and performance. Type II and Type III riders should not be placed on Sports equipment, as it is not designed to meet the demands of those ability levels or terrains.

1. Select the Customer from the waiting list. The top list is for those that made a reservation and the bottom list are customers that walked in without a reservation.
2. Confirm the reserved package. For Walk-in customers confirm the Rider's ability level to determine the best package to offer. Refer to the package explanation guide for help.
3. Select the appropriate package and gear based on your conversation with the guest. If you are unsure of your package or gear selection, ask your manager.
4. Verify the customer biometric data to ensure the DIN setting is calculated correctly.
5. Scan the barcode for each rental item into the scan box.
6. Set the gear and advise the guest of their DIN setting or angles if it is Snowboard.
7. Recommend the Damage Waiver as it provides a worry-free vacation. You may add the Damage Waiver by checking the "COV" checkbox. *Don't say "Damage Insurance." Legally the term insurance suggests total coverage against lost and thief and that is not the case.*



TIP: You can also search for the customer using the F9 shortcut or by selecting the icon shown below.

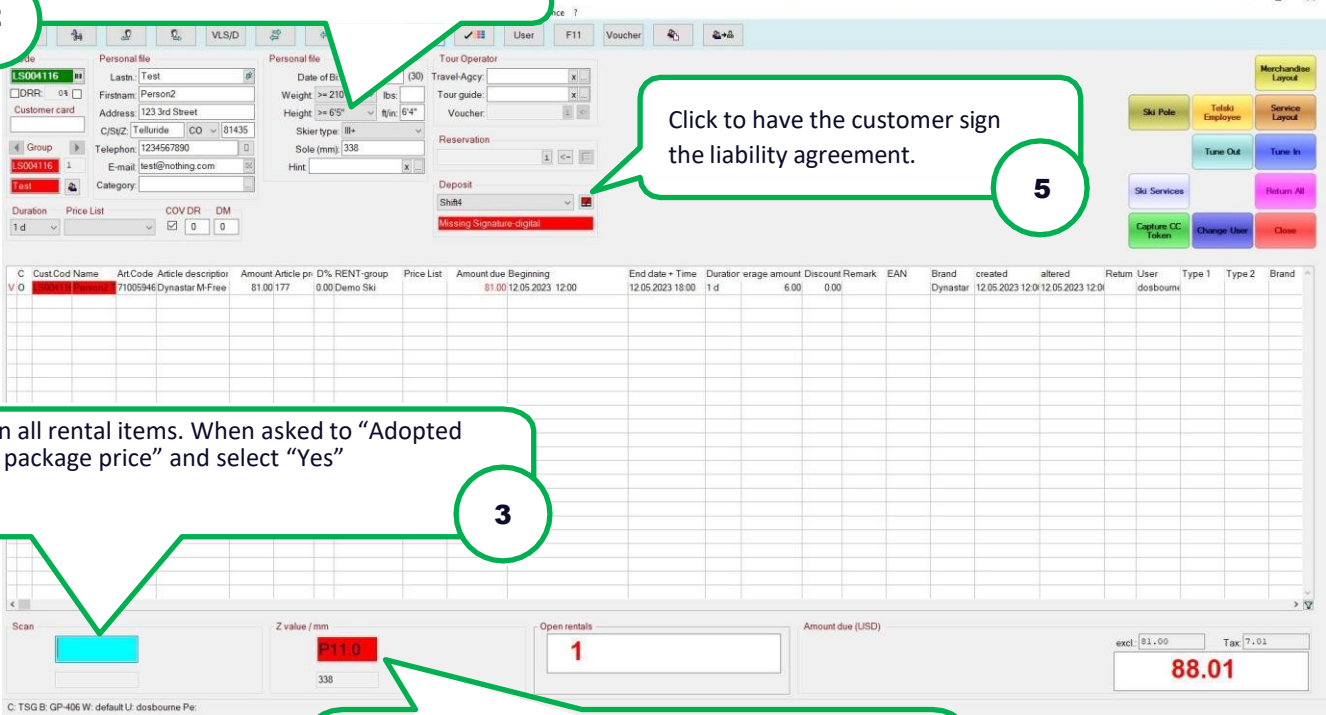


1

Walk-in customers are in the Cue

2

Verify customer's Bio metric information such as height, weight, skier type etc.



5

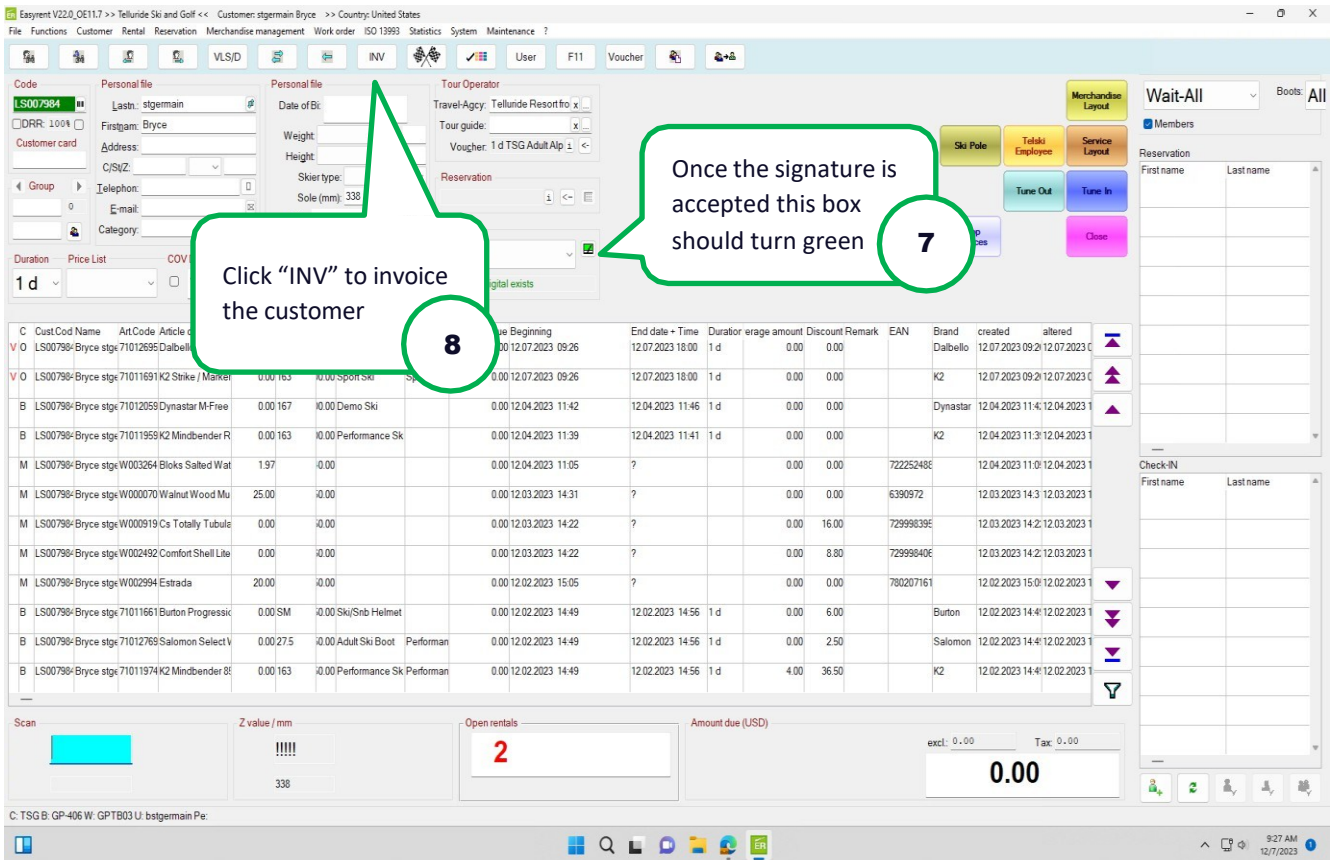
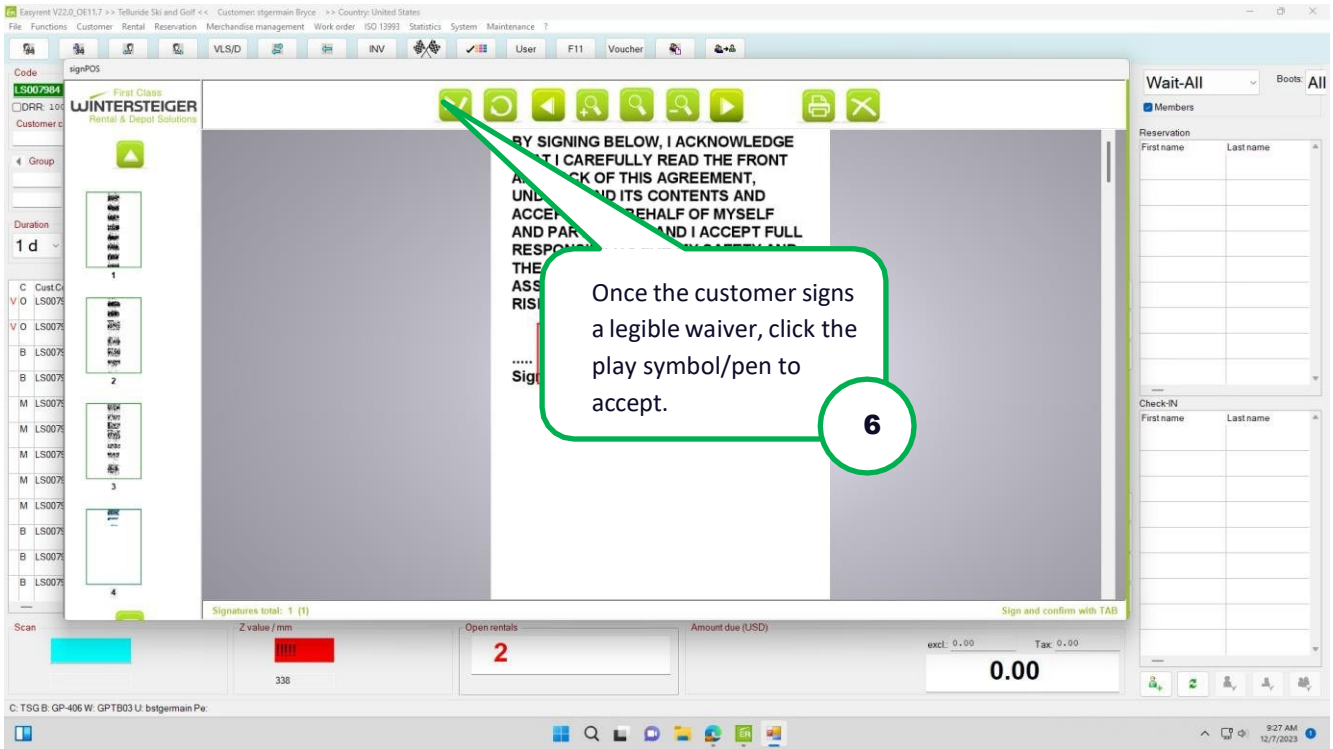
Click to have the customer sign the liability agreement.

