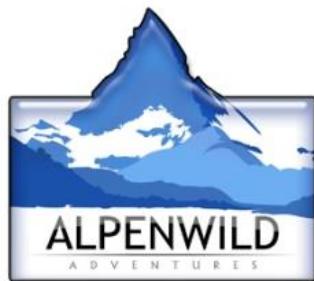


# **Alpenwild Trip Leader Manual**

**March 2012**



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## **Introduction**

### **About This Manual**

Welcome to Alpenwild. This manual will instruct you in your role and responsibilities as a trip leader and serve as a resource to answer common questions and concerns you may have. Understanding and applying the information in this manual will make you a more capable and confident trip leader. If you have questions about the policies or expectations outlined here, you should contact your manager.

It is important that you read and study this entire manual. This manual lets you know what you can expect from Alpenwild and what Alpenwild can expect from you. Before you lead a trip—or even accept the offer to do so—you should read and be familiar with these expectations and guidelines.

This manual is not intended to and does not create a contract of employment between you and Alpenwild. Your work for Alpenwild is seasonal contract labor, for an indefinite term, and may be terminated by you or Alpenwild at any time for any or no reason and without notice.

The policies stated in this manual are subject to change at any time at the sole discretion of Alpenwild. From time to time, you may receive updated information regarding any changes in policy.

Alpenwild is an Equal Opportunity Employer and will not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, or disabling condition.

### **Alpenwild and You**

You were selected as a trip leader because of your ability to engage with and excite others—your passion for people and for what you do is one of your greatest attributes.

Your talents, knowledge, experience and set you apart from others and make you an expert on Alpine culture and trails. You are what make Alpenwild an industry leader.

We can't oversee every act taken by every trip leader. You were chosen because we believe in your ability to be capable and to exercise good judgment. We trust you to make the right call and keep your cool when things seem out of control or when incidents arise.

We trust you will exemplify the Alpenwild values and philosophy and abide by the policies and procedures while bringing your unique personality to each trip.

We look forward to working with you and hope we can maintain a relationship guided by mutual trust, communication, and respect.

## **Alpenwild Values and Philosophy**

**Quality:** Each point of contact with the client must be defined by quality. We offer quality destinations, quality products, quality services, and quality people.

**Competence:** As a result of our experience, training, and preparation, Alpenwild and its trip leaders will be recognized as authoritative, knowledgeable, and trusted guides in the areas we operate.

**Honesty:** We are people of integrity. We provide accurate and complete information about our destinations, products, and services. We promise what we deliver. We deliver what we promise.

**Service:** We work in a service industry. Our reputation and continued success depends on our offering the highest level of service in all aspects of our business—before, during, and after the trip.

**Leadership:** As individuals and as a company our skills, actions, example, and excellence will inspire confidence, trust, loyalty, and praise. We will be recognized as leaders in all we do.

**Responsiveness:** We will attend to people's questions, requests, and needs in a prompt and professional manner. We will gain trusted and loyal clients by being there first with the right answer.

**Innovation:** We will be recognized as offering trips, services, products, and features that are creative, distinctive, uniquely appealing, and that consistently set us apart from the competition.

**Passion:** We never forget that we are in the business of fun. Our clients want to be entertained, delighted, pampered, taught, served, and befriended by people who care deeply about what they do.

## **Alpenwild History and Background**

Alpenwild's roots go back to 1970 when founder and owner, Greg Witt, first visited and fell in love with the Alps as a teenager backpacking through Europe. As an avid world traveler with a passion for adventure travel and off-the-beaten path corners of the world, he started a travel company in 1986, initially as a full service retail travel agency.

By 1997 the travel company had grown to include group tours and adventure travel, and Greg Witt maintained an active interest in European history and culture, with a special expertise in the Alps. He guided climbing and mountaineering expeditions in both the Andes and the Alps.

Since 2003 our focus has centered on the Swiss Alps and we have grown to be the largest US tour operator and outfitter guiding hiking and walking tours in the Swiss Alps. Greg Witt continues to design, develop, operate, and guide most of the trips offered by Alpenwild. In addition, he is a prolific and

award-winning travel and outdoor writer who loves to share his knowledge and love of the Alps through his tours and books.

Alpenwild is a wholly owned unit of Witt Enterprises, LLC, and is registered in the state of Utah.

## **Section 1: The Role of the Trip Leader**

### **Value of a Trip Leader**

What you do as a trip leader adds value and enjoyment to the client's vacation experience and enriches the lives of those you serve. Your job is to:

- Give the client an extraordinary vacation experience
- Provide a high level of personal service
- Do everything possible to ensure client safety and well-being
- Establish expertise in the outdoors, in Switzerland, and in its landscapes, culture, and history
- Prepare clients for the trip, for the day, and for each experience
- Make sure there are no bad surprises

Client should return from their trips richer, stronger, and wiser. We want to be known as the best—an industry leader—and the only logical choice for a trip to the Alps. We want to innovate, creating new tours, technology, and products. As a trip leader you are the most visible differentiating factor between Alpenwild and any other travel company. Your ability to explain, entertain, and ensure the safety of every client will significantly influence the success of each trip, and the memories retained by each client.

Your role as a trip leader does not end when you arrive at the hotel in the afternoon. These are times to help our guests feel especially valued and to guarantee that they are both comfortable and content with their experience. Group dinners are a favorite part of the day and a chance to socialize and share highlights from the day. In the afternoon clients may ask you to accompany them for a snack, to help them locate a store or service location, or to explain more about the local culture. Make quality service to the client your highest priority.

### **Theater in the Wild**

As a Trip Leader, you are doing more than leading a hiking trip. This is theater. People want to be entertained. People want to share their stories and hear your stories. Your ability to engage with and entertain clients is what will set us apart as a top tier service provider. Expand your knowledge of and passion for the Alps and its rich heritage. It is our hope that no client's question will go unanswered and that clients will feel a deep connection to and understanding of the local culture and landscape.