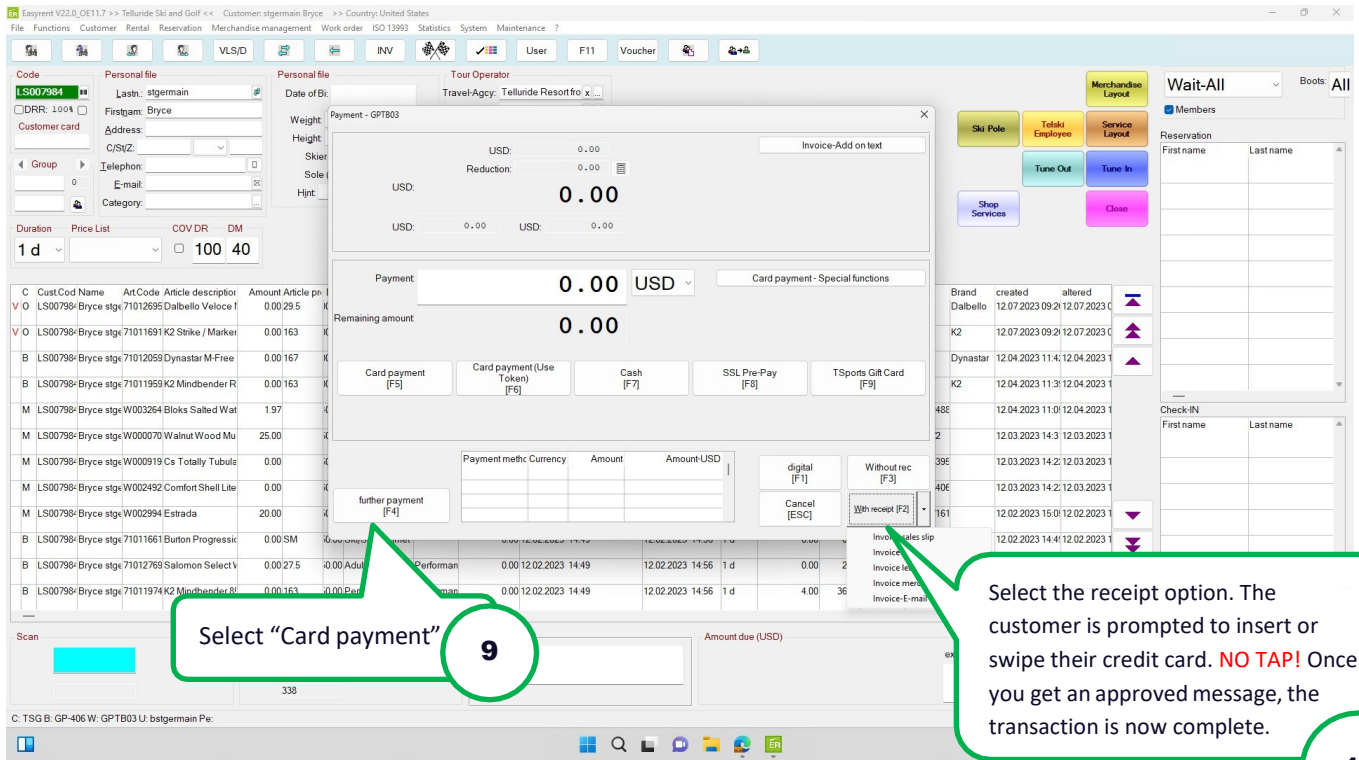
3

Scan all rental items. When asked to "Adopted the package price" and select "Yes"

4

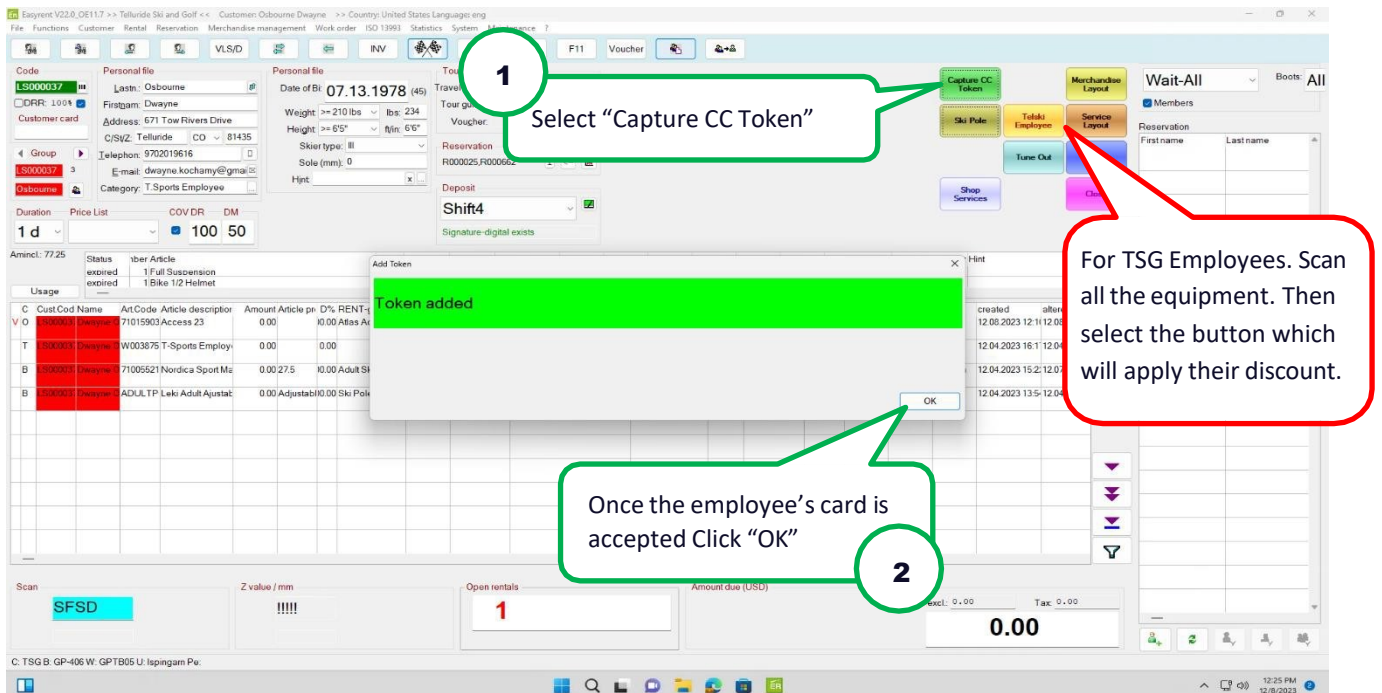
Set the binding and inform the customer of the binding release setting. For snowboard, verify with the renter their ride preference Regular or Goofy. Inform the guest of the angles you set on the board.





EMPLOYEE RENTAL

When performing employee rental follow steps (1 → 7). Because Telluride Sports employees have free rentals, credit card needs to be captured differently. Follow the instructions below. **Note:** Employee rental is for employee and their immediate family such as wives and kids. Not for roommates and friends. I and store managers can make exceptions on request. The Senior Rental Operations Manager and Store Managers are the only ones who make exceptions on employee rentals.



RENTAL OVERDUE

It is critical to keep overdue rentals in check. Once equipment becomes overdue, contact the guest immediately to locate the items. If the guest is still using the equipment, charge them for the number of days they wish to extend their rental. If the equipment has not been located by the end of the third overdue day, charge the guest for the equipment.

Cost for the equipment is the “**SP**” and not the recommended “PP – devaluated” or “Second hand price”.

Manager are allowed a max 25% discount below the “**SP**” to as gesture to soften the epact of having to pay for the equipment

Equipment should not remain overdue for more than two days and must not exceed three days. Managers are responsible for actively monitoring and controlling overdue items. Keeping overdues under control reduces shrinkage and minimizes the impact on bonuses.

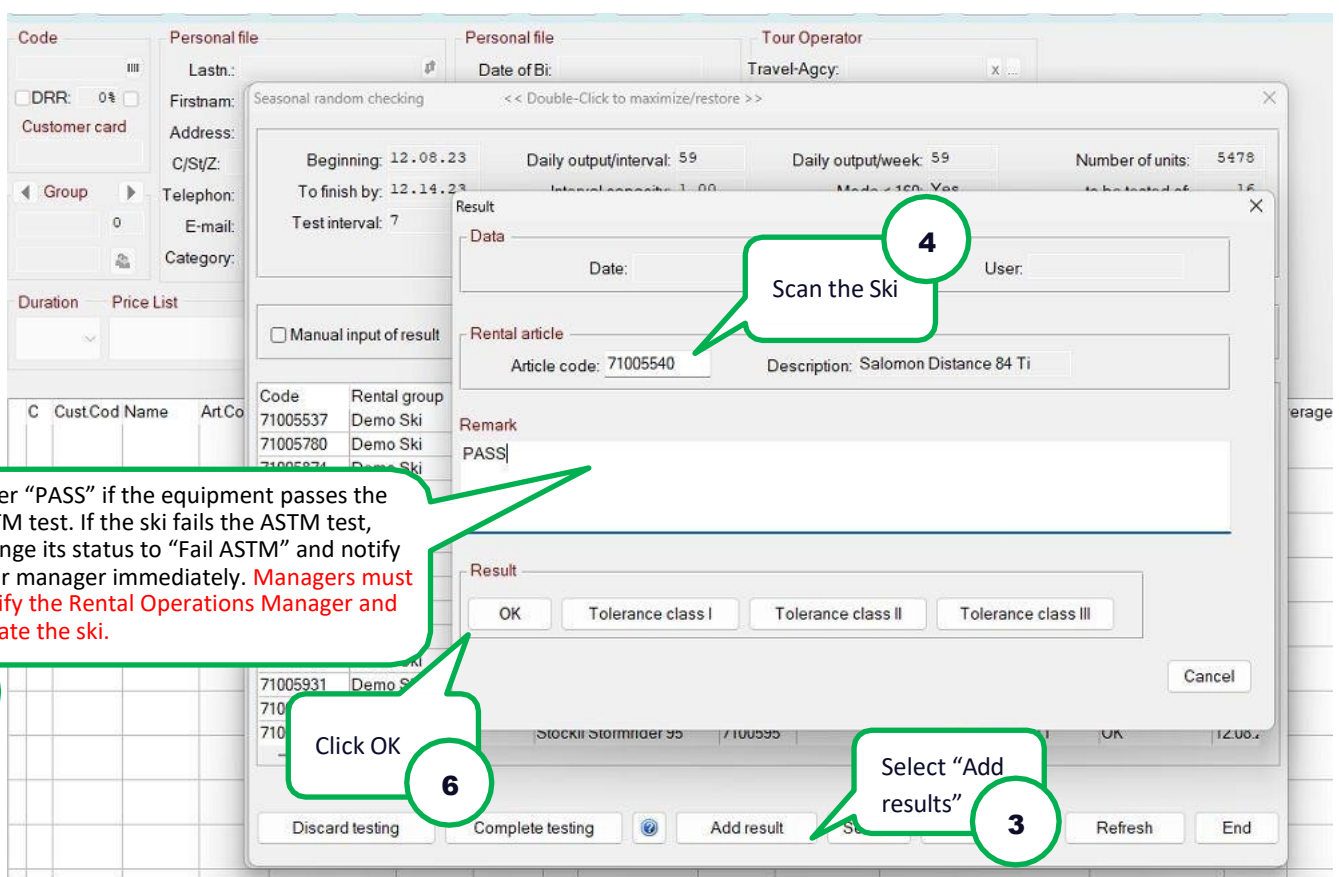
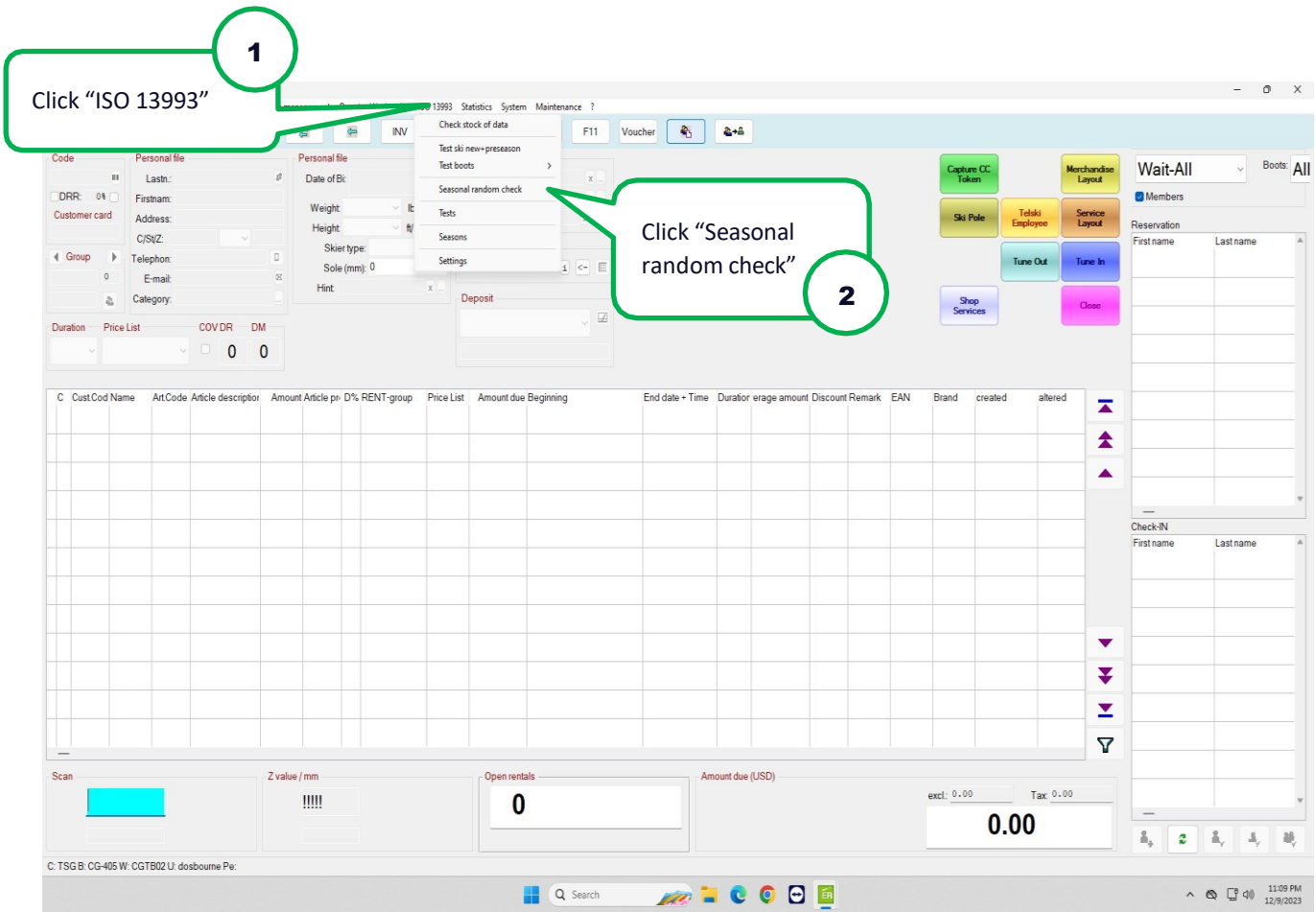
OVERDUE PROTOCOL