Clients often show particular interest in some of the following areas: Wildlife, wildflowers, language, chocolate, cheese and other local foods, inventions, military, local banking and economy, referenda, agriculture, politics, history and culture, famous people, trains and local transportation, cities and cantons, Heidi, William Tell, etc. Though not an exhaustive list, strive to become conversant and

authoritative in these and other areas. Be proactive about sharing your own personal flare and experience as frequently and enthusiastically as possible.

## Trip Planning

### Before the trip

#### I. Trip Activities

- A. Alpenwild trips are centered on walking and hiking in Switzerland. Our programs are designed to be safe, enjoyable, and accessible to a wide variety of skill and fitness levels.
- B. All hiking and walking is done on publicly accessible, established, signed, posted, and waymarked trails.
- C. Alpenwild trips and activities do not involve:
  - Mountaineering or glacier travel (climbing activities where the participant would be on a rope team, in a climbing harness, using an ice axe, or wearing crampons)
  - Rock climbing or canyoneering (climbing activities where the participant are on rope team, in a climbing harness, using an ice ax, or wearing crampons)
  - Backcountry skiing or exposure to avalanche slopes
  - Water sports (kayaking, whitewater rafting, canoeing, canyoning)
  - Aerial sports (Hang gliding, parasailing, sky diving, BASE jumping, bungee jumping)
  - Mountain biking
  - Camping (sleeping in a tent or outside, cooking meals, setting up an overnight camp)
  - Horseback riding or use of mules or pack animals
  - Hunting or fishing
  - Hiking at night or on trails in excess of 3000 meters (13,123 feet) above sea level
  - Hiking on wilderness or backcountry trails that are in excess of 3 hours from definitive medical care.
  - Hiking on trails with exposure to falling where participants would normally be, expected to be, or desirous of being roped to a guide or anchor.

#### II. Trip Leader Training and Qualifications.

- A. Alpenwild trip leaders must be experienced in the routes they are guiding and must have walked or hiked the routes previously. No trip leader should ever lead others on a route with which he or she is personally unfamiliar.
- B. Alpenwild trip leaders must meet required certifications for the country, region, or area in which they are guiding.
- C. Alpenwild trip leaders must have completed a recognized first aid and CPR course (Certified by American Red Cross, Heart Association, or other recognized body) and should have a current certification. Additionally, Alpenwild trip leaders should have advanced outdoor or wilderness medical training such as a NOLS or Wilderness First Responder certification.
- D. Alpenwild trip leaders must be expert in outdoor leadership and have led previous trips as an assistant trip leader.

### **III. Trip Plan**

- A. Every Alpenwild trip will have a detailed itinerary showing planned activities, location, and booked accommodations with contact numbers.
- B. Prior to departure, each participant will have received a copy of the trip itinerary and contact information, including the mobile phone number of the trip leaders, and local weather service contact information.

### **IV. Trip Leader Equipment**

- A. Alpenwild trip leaders will receive a pre-departure checklist showing items for which the trip leader is responsible, such as first aid kit, maps, etc.
- B. All Alpenwild trip leaders will carry Emergency Evacuation and Medical Services instructions with them at all times on the trip (See Emergency Evacuation and Medical Services in Appendix 5).
- C. All Alpenwild trip leaders will have a cell phone and first aid kit with them at all times during daytime activities (See First Aid Kit Contents in Section 5).
- D. All Alpenwild trip leaders will carry participant medical advisories and special conditions information with them in their pack during daytime activities.

### **V. Pre-departure Instructions & Briefing**

- A. Alpenwild will conduct a pre-departure briefing with all participants, either in person or by phone to discuss planned activities, to assess participant skills and capabilities, and to insure that the activities are well suited and appropriate to the participant.
- B. All participants will receive a pre-departure instruction packet with detailed information about the trip, suggested clothing, gear, and a packing list.

## **Upon Arrival**

### **I. Participant Orientation**

- A. On the first day of the trip, before participants engage in any scheduled outdoor activities, they will meet with the trip leader for a general trip orientation and to discuss health, safety, and emergency considerations while on the trip (See Alpenwild Participant Orientation in Appendix 1). The Participant Orientation is normally done on the train from Zürich or Geneva to the starting location or on the afternoon or evening of the first day.

### **At the beginning of each day (before departing from hotel)**

#### **I. Review Daily Checklist (See Trip Leader Daily Checklist, below)**

- A. Check gear
- B. Check weather, trail conditions
- C. Pack food and water

#### **II. Talk with each participant**

- a) Review the day's plan
- b) Assess the health and well-being of each participant

## **During the day**

### **I. Watch the weather**

- A. Turn around and make an exit if snow accumulations exceed 10cm.
- B. Make a retreat and seek shelter indoors if lightning is visible within the general area.
- C. Hiking in the rain is permissible, however all participants should be in agreement and willing to participate. Those who prefer not to hike in the rain should remain at the hotel, in the village, or provided with a suitable alternative activity (museum, shopping, city tour, or other indoor activity).

### **II. Know Your Escape Route**

- A. The trip leader should know at every step where the nearest escape route, shelter, village, and trail junction is located.
  1. On all day-hike programs there is no point where participants are more than one hour by foot from shelter or a village, and the trip leader is generally within cell range at all times.
  2. On the Haute Route, the trip leader should review the maps in the morning and at midday to verify location and nearest services. The trip leader is generally within cell range at most times on the Haute Route.
  3. The trip leader will be familiar with and will carry a copy of the Emergency Evacuation and Medical Services instructions at all times on the trail. (See Emergency Evacuation and Medical Services, attached)

### **III. Adhere to timetable**

- A. Know when the last tram, train, or bus of the day departs and be off the trail well before that time
- B. Trip leaders should not be on the trail, leave the village, or walk in unlit areas after dark. Watch your timing in the afternoon to insure that all participants will have adequate time to be off the trail or return to the hotel before sunset.