- Every morning before opening, pull your overdue report.
- Check the equipment status to see the last store the gear was touched or if it is tuned out being transferred.
- Check your racks for the equipment in case it was missed at return. If you are unable to locate the gear call the guest to locate the equipment.
- If the guest was the last to touch the equipment and you cannot locate it, charge the guest for the equipment. This is after the above steps have been taken.

IN-SEASON ASTM TESTING

To comply with the binding manufacturers and the American Society for Testing and Materials (ASTM) we must conduct weekly ASTM binding tests at each location. Half of your testing sample must be from off snow and the other half off the rack. ATMs must be completed no later than Thursday of each week. The quantity required at each location is listed below.

Binding Type	DIN Settings	Boot Sole Length	Twist Range	Forward Lean Range
Adult	6	272 - 290MM	43-58 Nm	165-229 Nm
Junior	4	272 - 290MM	31-43 Nm	120-165 Nm
Jr. & Child	3	272 - 290MM	27-37 Nm	102-141 Nm
Child	1.5	< 250mm	11-17 Nm	40-64 Nm



ACCIDENT REPORT



Despite all precautions taken during equipment setup, accidents can still occur. Incidents may be reported by the guest, a family member, friend, Ski Patrol, or via an email from the Rental Operations Manager notifying you of the incident. Complete all incident reports the same day they are reported, or no later than noon the following day. Navigate to Incident report by [clicking here](#) or scanning the QR code. Log-in UN: **rental_retail** PW: **Telluride\$\$\$33**.

SKI EQUIPMENT

Once you are aware that equipment was involved in an accident, the skis must be ASTM tested, and the results recorded in the accident report. If the equipment passes the test, return it to the fleet. If it fails, set the status to "Fail ASTM," label the gear accordingly, set it aside, and notify the Rental Operations Manager via email. If the incident is reported to the store or equipment is dropped off by a family member or friend and Ski Patrol was not involved, attempt to complete the accident report while the individual is present. Gather as much information as possible. If they are unsure of the circumstances, contact the customer directly and use the information obtained to complete the report.

If you have taken all those steps and was unable to gather information regarding the incident, log the test results as part of your weekly ASTM test. The difference being, you must input Twist and Forward lean results as you would on the accident report, Save the result and then return the equipment to the fleet.

SNOWBOARD EQUIPMENT

Snowboards have no releasable binding for you to test. To complete the accident reports, inspect the board, the boots, and bindings for failure or damage. Follow the form to complete the accident report.

PULLING THE WEIVER

The screenshot shows a software interface with a menu open. The menu is titled 'Customer' and contains the following items:

- Customer search-Window [SFKW] F9
- Customer search [SFKS] F10
- Customer F10
- Close customer [SFKE] Ctrl+End
- Create customer [SFKA] Shift+F10
- New group member [SFGA] Ctrl+F10
- Assign group leader [SF02] Alt+F10
- Merge customers [SFKM]
- Customer backward [SFKP] Ctrl+Left
- Customer forward [SFKN] Ctrl+Right
- Master data >

The form in the background is titled 'Customer search' and contains the following fields:

- Code: LS062171
- Customer car: []
- Group: LS062171, Chafin
- Duration: 4 d
- Price List: []
- COV: []
- DR: []
- DM: []
- Date of Bi: 06.14.1985 (40)
- ght: 126-147 lbs, lbs: 140
- ght: 5'2" - 5'5", ft/in: 5'4"
- Skier type: I
- Age: 10 - 49
- Sole: []
- Sex: female
- Deposit: Shift4
- Tour Operator: []
- Travel-Agcy: Roc
- Tour guide: Roc
- Voucher: []

Customer-search << Double-Click to maximize/restore >>

Search criteria

Code:

Last Name: Test

Firstname:

Zip Code:

Customer card: =

Customer category:

BirthDate: . .

Created at >=: . .

Activity >=: . .

Branch:

Group leader

open transactions

Hotel: x ...

Room no:

TravelAgency:

Tourguide:

Hint:

Delete filter Refresh Create customer Search OK Close

Code	Guide	Branch	Cust-card	First name	Zip code	City	Ad
LS002808		Franz Klammer					
LS004115		Childrens Ski Schoo		man	81435	Telluride	12:
LS004116	Yes	Childrens Ski Schoo		Person2	81435	Telluride	12:
LS006813	Yes	Gondola Plaza	9999989-000	Test			
LS006814	Yes	Gondola Plaza	9999990-000	Test			
LS006815	Yes	Gondola Plaza	9999991-000	Test			
LS009165		Gondola Plaza		Tsg			

3 Search for the customer by name or their customer number

4 Double click the customer you would like to select

Easyrent V25.0_OE11.7 >> Telluride Ski and Golf <<

File Functions Customer Rental Reservation Me

Rental/delivery note digital

Code LS006813

Customer card 9999989-000

Group LS006813 Test

Duration Price L 1 d

Click the signature icon.

If there are more than one Waiver on the customer's profile, click once to select the most current waiver

File name	Date	File-Size
LS006813-20241126T1046223770700_signed.pdf	11.26.2024 10:46	40,723

Click Export and save the file in a location you can it is easily located to upload with the accident report

Open Export Erase Import E-mail End

Note: There are times clicking the signature icon does not allow you to access the waiver. If that happens, follow steps 1 → 4 → Click Function (top left of your screen) → Rental/delivery note digital

End	Duration	Price List	COV	D%
8:003.14.2025 16:49		Sport Snoi		20.00
8:003.14.2025 16:49		Sport Snoi		20.00
8:003.14.2025 16:14				20.00

Create a Post Accident Incident Report

All Post Accident Incident Reports

Locate the guest's name in the list on the right and note the Incident Number and date. Then click "Create a Post-Accident Incident Report."

7

No data

Patrol Incidents with Rental Equipment

Patrol Incident Number: 02022026-184
Name :Andrew Walker
Date: 2/2/26
Age: 12
Phone Number: 2042844833
Date of Request: 02/02/2026

Patrol Incident Number: 02022026-185
Name :Andrew Walker
Date: 2/2/26
Age: 43
Phone Number: 8837191198
Date of Request: 02/03/2026

Patrol Incident Number: 02012026-179
Name :Ana Ruelas
Date: 2/1/26
Age: 55
Phone Number: 512-699-6940
Date of Request: 02/03/2026

Patrol Incident Number: 01312026-169
Name :David Etzger
Date: 1/31/26
Age: 70
Phone Number: 9195181920
Date of Request: 01/31/2026

Patrol Incident Number: 01302026-158
Name :Andy Gellady
Date: 1/30/26
Age: 81
Phone Number: 7274921499
Date of Request: 01/30/2026

Rental Equipment Post Accident Inspection

Rental Guest Information

Patrol Incident Number

02022026-184

Incident Date

2/2/2026

Ensure you enter the correct **Incident Number** and date recorded in the previous step. Complete all relevant fields, then sign and submit the report.

8

LOST EQUIPMENT

If a guest's equipment is mistakenly taken while they are out on the hill, inform the guest that they are responsible for the lost equipment. Charge the guest for the equipment and issue replacement skis or a snowboard so they can complete their vacation. Ensure the guest understands that if the equipment is returned, they will be refunded for the cost of the lost item. Guest will sometimes return with only one ski, or without their equipment, because it was lost on the slopes, inform the guest that they are responsible for the missing item(s) and follow the "SALE OF RENTAL ARTICLE" protocol. **Equipment lost in this manner is rarely recovered.**

SALE OF RENTAL ARTICLE

Locate the customer's profile by selecting the Customer Search icon top right, or F9. Once the customer profile is located and selected click **Function** → **Sale of rental article [SFW]** or **F12** → Follow the screenshots below.

You can also click the **Sale of rental article button** on the menu bar.



RENTAL ARTICLE PRICE

The cost for the equipment is the Sale Price (**SP**) and not the recommended "PP – devaluated" or "Second hand price". Managers are allowed a max 25% discount below the ("**SP**") to as gesture to soften the impact of having to pay for the equipment. How to locate Sale Price ("**SP**"). With the customer profile up, double click the article you are selling. A window will appear with master data for the item displaying the Sale Price ("**SP**").

Scan the item you would like to sell. Enter the Price. The sale price is usually the same as the "**List price.**" Managers, use your discretion based on how much rental revenue was collected on the item you are selling. Price reduction is only allowed after we've tripled the "**List price**" in rental revenue. Find revenue information in the "Evaluation" section highlighted below.

Have the customer Sign the waiver. Ensure they pay using a physical credit card, even if we have a card on file when possible. If the customer is absent or refuses to sign, INV the customer and use the payment method "Card payment (Use Token)" Method (2): With the customer profile pulled up, right-click → create offer → and follow the checkout process above.

DAMAGED EQUIPMENT

Equipment may be damaged for a variety of reasons, with in-use damage being the most common. If the damage is determined to be the result of negligent use, the guest is responsible for the damage and must be charged accordingly. If the customer has the damage waiver and the equipment is repairable, the damage is covered. Send the equipment to the **tune shop**. In situations where equipment is damaged due to negligent use, or is damaged beyond repair, the guest is responsible for the replacement cost of the equipment. Example: If a guest returns a ski with top-sheet damage caused by repeatedly clicking skis together to remove snow while riding the lift, the guest should be charged for the cost of replacing that ski. Snowboards are usually damaged by the edge being compressed or blown out, and by the board itself being broken. **Note: Binding damage is rarely caused by the guest. For this reason, do not charge guests for binding damage, regardless of whether a damage waiver was purchased.**

CUSTOMERS WITHOUT THE DAMAGE WAIVER

The customer is responsible for all damages to the equipment. In the event where the **tune shop** can repair the equipment, charge the customer for a premium tune and send the equipment to the tune shop. **Verify with the tune shop manager when you are unsure if repairs are possible.**

Follow the instructions below to properly indicate the condition of the ski.

1 Select the F7 key → Scan the barcode. You may need to hit enter. You may also use the Article search icon.

2 Right click → "Master data"

3 Change the status to "Broken"

4 If equipment requires tuning or repair, send it to the tune shop and document the issue in the system notes.
Example: Core shot under the binding. Sent for repair. Tech Name – 01/01/2026.
If the equipment is damaged beyond repair, follow the "Sale of Rental Article" protocol and clearly note the loss in the system.
Email the Rental Operations Manager with photos of the equipment. Further instructions will be provided based on the condition of the item.

5 Save

ArtCode	Description	Brand	Model year	Serial number	Char.1	Char.2	Char.3	Rental group	Ref
62566018	Salomon QST Access R80	Salomon	2024	275	318	H28		Adult Ski Boot	N

Rental group	Model	Binding	Total	Prices
Adult Ski Boot	Salomon QST Access R80 2024			
	PP: 131.25		131.25	131.25
	SP: 175.00		175.00	175.00

Statistics	Value
Rent out Number/Days: 5	15
h/SP days: 0	0
Commercial efficiency:	55.49
Tune-up cost:	0.00
PP - devaluated:	131.25
Second hand price:	142.40

SKIP DAYS

Our policy allows up to two (2) skip days for rentals of seven (7) days or longer, and one (1) skip day for rentals lasting four (4) to six (6) days. Each time a guest requests or is granted a skip day, document it in their profile as a pop-up note. Exceptions may be approved at the manager’s discretion and must include clear notes in the system explaining the reason for the exception. Actively managing overdues by contacting guests to retrieve late rentals helps prevent abuse of this policy.

With that said, guests who are injured and unable to return equipment on time due to the injury are exempt from late penalties. An accident report must be completed in these cases. Our priority is to take care of the guest rather than strictly enforcing late fees. However, if managers properly train staff to address expectations and policies at the time of checkout, these issues should be minimized on the back end.

DISCOUNTS

We offer up to **25%** off rentals for pre-booked reservations. The first and last week of the season the discount is **25%** off rentals. During the regular season it will be **20% off and 10%** off during peak season. To receive this discount, reservations must be booked in advance. **Walk-in customers are billed at the regular rate** and are not eligible for the pre-booking discount.

TSG Club Members receive 20% off rentals with no peak-season restrictions. Valid identification is required, and reservations must be booked in advance. This discount is non-transferable and does not apply to their friends or guests.

MILITARY DISCOUNT

The military discount provides 25% off rentals with no peak-season restrictions for service members and their immediate family. A valid military identification is required in order to receive the discount.

GROUP DISCOUNT

Depending on the size of the group, they get 20% to 25% off rental. These reservations will be booked in advance and will be associated with their group under the **Tour Guide / Travel Agent Tabs**. Discount is already applied.

C	Client	Cust Cod	Art Code	Article description	Article pr	Char.2	RENT-group	Beginning	End	Duration	Price List	C
BF	TSG	LS002808	W002361	Shopping Bags				03.08.2025	17:4?			
M	TSG	LS002808	TA01692	Line Miner L				03.08.2025	17:4?			
M	TSG	LS002808	TB01539	Kea - T				02.18.2025	17:4?			
M	TSG	LS002808	TB01534	Fraenzl1				02.18.2025	17:4?			
M	TSG	LS002808	TB01599	Fleur				02.18.2025	16:3?			
M	TSG	LS002808	TB01423	TL Prospect 1/2 Zip				02.18.2025	16:3?			

There will be times when they book in advance and the discount is not applied automatically. If that occurs, you can link them to their group and the discount will be applied automatically. See steps below.

Type the name of the group and click "Apply". **2**

Click "Tour guide" **1**

Double click the group name **3**

Price List	COV	D%	Amount due
		0.00	0.00
		30.00	0.00
		20.00	0.00
		20.00	0.00
		20.00	0.00
		0.00	0.00

Click "OK" **4**

C	Duration	CustCode	Name	ArtCode	Article description	Quantity	Amount	Article pr	D%	Char.3	Amount due	RENT-group
BF		LS002808	Test Test	W002361	Shopping Bags	1	0.25		0.00		0.00	
M		LS002808	Test Test	TA01692	Line Miner L	1	112.70		30.00		0.00	
M		LS002808	Test Test	TB01539	Kea - T	1	1,440.00		20.00		0.00	
M		LS002808	Test Test	TB01534	Fraenzl1	1	632.00		20.00		0.00	
M		LS002808	Test Test	TB01599	Fleur	1	184.00		20.00		0.00	
M		LS002808	Test Test	TB01423	TL Prospect 1/2 Zip	1	89.00		0.00		0.00	

VIP RENTAL

Stores will see rentals at zero cost and the “Tour Guide” Section displays “TSGVIP” to indicate the discount reason. To ensure your store is credited for the rental you need to remove the discount, and invoice the as “Internal GL”

Select the “Category” and double click the department you are charging. If you are unable to locate the department, contact the Rental Operations Manager.