## **Trip Leader's Daily Checklist**

Items to be completed by the trip leader each morning before departure:

### **To have**

Trip leader should have the following in his/her pack prior to departure

- Food, water
- First aid kit
- Headlamp
- Map
- Hand sanitizer for use at lunch and on the trail
- Daily itinerary and schedule
- Participant medical history and medical release
- Cell phone
- Multifunction Swiss Army knife

- Bus or train schedule

## To do

Trip leader should do the following prior to departure

- Check weather forecast
- Check trail conditions and other pertinent factors with hotel or local authorities
- Purchase trail snacks and lunch items, if necessary
- Check out of the hotel (pay at the front desk), if necessary
- Meet with each participant before departure to
  - a. Review the day's plan:
    - Schedule
    - Timetable
    - Distance
    - Elevation Gain
    - Trail conditions
    - Weather
    - Clothing, gear recommendations
    - Bathroom & meal stops
    - Expected return time
  - b. Ask about their overall well-being (how they slept, how they're feeling, any aches and pains, any needed treatments (ibuprofen, moleskin, bandages)

## Food and Meal Preparation

In addition to the meals provided by local vendors, trip leaders are often responsible for planning and preparing a picnic meal while on the trail. This will often be as simple as buying some fresh fruits and packaged foods the morning of a hike, but there are still some practical steps trip leaders should follow in order to meet general health and safety standards.

*Hand washing:* Always wash your hands before preparing any food. This may mean you need to carry a small bottle of soap or sanitizer in your day bag or first aid kit to use before distributing, cutting or otherwise preparing the daily meal. Many guests will be concerned about sanitation. It may help to reduce their concerns if they see you washing your hands often, even if they appear to be clean.

*Utensils:* The appearance of cleanliness is of utmost importance when handling food. Use clean utensils to cut or spread ingredients, make sure your hands aren't covered with grime, and clean or cover any clothing that might seem unsanitary. Avoid using a personal pocket knife or use soap to clean it before use.

*Leftovers:* Leftover perishable foods can be used by trip leaders at the discretion of the local manager. Avoid serving leftover perishables to clients.

*Water/Purification:* All clients and trip leaders should carry water for the day but it would be wise for trip leaders to be prepared to gather and filter water from approved water sources.

## **Leave No Trace**

A good risk management plan protects clients from the environment and protects the environment from clients. In line with this principle, *Alpenwild does not facilitate or encourage backcountry camping or campfires* at any time. In this manual we have included other sound practices to help you protect the Alpine environment and leave no trace. As a reminder, the ideals of Leave No Trace, invite us to care for the earth and to be conscious of the impact we are having on it and other people. Practicing Leave No Trace can give our clients a heightened reverence and respect for the Alps and other natural areas.

1. Plan Ahead and Prepare
2. Travel on Durable Surfaces: It is rare that you will ever diverge from established trails and existing routes. If clients do feel inclined to explore, encourage them to stick to trails or hard and durable surfaces; i.e. flat rock, gravel etc. Steer clear of creating new trails and damaging plant life by dispersing use--avoid hiking single file or walking through areas that are being revitalized.
3. Dispose of Waste Properly: Try to pack out any waste associated with your meals; i.e. packaging material and other trash. Even if these items are biodegradable, it is preferred that they be carried out with you. Should a client need to use the restroom, encourage them to walk a good distance from running water sources and group eating areas (recommend 200 feet). Cat holes should be six inches wide and six inches deep. Cover and disguise them when finished. Waste water should be deposited in the main channel of local rivers or buried in the same manner as human waste. Use biodegradable soaps and sanitizer rather than washing hands in existing, natural water sources.
4. Leave what you find: You may see something that strikes you as beautiful and unique to the Alps. By removing the item you are depriving others the opportunity to experience the joy and beauty of the Alps as you experienced it.
5. Minimize campfire impact: We can't emphasize enough that Alpenwild does not support the creation of any fires by trip leaders or tour members.
6. Respect wildlife: Exposure and experience with the flora and fauna of the Alps is a great privilege. Treat these beautiful creatures and life forms with respect by refraining from causing physical harm or psychological torment. Observe animals from a distance. Don't feed them.
7. Be considerate of other visitors: You will often find seclusion and serenity as you journey through the Alps. However, there will be times when you will encounter other visitors as you hike. In these instances, remember that they often have the same goal as you—to enjoy their vacation and the Alps in peace. Consider your language, the volume of your conversation, and other factors that might affect your and their overall experience. As a trip leader, the behavior of you and your group reflects on Alpenwild as a whole. Consider whether or not your groups' relations with other visitors and local hikers could negatively impact the Alpenwild image and affect our ability to operate in the Alps. We have great relations with local travelers and vendors and want to keep these relationships intact.

## Section 2: Policies and Procedures

### Negligence

Negligence is a common cause of liability lawsuits and action in outdoor activity. Negligence is normally defined as "...failure to use such care as a reasonably prudent and careful person would use under similar circumstances."

In court, a case of negligence requires more than just negligent conduct. Negligent action must have all of the following elements to be pursued in court:

1. Duty: An obligation, recognized by the law, requiring the defendant to conform to certain standards of care to protect others against unreasonable risk. Alpenwild Trip Leaders have a clear obligation with regards to their trip participants while in the outdoors.
2. Breach: A failure to conform to the standards required
3. Causation: A reasonable connection between the conduct of the defendant and the resulting injury or loss.
4. Injury: Actual loss or damage to the plaintiff.

The following factors are taken into consideration in determining legal liability in claims of negligence:

1. Physical Characteristics: Known impairments, such as loss of limbs, body size, sight or hearing impairments. For example, if a trip leader were to take a person with one arm for a swim or a sightless person on a bicycling outing, that could be viewed by the courts as negligence in considering physical characteristics
2. Mental Characteristics: Young children and persons with mental illness require special attention, and it cannot be assumed that they are capable of reading warning signs or understanding complex instructions.
3. Skill and Knowledge: Many outdoor activities such as mountain climbing, scuba diving, and paragliding require specialized equipment and knowledge. *Alpenwild does not include these types of high risk activities as part of our programs.* When individual trip participants choose to engage in these activities during their trip, they do so at their own risk. They should sign a separate waiver issued by the operator, and should always be instructed or guided by one who is certified and prepared to provide training and leadership in these activities.