3

2

4

5

Click End

INV → Internal GL [F8] → With Receipt [F2].
Keep a copy of the receipt for your record.
These receipts can be discarded at the end of the season.

har.3	Amount due	RENT-group
31	75.00	Demo Ski
	0.00	
	0.00	
	0.00	
	0.00	
	0.00	

TUNE SHOP PROCEDURES

The tune shop will be picking up rental and customer skis and snowboards from the stores between 4:30 to 5:30 pm each day. The gear will be tuned and returned to your shops that same evening. Please have all gear ready to be picked up by this time each day. Occasionally skis will get lost in the shuffle, stickers will fall off or the skis is held overnight to let the epoxy set, etc. When this happens, please reach out to the other stores to help locate missing skis before reaching contact the tune shop's manager.

MORNING CHECKLIST

- Scan in all incoming rental skis, snowboards, boots, and helmets that have been returned to your location.
- Ensure all customer tunes sent out yesterday have been returned.
- Reattach snowboard bindings to customer boards and they should be ready before you open.

AFTERNOON CHECKLIST

- Fill quota of rental tunes. Pull the allocated amount from the rental fleet each day (see below) to be tuned. In Wintersteiger go to Rental Layout, click "Tune Out" and scan each ski, snowboard, boot, and helmet being sent for tune or transfer into the system. Click "Execute".
- Place all outgoing gear in a convenient location for tune staff to pick up. Do not mix outgoing gear with tunes that have not yet been picked up by the customer.
- Ensure all outgoing customer tunes have been tagged with a minimum of store location, type of tune, and customer info.
- Remove snowboard bindings/hardware from the boards- you keep it. The Tune Shop is not responsible for any snowboard bindings or hardware associated with the boards.

RENTAL FLEET MAINTENANCE

Each store has a quota of skis/boards the tune shop will tune each night. The goal is to get to every rental each night, however, there are some busy nights where we cannot get to all of them. On these rare occasions, we will prioritize demos. If you are sending out a rental ski or snowboard to get tuned overnight for a customer to use the next day, please attach a sticker as you would for a customer tune so the tune shop knows the equipment is a high-priority item.

DAILY RENTAL TUNE QUOTA

- Gondola Plaza (GP) -25
- Franz Klammer (FKL) -15
- Camels Garden (CG) -15
- The Peaks (PKS) -15
- Cimarron (CIM) -15
- Children Ski School (CSS) -5

STORE-TO-STORE TRANSFERS

Customers will often return their equipment to a different store from where they originally rented it.

Additionally, a customer might come into your shop to swap boots, skis, or helmets rented from a different location. All equipment returned to your location belonging to other stores should be scanned before transport.

Use the “Tune out” quick button in the upper right to transfer equipment through the tune shop as you would regular fleet maintenance. This is important to reduce shrinkage. Remove snowboard bindings from the board and attach them. Please buckle the boots and zip-tie them together. Helmets can be attached by location.

Please do not mix stores. All boots, helmets, and snowboard bindings should be placed in a rolling bin near the outgoing tunes and we will transfer the gear back to their home locations. Peak holiday operations may affect the timeline.

The screenshot shows the 'Tune-up' software interface. At the top, there are input fields for 'Article code' (a redacted blue box), 'Kind of tune-up' (set to '*Rental Ski/SNB Tune'), a 'Relocate' checkbox, and a 'Relocate to' dropdown (set to 'GP-406'). To the right, there is a 'Number of article' field set to '0' and an 'Error' field set to '0'. Below these fields is a table with columns 'Current location', 'Status', and 'Model year'. At the bottom, there are buttons for 'View log file', 'Text file', 'Print labels', 'Print', 'Cancel', and 'Execute'. A callout box with a green border is overlaid on the left side of the interface, containing the following text:

Tune Out
Select “Tune Out” and scan all the equipment leaving your location and click “Execute”.

Tune In
Follow the same process to after equipment have been dropped off at your location by the tune shop. Only this time you will select the “Tune In”.

Below the text in the callout box are two buttons: 'Tune Out' (light blue) and 'Tune In' (purple).

CUSTOMER TUNE

All customer Ski or Snowboard is collected after the lifts close and brought back that same **night (except for epoxy work which normally requires an extra day to set)**. When taking in tunes, please keep diligent records of who the equipment belongs to and what needs to be done to their gear. Sell a customer tune by switching to the **Service layout** If the customer has a profile, search for and select it then follow steps 2 to 8 below. For new customers complete all the Steps.

At a minimum, we need Name, Phone # and Email

Click New Work Order

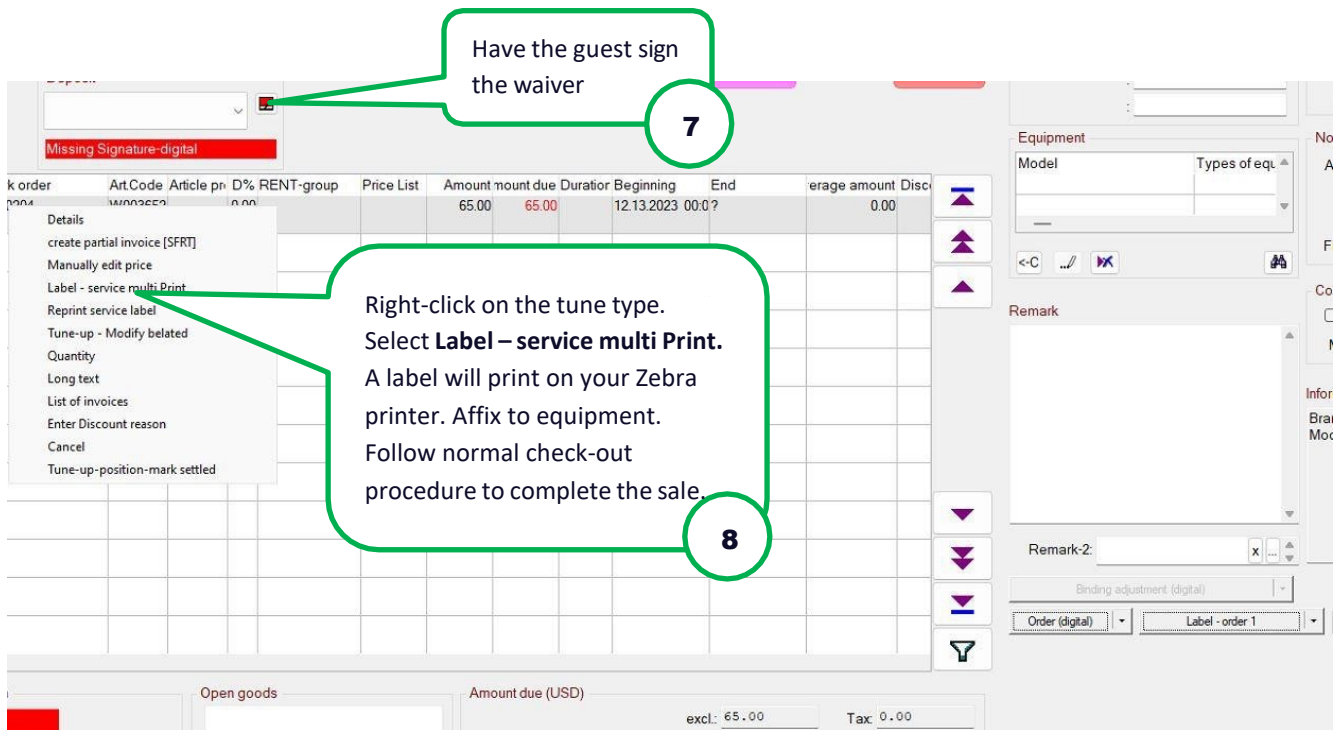
Click Work Order to generate a number. Take note of the number

Click Customer then → Create customer or Shift+F10

Click Ski/SNB Service Select the tune Type

Note: If you need the tune shop to drop the gear at another location, write it on the printed label.

Enter as much information about the ski and service as possible.



TUNE SERVICE OFFERED

Standard Tune (\$65): Fills gouges with P-Tex, grind and structure bases, sharpen edges, belt wax finish

Performance Tune (\$75): Standard tune + **hot hand wax** instead of belt wax

Edge and Hand Wax (\$40): Sharpen Edges + hot hand wax

Hand Wax (\$30): Melt and scrape

Belt Wax (\$15): You can do this yourself in-store. Franz Klammer, send customers needing belt wax over to GP

ADDITIONAL ITEMS

Core Shots (\$10 per inch): If a ski has a noticeable core shot, please charge the customer an additional \$10 for each inch of base material needed to fill the core shot

Epoxy (\$25): *Most epoxy work requires the ski or Snowboard to sit overnight, so please communicate to the customer that the gear will not be ready to be picked up the following day. We can fix cosmetic blemishes with epoxy. For major structural damage i.e. delaminating skis, cracked sidewalls, separated edges, etc. epoxy is a temporary fix and likely will not hold long if at all.*

Telski Employees (\$30): Telski employees are eligible for tunes at a flat rate of \$30 per ski/Snowboard.

T-Sports Employees (\$0): We are happy to tune your gear at no cost. Please do not overwhelm the tune shop during busy periods or abuse this privilege.

RACKING EQUIPMENT

This is to ensure all stores have a standardized set of protocols to reference when racking, locating, and labeling equipment. Establishing consistent procedures across locations improves efficiency, reduces errors and lost items, and ensures equipment can be quickly identified and retrieved by any team member, regardless of store or shift.

RACKING

Rack equipment from left to right by **gender, make, model, and size** for **demo skis and boots**. Helmets, as well as **Sport and Performance equipment**, are racked without a gender requirement. This system makes it easier for new employees to understand where equipment is located and how to read the racks, ultimately simplifying the onboarding process. Hanging racks will follow a slightly different flow, as the downward direction of the rack must be taken into consideration. See example below.

Caution note: All stores will be provided with a list of new equipment assigned to their location. When racking equipment, you may not have received all items yet due to late shipments or other factors, and this must be accounted for during setup.

For example, if you are scheduled to receive **nine (9) Salomon S/Pro Delta BOA R85 W size 23.5** boots but have only received **seven (7)** at the time of racking, you must leave **two (2) empty spaces** in the rack. Label these spaces clearly so the boots have a designated location once they arrive.

FOR EXAMPLE:

- Rack **Nordica Santa Ana 87** skis from smallest to largest: **150, 155, 161, 167**.
- Next, rack **Nordica Santa Ana 92** skis from smallest to largest: **150, 155, 161, 167**.
- Once all **Nordica women's skis** are racked by make, model, and size, move on to the next manufacturer and repeat the same process.
- **Men's skis** are racked only after all women's skis from all manufacturers are completed, following the same organization logic.

SPORTS - PERFORMANCE AND KIDS SKIS

Sports, Performance and Kids skis are considered gender neutral, meaning they are not assigned or racked by gender. Because these skis are designed to accommodate a wide range of skiers, they only need to be organized by make, model, and size.

HELMETS

Rack helmets by **type and size**, separating **kids' and adults' helmets**. Because large and extra-large helmets are used less frequently, rack them farthest from reach. Keep small and medium helmets within easy arm's reach whenever possible.

The **Gondola Plaza** location requires a slightly different setup due to its layout. Ensure each station has an assortment of helmets stocked behind it, including three **(3) large and one (1) extra-large** helmet. Based on experience, this configuration seems to be the most efficient.

BOOT

Boots should follow the same racking logic outlined in the ski examples above. We maintain a high-quality rental boot fleet; however, boots are not separated into categories such as Demo or Performance. Instead, boots are organized in the following order **(Adult → Kids → Ski → Snowboard → Make → Model → Size)**.

SNOWBOARD

Depending on the racking system at your location, snowboards are organized in one of two ways. Ensure boards are stored with the pucks installed.

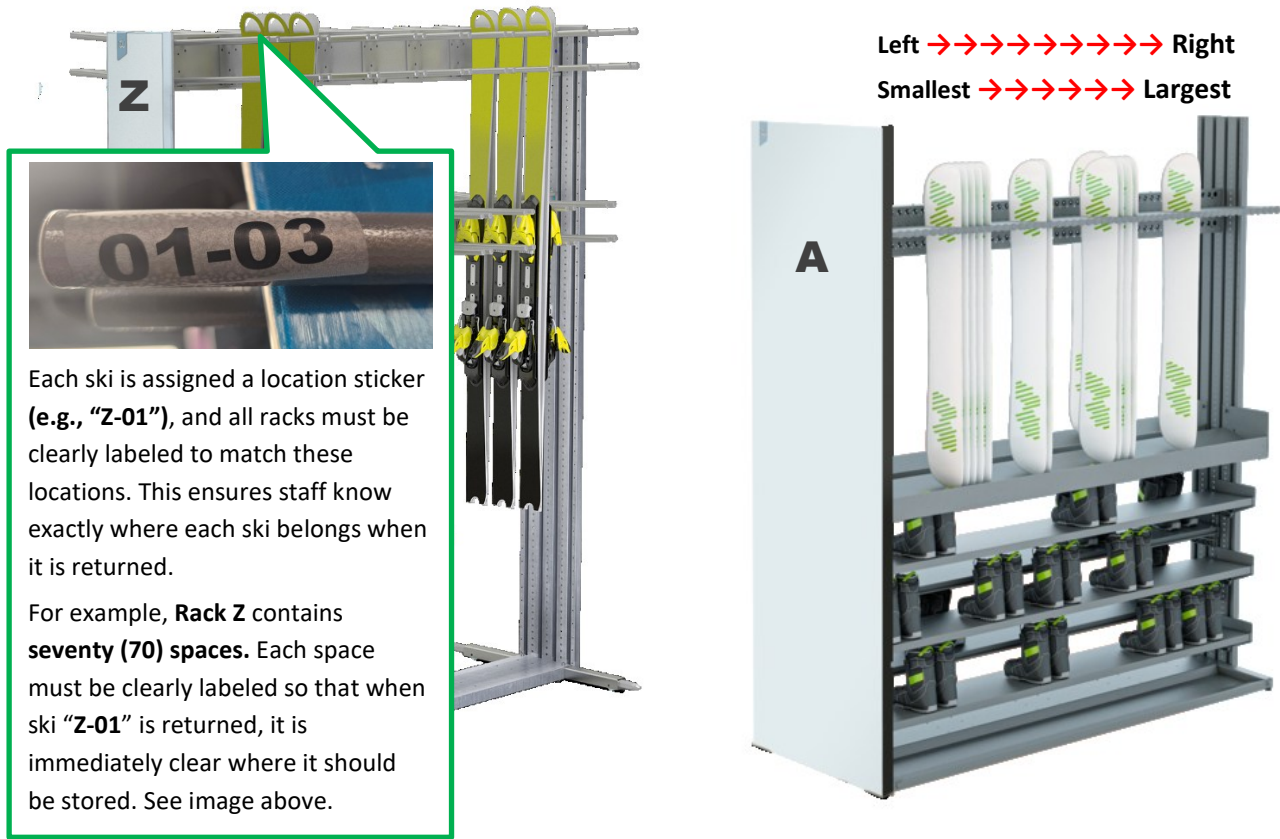
Vertical racking systems: Rack snowboards from **left to right**, starting with the **smallest sizes and moving to the largest**. **Note:** The smaller boards will only hang with the pucks installed.

Horizontal racking systems: Rack snowboards from **top to bottom**. The smallest size you can start with is 100. Boards smaller than size 100 will fall through the spacing of the horizontal system and must be stored on the base of the rack. There are usually about seven (7) of these boards so storage should not be an issue.

LABELING EQUIPMENT

Labeling racks and equipment, and recording their locations in the system, is a simple and effective way to keep inventory organized. This process also makes it much easier to locate overdue or missing equipment.

If this step is not completed and a helmet appears on the overdue list, staff would not know its exact rack location and would be forced to search multiple racks, wasting time and resources.