### Strict Liability

Strict liability, sometimes called absolute liability, is a category of tort that basically states that if an accident occurs under specific categories, the manufacturer or service provider is liable. Strict liability

does not depend on actual negligence or intent to do harm, but on a breach of duty to make something safe. Strict liability is most commonly applied to pharmaceuticals, equipment, appliances, and food, where manufacturers and processors have a strict liability to produce items that are safe when used as intended.

Some laws hold servers of alcoholic beverages liable for injuries or damages caused by a person who is given alcohol when services should have been refused. For this reason, neither Alpenwild nor its Trip Leaders will be involved in the sale or dispensing of alcoholic beverages. On occasions, such as a visit to a winery or vineyard, guests will be served alcoholic beverages by the owner, but they are not paid for or dispensed by Alpenwild or its trip leaders.

Strict liability considerations are generally not applied to activities such as bicycling, mountain biking, or recreational whitewater rafting. Still, whenever Alpenwild trip participants engage in these or similar activities, they should individually sign a waiver provided by the service provider and use all recommended safety equipment (helmets, pads, etc.).

## **Drug and Alcohol Use**

Alpenwild trip leaders have a significant responsibility for the safety, health, and wellbeing of trip participants. Alpenwild recognizes that the misuse of drugs and alcohol impairs health, productivity, judgment and leadership capabilities. Drug and alcohol problems result in unsafe conditions for Trip Leaders and participants. Alpenwild is committed to maintaining a productive, safe, and healthy work environment, free of unauthorized drug use and alcohol abuse.

1. Any employee or trip leader involved in the unlawful possession, use, sale, or dispensing of controlled substances or illicit drugs or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution.
2. Trip leaders are explicitly prohibited from consuming alcohol or being under the influence of alcohol while leading tour participants in tour activities, hiking, or traveling with tour participants.
3. A trip leader may consume alcoholic beverages at the end of the day's activities after all trip participants have arrived safely at the hotel or hut.

## **Abuse and Sexual Harassment**

Alpenwild trips provide a vacation experience in a positive environment free from verbal abuse, demeaning comments, and aggressive, threatening, sexually offensive, or harassing behavior on the part of trip leaders and other clients.

Sexual harassment can be defined as any unsolicited or unwelcome verbal, physical, or sexual conduct directed towards an Alpenwild employee or client. Sexual encounters of any kind are prohibited between employees, between employees and clients, and between unrelated clients.

Though not an exhaustive list, offenses may include: sexual flirtations, advances, or propositions; continual or repeated verbal abuse of a sexual nature; graphic verbal commentaries about individuals or an individual's body; degrading names or words; suggestive emails, pictures, objects, etc.

Any conduct that interferes with an individual's work or a client's enjoyment of Alpenwild services, which creates an intimidating, hostile or offensive environment, may be included in this policy.

1. Any employee or trip leader found involved in these behaviors will be immediately removed from the tour and suspended without compensation.
2. Alpenwild will not tolerate any type of abuse on the part of its employees or trip leaders. We have a zero-tolerance rule for employees or trip leaders found to be involved in any of the above behaviors while on tour.
3. If a trip leaders observes instances of abuse or sexual harassment while on an Alpenwild trip or receives reports or allegations of such behavior by a trip participant, that information should be reported to Alpenwild management as soon as possible
4. Abusive, unsafe or any of the above behaviors exhibited by any tour member, whether reported by another tour member to the trip leader or whether observed by a trip leader independently, should be quickly and carefully handled by the trip leader. This could include counseling with the trip participant and, if necessary, removing the trip participant from the tour, if necessary, to provide for the safety and well-being of all tour members.
5. All complaints or concerns with abuse or sexual harassment should be directed to Alpenwild management.

## **Discrimination**

1. Alpenwild does not discriminate against any trip leader or applicant for employment because of race, color, religion, sex, age, nationality, or disabling condition. We expect that trip leaders will demonstrate the same tolerance and show due respect for co-workers, clients, and vendors.
2. Any conduct that suggests that an individual is being discriminated against or any report of discriminatory acts by a trip leader may result in disciplinary action.
3. Alpenwild does not tolerate offensive jokes about a person's race, gender, religion, or disabling condition.
4. Trip leaders should not be found giving preferential treatment or lowering the standard of care or service to any client at anytime.
5. If you observe a client mistreating a trip leader or a fellow client with any discriminatory intent or otherwise, you should intervene appropriately. If the problem persists, clients may need to be removed from the tour group according to the client participation agreement.

## **Language and humor**

We encourage Alpenwild trip leaders and participants to relax and enjoy their time in the Alps. In line with this philosophy we encourage trip leaders to engage with the clients often, to share fun and entertaining anecdotes, and to keep the mood of the group positive, upbeat, and energetic.

While encouraging positive interaction with clients, we do not support the use of foul or offensive language or crude humor.

Crude humor could include: jokes about a person's race, gender, orientation, weight or other physical features, and things of a physically/sexually graphic nature, etc.

## **Terms and Conditions / Waiver of Responsibility**

All Alpenwild clients have signed a Waiver of Responsibility and have agreed to specific Terms and Conditions prior to registering and paying for their trip. This provides substantial protection to you and to Alpenwild. Please review the Terms and Conditions and Waiver of Responsibility on the Alpenwild website or in Appendix 2.

### **Implications for the trip leader**

Under the Terms and Conditions agreed to by each client, you as a trip leader have the right and responsibility to provide the highest standard of care to each Alpenwild participant and to exercise leadership and judgment in the management of the trip.