SYSTEM EQUIPMENT LOCATING

Click Article Search 1

Scan the barcode 2

Click Search 3

Right click the item, select "Master data" 4

Art.Code	Description	Brand	Model year	Serial number	Char.1	Char.2	Char.3	Rental group	Rent c
71016705	Atomic Bent 10						C030	Demo Ski	N

Enter the rack location exactly as shown on the ski sticker. The format must be C030.
Always use one capital letter followed by a three-digit number, and ensure all letters are capitalized. 5

Click Save 6

Rental article Rental groups Models Bindings Brands Types of equipment

Code: 71016705 Factory no: Last Tune-up: Status: OK 10.27.2025 Lock: OK

Article info: Rental group: Demo Model: Atomic Brand: Atomic Serial number: N/A

Prices: Binding Total 111.00 539.00 229.95 1,029.95

Details: Length: 155 Mark/Registration: Rack Location: C030 Binding: Salomon Strive 11 Ski-Performance:

Statistics: Created at: 10.27.2025 Expiration: Change: 01.09.2026 Rent out Number/Days: 0 0 h/SP days: 0 0 Commercial efficiency: 0.00 Tune-up cost: 0.00 PP - devaluated: 539.00 Second hand price: 1,029.95

Membership: Client: TSG Branch: Peaks-403 Current location: Peaks-403

Remark: Multi-renal: Sales article [F5]:

Save Cancel

INVENTORY MANAGEMENT

Maintaining an accurate ski rental inventory is critical to the overall success and efficiency of our rental operation. Accurate inventory tracking allows us to know exactly what equipment we have, where it is located, and its current condition at any given time. This reduces time spent searching for equipment, minimizes lost or missing items, and ensures overdues and discrepancies are identified and resolved quickly.

Just as importantly, accurate inventory data allows us to make informed equipment replacement and purchasing decisions. When usage, age, and condition are tracked correctly, we can identify which skis are over- or under-performing in the fleet and replace equipment at the appropriate time. This ensures the fleet remains relevant, consistent, and aligned with current skier demand and performance standards.

By maintaining accurate inventory records, we also create consistency across all locations, improve guest experience by reliably delivering the right equipment, and protect the company from unnecessary financial loss. In short, inventory accuracy is not just an administrative task—it is a foundational element of operational efficiency, safety, and long-term fleet planning.

BEGINNING OF SEASON INVENTORY

Verify starting inventory, confirm all equipment is physically present, and ensure inventory records accurately reflect the fleet before guest use begins. This inventory establishes the baseline for the season.

- Count and verify all rental equipment by category, model, size, and condition
- Confirm all items are correctly entered into the inventory system
- Resolve discrepancies before the season begins

MID-SEASON INVENTORY

Timing: January

Identify discrepancies between the beginning-of-season inventory and current inventory levels, allowing managers to correct errors and recover misplaced equipment.

- Conduct a full physical inventory count
- Compare results against the beginning-of-season inventory
- Investigate all discrepancies
- Locate and recover misplaced equipment where possible
- Correct system errors and document unresolved variances

OUTCOME

Offers the opportunity for stores to reduce shrink and limit financial loss to their P&L.

END OF SEASON INVENTORY

Timing: At season close

Complete final reconciliation of all rental equipment and identify missing, damaged, and sold equipment.

- Conduct a complete physical inventory
- Categorize equipment as:
 - Missing
 - Damaged
 - Sold
 - Those flagged for replacement
 - Financial reconciliation and off-season planning

OUTCOME

Supports accurate financial reporting, replacement planning, and informed purchasing decisions for the following season.

ACCOUNTABILITY

Store Managers are responsible for ensuring inventories are completed on schedule. All discrepancies must be addressed promptly and documented. Failure to follow this SOP may result in operational, financial consequences, and a manager review if there were significant discrepancies.

FREQUENTLY ASKED QUESTIONS

WHAT IF A CUSTOMER WANTED TO RENT BOOT ONLY?

Because snowboard bindings are not releasable, guests are permitted to rent snowboard boots only. However, due to the liability associated with ski bindings, ski boots are not rented on their own. Guests must rent a full ski package. You are allowed to offer up to a 25% discount since it wasn't the customer's intent to pay for a full rental package.

- **EXPLAIN THE DIFFERENCE**

Renting a ski boot only requires us to make a few distinctions to determine if their binding is safe for use. **Answer the following:**

- Is the binding on the binding indemnification list? **Review your shop's indemnification list.**
- Visually does the binding seem to be in good condition, with all parts accounted for and in their original condition?
- If you could answer yes to **a** and **b**, we must perform an ASTM test on the customer's binding to ensure it is functioning as intended by the binding manufacturer. The cost for the ASTM test is \$30 and the customer would need to wait a minimum two (2) hours to have the test completed and a

rental tech would need to be pulled off the floor to conduct the test. In this Scenario, we are doing a disservice to the customer and the store. So, for those reason we have made the decision to never rent ski boot only.

DOES THE DAMAGE WAIVER COVER LOSS OF THEFT OF RENTAL EQUIPMENT?

The damage waiver is as the name suggests. It covers repairable damages caused while the equipment is being used as intended and does not cover negligent use. Examples:

- If a guest returns skis or a snowboard and reports that the equipment was damaged after a crash or hitting a rock, resulting in damage beyond repair, the guest is responsible for the loss of the equipment. In these cases, the guest should be charged the replacement cost **minus a 25% discount**, as the damage was unintentional. If you believe the guest regardless of action could not avoid the damage that results in the loss of the equipment, you may contact your Rental Operations manager to waive the charge. **Note: Stores are limited to three (3) exceptions per season. Choose wisely!**
- If a guest returns a ski that is damaged due to repeatedly clicking skis together on the chairlift to remove snow, assess the severity of the damage. Depending on the extent of the damage, the guest should be charged for replacement of the ski. Consult your manager before proceeding. For snowboard, damages in the park is treated as negligent use.
- The damage waiver does not cover loss or theft. Extending coverage to loss or theft would create significant risk, as a guest could rent equipment for a single day, report it lost or stolen, and retain the equipment for only the cost of the damage waiver.

DO WE DO SEASON RENTALS?

Season rentals are offered in a limited capacity and are available only to the Telluride Ski-PE program. Season rentals are not available to employees or guests. Telluride Sports employees receive free daily rentals as part of their employment benefits. Employees of TSG are subject to the employee rental policy.

CAN WE TAKE CASH FOR RENTALS?

A valid credit card is required for all rental transactions. However, in limited situations, guests from South America or Australia may request to pay with cash to avoid high international credit card fees. In these cases, it is possible to accept cash **while still collecting a credit card for incidentals**. Ask a manager to assist with these transactions. **Note:** These situations should be handled as **one-off exceptions** and not as standard or everyday practice.

CAN A GUEST PICK UP THEIR RENTAL A DAY EARLY FOR USE THE NEXT DAY?

Rentals may be picked up after **3:00 p.m.** for use the following day. When equipment is picked up after

this time, the system will automatically start the rental on the next day.

WHAT DOES ASTM STAND FOR?

ASTM stands for “**American Society for Testing and Materials**”.

- **WHAT IS AFD AND WHAT DOES IT DO?**

An AFD (Anti-Friction Device) is a crucial, low-friction pad or sliding mechanism located under the toe piece of a ski binding, designed to ensure consistent, reliable lateral release of the boot during a fall



CLOSING NOTE

Adherence to this Rental Guide is required across all locations. These standards establish a consistent operational framework that supports logical equipment racking, accurate documentation, and effective inventory management. Managers are responsible for ensuring staff understand and apply these procedures consistently and correctly. When uncertainty or exceptions arise, decisions must be guided by safety, accountability, and appropriate escalation to the Rental Operations Manager. Consistent application protects guests, employees, and the company while maintaining operational integrity.

THESE STANDARDS EXIST TO:

- Create consistency across all locations so any team member can step in and succeed
- Ensure accurate inventory control and protect the integrity of the rental fleet
- Reduce shrinkage, loss, and preventable damage
- Support proper equipment fitting and guest safety
- Improve efficiency, communication, and accountability across teams
- Minimize errors and rework by setting clear expectations up front
- Protect employees and the company through accurate documentation
- Deliver a reliable, high-quality guest experience every time

MANAGER RESPONSIBILITY INCLUDES

- Training staff on these standards before issues arise
- Reinforcing expectations through daily habits and consistent follow-up
- Ensuring documentation is complete, accurate, and timely
- Stepping in early when questions, exceptions, or concerns occur
- Leading by example and maintaining accountability at all levels

WHEN IN DOUBT:

- Prioritize guest safety
- Document clearly and thoroughly
- Involve a manager early