Please pay special attention to the "Awareness of risk" and "Your obligations as a trip member" sections within the Terms and Conditions. These sections give you the right to disqualify any participant who does not meet the physical and emotional requirements of the trip or who refuses to accept the obligations and risks associated with trip participation. You have an obligation to keep individuals in the group emotionally and physically safe, from the environment and each other. Included in this obligation is the duty to provide the best medical services. By following the policies and procedures in this manual, you will be able to provide the highest level of service and will find protection should an incident arise.

### **Group Control**

There may be times when you will be called upon to regulate the behavior of trip participants in order to maintain the comfort and safety of the group. This may mean having an uncomfortable conversation with a participant, asking him/her to stop what they are doing out of respect for the other guests and trip leaders. Be forthright, but tactful as you do so. These sensitive moments can send a message about the quality of the Alpenwild program and if handled carefully should not detract from the group's overall experience in the Alps.

## **Privacy Policy**

Alpenwild's Privacy Policy appears on our website and is available online to all clients. While the Privacy Policy applies primarily to the sharing of personal information online, trip leaders should also be familiar with its contents. Be considerate of clients and careful in discussing personal health and medical issues, and avoid discussing these with other clients.

Please review the Privacy Policy which can be found online and in Appendix 3.

## **Section 3: Hazards and Risks**

### **Risk Management in an International Setting**

Most Americans are accustomed to participating in recreation and leisure pursuits that place a high emphasis on the safety and protection of participants. While Switzerland has a similarly high standard, there is also much a higher public recognition of the principles of personal responsibility when participating in outdoor activities. Swiss courts are much less likely to entertain the claims of those who may have suffered loss or injury in their recreational pursuits. Accordingly, mountain rescue services which are free in many European countries are the responsibility in Switzerland of the person being rescued.

When visitors perceive that the local laws do not protect the interests of the visitor, or when faced with the unknown aspects of dealing with a foreign legal system and the apprehension and difficulty of pursuing claims or litigating in a foreign nation, participants who have suffered loss or injury may choose to file suit against those who arranged the trip, the trip leaders, or the tour operator. It is therefore incumbent upon Alpenwild trip leaders to be proactive in advising trip participants in safety and accident prevention practices, both as part of the trip orientation and throughout the trip. Alpenwild trip leaders should set the standard and set the example in the area of trip safety and client protection.

### **Liability**

“Risk Management” is a term we use to describe our efforts to prevent and respond to accidents. Our first priority should be to prevent accidents, but we must be prepared to deal with problems as they occur. It is true that, should an accident transpire, individual trip leaders and the company could be held liable or involved in a lawsuit. This reality, however, should not be our first concern. If we make our clients our primary concern and strive to provide the highest levels of safety and security in accordance with company policy, the issue of liability should take care of itself.

### **Assumption of Risk**

Assumption of Risk is an important legal doctrine and defense for those leading outdoor activities. The doctrine places responsibility on a participant for their actions when they voluntarily encounter a known risk in an activity. The risks assumed are often referred to as “inherent risks” which are a natural part of any activity. For hikers this could include an uneven trail surface caused by exposed rocks or tree roots, or for skiers the presence of trees lining the edge of a ski slope. Inherent risks are accepted by all Alpenwild trip participants in writing as part of the Terms and Conditions for participation in our trips.

## Natural Feature Hazards

There are numerous hazards in the Alps, as there are in any outdoor environment, which are naturally occurring, but pose a real and foreseeable risk to Alpenwild guests. Some of these hazards which can cause injury or death include:

### 1. Water

- a. **Trauma injuries and drowning.** Diving accidents often occur where water is murky or submerged objects are not visible.
- b. **Current.** Fast moving water and strong currents can be present even in small alpine streams.
- c. **Water temperature.** Cold water, often a glacial run-off, can cause death in a very short period of time.
- d. **Waterfalls and rapids.** Waterfalls are common in the Alps and climbing near waterfalls, on wet and occasionally slippery rocks can be dangerous.

### 2. Geology

- a. **Cliffs.** Cliffs, outcroppings, and promontories are popular viewing areas. Slick rocks and unstable or crumbling edges can result in serious accidents.
- b. **Caves.** Caves are common in the limestone topography of the Alps can present serious risks.
- c. **Mountain elevation.** Decreasing air temperatures, thinner air, and the sudden onset of severe weather is common in mountain settings.
- d. **Land and snow structural failure.** Loose soil and scree can often be encountered on alpine trails. Snow tongues or bridges can remain across trails well into the summer and may only have a thin layer of snow covering turbulent and icy water beneath.
- e. **Rock fall.** Many alpine trails are set below cliffs or rocky areas where rock fall can pose a serious risk.

### 3. Weather

- a. **Lightning and thunderstorms.** Thunderstorms, accompanied by severe rain and lightning are common in the Alps.
- b. **Snowstorms.** Throughout the Alps, and especially at elevations above 6500 feet, snowfall can occur throughout the summer. Risks can include making the trail surface icy or slippery, covering and completely obscuring the trail, and presenting whiteout conditions that can make navigation extremely difficult.

Alpenwild trip leaders and employees should do everything in their power to avoid or reduce the risks inherent to hiking in the Alps. Death is the severest of risks but not necessarily the most frequently occurring. Other risks may include minor injuries (abrasions, blisters, sores) serious injuries (sprains, strains or broken bones), dehydration, and fatigue. It is important that you prepare for these potential risks and promptly address them as they occur.

## **Reduction of Risks**

### **General Precautions and Procedures for Alpenwild Trip Leaders**

1. Advise clients of potential risks
  - a. Before trip
  - b. When faced with the hazard
2. Encourage extra care and caution
3. Demonstrate care, good judgment, and precaution in your actions
4. Do not cross streams which would place you in water above the knee
5. Do not dive into lakes or rivers
6. Test snow bridges with trekking poles before crossing. Trip leader goes first
7. Check weather prior to all trips and throughout the trip if possible

Use your best judgment when deciding whether or not to turn around or end the trip for the day.

Sometimes pausing in a local barn or seeking safe shelter to wait out a storm can be a trip highlight and an appropriate alternative to returning to the inn. If precipitation levels are high, lightning is near, or storms are moving in such a way that they will cross your route, do not attempt to summit or ascend—peaks and higher elevations are usually less covered with growth and other natural protection and will leave you exposed to natural hazards.

In the case of snow or ice consider the skill level and willingness of your group to continue through areas that may be more dangerous or difficult to converse.

### **Specific Precautions**

#### *Lightning and Thunder Stores*

- A good general practice to follow is the 30/30 rule. If the gap between lightning and thunder is 30 seconds or less, consider seeking shelter or moving to a lower elevation. Wait 30 minutes after the thunder has ceased before continuing onward. Greater care should be taken if the space decreases to 15 seconds or less.
- In the advent of lightning, spread the group out 15 meters apart, making yourself a small target (crouching) while minimizing ground contact
- Descend to lower elevations, seek enclosed structures and evenly forested areas; avoid caves, overhangs, towers, tall trees, and bodies of water.

#### *Avalanche*

- Your greatest protection against avalanches is awareness of where, how, and when they are likely to happen and avoiding those areas.
- Look to avoid areas where avalanches have occurred in the past, the mountain has a steep slope, layers of new snow are accumulating, and there are variations in the texture of snow layers.
- Temperature warming can increase the likelihood of avalanches, especially as the temperature moves from below freezing to above.
- Trekking poles, battery powered beacons, and other tools can help you locate persons, should an avalanche occur.

## **Section 4: Work Status and Financial Responsibilities**

### **Work Status**

Trip leaders are legally defined as independent contractors and are not paid as W2 employees or covered by any Alpenwild employee benefits; i.e. medical benefits, FICA, etc.

Trip leaders may receive a 1099-MISC if they are based in the United States.

### **Reimbursement**

Alpenwild will prepay or reimburse trip leaders for expenses which are directly tour related to include: travel expenses, lodging, and meals while on tour and in getting to and from the tour. Trip Leaders must submit receipts for all expenses. Trip leaders should consult with Alpenwild management prior to business trips to confirm eligible expenses.

### **Tips**

Any tips received by trip leaders are to be pooled and divided equally among all of the trip leaders on that particular trip. These tips are yours to keep. They do not need to be recorded with Alpenwild and will not be reported as income to you. However, for those living in the U.S., the IRS requires you to report these tips as income, and it is your responsibility to do so.

### **Trip Leader Accommodations**

While leading a planned Alpenwild excursion, trip leaders will be fed, housed, transported and compensated by Alpenwild. Details regarding housing locations and food allowances will accompany each scheduled trip. Most often your accommodations will match client accommodations. Trip leaders will be provided single accommodations, or in the case of two trip leaders of the same sex traveling together, a twin room (two beds). Occasionally trip leaders will need to be accommodated in dormitory style accommodations at huts or occasionally in dormitories at hotels where no private rooms are available.

### **Independent Travel**

Trip leaders are free to enjoy independent personal travel prior to or following their trip assignments, or between trips. Any personal trips or travel done during an Alpenwild season or in addition to an Alpenwild trip will not be covered by Alpenwild.

## **Tour Accounting and Record Keeping**

Trip leaders are responsible for keeping track of tour expenses, including keeping receipts and a daily tally of trip expenses. Hotels are generally prepaid and you will be given cash to pay for meals, excursions, and other travel expense. There should be no need for you to charge any items to your personal credit card or to be reimbursed for out of pocket expenses. Tour receipts should be turned in to your manager as soon as possible after the end of the trip.

## Section 5: Safety and First Aid

### Safety Policy

Hiking in the Alps is about as safe and worry-free as any outdoor adventure can be. Still, it comes with the risks inherent in any outdoor activity. Alpenwild trip leaders are experienced outdoor leaders and have received advanced emergency wilderness medical training.

Alpenwild has never had a fatality or serious injury (fracture, wound requiring sutures, concussion, fall, or accident requiring professional medical treatment) or liability claim on any of our trips in 25 years of being in business. We will maintain this safety record by following these principles:

1. We teach, encourage, and expect trip leaders and all employees to be aware of risks associated with outdoor activities, behave prudently, and conduct themselves in accordance with the highest standards of safety
2. We recognize that there are risks inherent in all outdoor activities. We exemplify and teach practices which have been proven to minimize those risks.
3. We cater to active mature adults (the average age of our clients is 55) who are experienced in the outdoors and alive today because they are *not* reckless and foolish.
4. The trip leader should record and report any injury or medical condition requiring treatment, first aid, or medication, so that we can evaluate the situation and take action to avoid similar hazards in the future.

The safest hiker in the Alps is a prepared hiker. So before you lead a trip, review the following list of the most common types of accidents and injuries that can befall hikers in the Alps. By being aware and prepared for the most likely injuries, you become more aware of situations where these injuries can occur and are better equipped to deal with them.

The most common injuries or medical conditions requiring treatment are:

1. Muscle soreness
  - a. After a long day of hiking with significant elevation gain and descent, some participants will experience sore muscles and occasionally some joint pain in the knee or ankle.
  - b. We encourage the use of trekking poles to minimize impact on joints.
  - c. For most participants who experience this soreness or inflammation, it is not surprising and usually something they have experienced before under similar conditions.
  - d. Most participants who experience these symptoms will carry an anti-inflammatory (ibuprofen) with them or request some from the trip leader's first aid kit.
2. Minor cuts and scrapes
  - a. These are small lacerations and surface abrasions which do not require sutures, but which are treated by cleansing the wound with pure water, applying a bandage and/or topical ointment.

- b. These minor wounds generally occur on the hands and arms, and are typically the result of slipping or falling on the trail, either while walking on a loose trail surface (small rocks or gravel) or tripping on a rock or exposed tree root.
- 3. Foot blisters
  - a. These are most easily and best treated when discovered early as a “hot spot” or before blistering and breaking of the skin occurs. Trip leaders should carry moleskin which is generally effective in preventing further blisters, breaking the skin, or infection.
- 4. Since most of the participants are experienced hikers wearing hiking shoes which have been used previously under similar conditions, blisters are rare.
- 5. Acute Mountain Sickness (AMS)
  - a. Since almost all hiking is done below 10,000 feet elevation and generally by experienced hikers, AMS symptoms (headache, nausea, vomiting, and decreased appetite) are very rarely reported by Alpenwild trip participants.
  - b. Though it is common for some participants to feel winded and experience shortness of breath when hiking actively at elevations in excess of 8,000 feet, this is normal, and under such conditions the trip leader can slow down the pace a bit.

## **First Aid Kit**

Trip leaders on all Switzerland-based walking and hiking tours will carry a first aid kit with the following contents:

- 1. Wound Management
  - a. Adhesive bandages in assorted sizes
  - b. Sterile gauze
  - c. Alcohol wipes
  - d. Athletic tape
  - e. Wound closure strips
  - f. Tincture of benzoin compound or iodine
  - g. Forceps
  - h. Sutures
  - i. Irrigation syringe
  - j. Rubber gloves
  - k. Topical antibiotic ointment
  - l. Topical lidocaine
- 2. Medications
  - a. Analgesics (Acetaminophen, Lortabs)
  - b. Anti-inflammatories (Ibuprofen)
  - c. Antipyretics (Aspirin)
  - d. Antihistamine (Benadryl)
  - e. Antibiotics (Ciprofloxacin)
  - f. Anti-diarrheal (Imodium)
  - g. Antacid
  - h. Antifungals (Desenex)
- 3. Moleskin
- 4. SAM Splint
- 5. Injectable Epinephrine (Epi-pen)

6. Water Treatment – Micropur® tablets
7. Multifunction Swiss Army Knife
8. Butane lighter
9. Sunscreen and lip protection
10. Headlamp

It is recommended that trip leaders complete a Wilderness First Responder certification and read ***Field Guide to Wilderness Medicine*** (3<sup>rd</sup> Edition), by Paul S. Auerbach or another similar guide to first aid and wilderness medicine.

## In the Event of an Accident

It is important that you do not admit liability; i.e. “If I had not been so careless....this wouldn’t have happened.” This isn’t about denying responsibility, it is about maintaining composure as a trip leader and waiting until the emotions and drama of an incident have settled to review and report its details.

If an incident involves abuse, serious injury or death, report it to your manager as soon as possible.

## Accident Reporting

Documentation fulfills many purposes: It protects the company and individuals from lawsuit, it safeguards the reputation of the parties involved, and it helps the company improve its ability to prevent and monitor future risk. It has been said “if it isn’t written down it didn’t happen.” Write down and submit all complaints, incidents, or injuries within 24 hours of their initial occurrence. Be specific, clear, and professional, as this document may be used in the case of lawsuit. When appropriate, encourage participants to fill out their report of the incident as well and confirm their witness with their signature. When possible use standardized incident reporting forms (copies found in first aid kit) but if forms are not available use the outline below to record what took place. Be sure to describe both the incident and your treatment of the incident accurately and with detail. Include only facts, not your conjectures.

The Incident Report is included in Appendix 4. A blank copy of this report should be kept in each trip leader’s first aid kit.

## Before and After an Accident

The aim of Alpenwild is to be preventative, not reactive regarding accidents. With this said, there will be times when accidents will occur despite your best efforts to avoid them. Unfortunately, litigation often accompanies accidents. As a trip leader, you can significantly decrease the likelihood of litigation. Seek to build healthy and positive relationships with members of your tour group and create an environment in which clients feel that their safety and security is your primary concern. This may reduce the number

of claims made and will additionally contribute to the overall quality of your trip. Here are some other guidelines to consider as you seek to prevent accidents and accusations:

- Be attentive; notice and respond to potential issues related to clients or the environment
- Be friendly; clients will be less likely to blame you as a trip leader or Alpenwild for injuries if they feel you have their best interest in mind
- Monitor guests alcohol consumption on the trail
- Avoid admitting liability or offering compensation without consulting with management
- Do not administer first aid without the permission of our clients
- Document, Document, Document
- When appropriate and possible, photograph the scene of an incident including conditions that may have contributed to it.
- Allow clients to be adventurous and explorative, but do not participate in or encourage participation in any activities that invite undue risk.
- Clients are responsible for carrying and administering their own medications; however, you should be familiar with a client's health background (as submitted by the client on their tour reservation form) and what medications they are or should be taking in case of emergency and to avoid mixing drugs when administering first aid.

## **Emergency Evacuation Instructions**

Medical evacuation during an Alpenwild trip is determined by the following criteria: severity of illness or injury, location, and practicality. If the injury or illness is not immediately life threatening and evacuation wouldn't contribute to the client's physical or emotional well being, evacuation may not be sensible or necessary. Rather than calling for helicopter or external evacuation support, consider your ability to safely transport clients to locations where they can receive additional medical services. Here are some basic guidelines to consider in the advent of an evacuation:

- In the event of a serious accident or medical emergency, have someone remain with the participant. Significant injuries could include: severe bleeding, allergic reactions, major burns, dehydration, heat stroke, open wounds, poisoning, respiratory emergencies, diabetic emergencies, etc.
- If there is a mountain hut, inn, farm, or house nearby, seek assistance there.
- The international distress call is a series of six signals (blasts on a whistle or horn, and after dark, flashes with a light) spaced evenly for a minute, followed by a one minute pause. Then repeat with an additional six signals. The reply is three signals followed by a minute's pause
- Call the Police (117) or 1414 which calls out a helicopter rescue (REGA). This should be used only if absolutely necessary.

Evacuations may be emotionally, financially, and physically costly for those involved. Despite these costs, we would rather you call for an evacuation and find that it was unnecessary than neglect to provide needed help for our clients. We will support your judgment on occasions where medical evacuation was thought to be necessary.

## **Nearby Medical Services**

For a listing of medical services (doctors and hospitals) in many of the areas we travel in, please see Appendix 5

## Appendices

### **Appendix 1 – Alpenwild Participant Orientation**

On the first day of the trip, review the following topics with the participants. These headings will be addressed in greater detail in other sections of the manual.

- I. Safety
  - a. Hydration/nutrition

Hydration affects mood and performance and can influence the following symptoms: headaches, irritability, fatigue, sore muscles, etc. To minimize risk of dehydration and ensure a positive trip experience, encourage participants to drink an appropriate amount of water throughout the day. It is generally suggested that adults drink 2-3 liters of water a day (through food and direct consumption) and consume 4 to 8 oz of water for every fifteen minutes of exercise. Refer to wilderness safety handbooks or the book *You're Not Sick, You're Dehydrated* for additional hydration information.
  - b. Water supply and purification
  - c. General trail safety, stream crossings
  - d. AMS
  - e. Rock fall protection
  - f. Avalanche awareness
- II. Health
  - a. Foot, joint protection
  - b. Sun exposure protection
  - c. Medical emergencies
  - d. Routine aches and pains
  - e. More serious, requiring first aid, and possibly evacuation
  - f. Posted rules, regulations in specific areas (protected area, wildlife reserves, etc.)
  - g. Identify any specialized medical training among participants (MD, EMT, RN, etc.) and the willingness of that person to use that training on the trip)
- III. Security / Emergency contacts
  - a. Police – 117
  - b. Mountain Rescue - 1414
  - c. Doctor / Hospital contacts
- IV. Bathrooms
- V. Water
- VI. Environmental ethic / Leave No Trace
- VII. General geography of the area in which we are traveling.
- VIII. Typical day schedule
- IX. Pace / Balance between physical performance and vacation
- X. Ask questions. Advise trip leader of any personal or group concerns
- XI. Basic Vocabulary – Alps

- a. Grüzi / Danka / Ya / Nein
  - b. Wanderweg/Waldweg/Bergweg
- XII. Metric measurements

## **Appendix 2 – Waiver of Liability**

*All participants in Alpenwild guided trips are required to sign a waiver (Terms and Conditions) which informs participants of risks and protects Alpenwild and Trip Leaders from fault or guilt arising from accident or damages. These Terms and Conditions are included as a link on every tour page on the Alpenwild website, and the participant must acknowledge that they have read and accept the following Terms and Conditions before they can submit their online reservation form.*

### **Terms and Conditions**

#### **Awareness of Risk**

I fully understand the nature of the activities I have chosen to engage in and I find no reason why I am physically or mentally unable to perform the required actions in order to safely accomplish these activities. I am fully aware and understand that the activities in which I am participating in under the arrangement of Alpenwild, its employees, agents, and associates are potentially dangerous and that there are risks inherent in all outdoor activities. These risks include but are not limited to hazards in walking, hiking on mountain trails, general outdoor activity, and travel by train, bus, funicular and aerial tram. Risks associated with such activities include but are not limited to serious bodily injuries, such as permanent disability, paralysis, and death. There are many risks that may arise from foreseeable or unforeseeable causes (i.e. rocks falling from above and hitting participants below). I understand that these risks may be brought about by my own actions or inactions as well as other participants and staff members of Alpenwild actions or inactions. Any decisions made by guides, affiliates or employees of Alpenwild are part of the risks of the activities listed above. I also understand that there may be other risks and economic or social losses unseen to me at this time. I fully accept all such risk and responsibilities costs, damages, and losses that may come to me in result of participating in these activities.

#### **Medical Considerations**

If you have any medical or psychological conditions, it's important you let us know well before departure so that we can make extra arrangements if necessary. Alpenwild and its trip leaders have the right to disqualify anyone at any time during the trip if they feel the trip member is mentally or physically incapable to continue and/or if a trip member's continued participation jeopardizes the group's or his/her own safety. Alpenwild is not a medical facility and therefore has no responsibility regarding medical advice, medications or inoculations that you or your doctor deem necessary for your safe participation. Hospital facilities for serious problems are often unavailable, and evacuation can be prolonged, difficult and expensive. Alpenwild assumes no liability regarding provision of medical care. By registering for your trip and accepting these Terms and Conditions, you agree to pay for emergency evacuation and emergency medical care.

### **Your obligations as a trip member**

By participating in an Alpenwild trip, you assume certain obligations to Alpenwild and the other trip members. It is your responsibility to:

1. Understand the conditions implied in the Activity Level rating of your selected trip. Select a trip that is appropriate to your interests and abilities
2. Prepare for the trip by familiarizing yourself with the trip itinerary and trip preparation materials sent by Alpenwild
3. Bring appropriate gear and clothing as advised by Alpenwild
4. Follow considerate standards of personal hygiene in order to reduce risk of contracting diseases
5. Follow considerate social behavior with other trip participants and respect their habits
6. Respect the areas in which we travel by using environmentally safe products, staying on established routes of travel and not littering.
7. Abide by instruction/rules/outdoor ethics written or communicated by Alpenwild staff or affiliates.
8. Alpenwild reserves the right to decline to accept or retain any person as a tour participant should such person's behavior, health or mental condition impede the operation of the trip.

### **Our Legal Limitations—Please Read Carefully**

Alpenwild may contract with independent contractors to provide transportation, guide services and/or all other related travel services. We assume no responsibility, however caused, for injury, loss or damage to person or property in connection with any service provided by an independent contractor or resulting directly from the following: Acts of God, detention, annoyance, terrorism, thefts, pilferage, force majeure, civil disturbances, government restrictions or regulations, strikes, delays and expenses arising from quarantine, failure of any means of conveyance to arrive or depart as scheduled, discrepancies or change in transit or hotel services over which we have no control. We reserve the right to make reasonable changes in the itinerary where deemed advisable for the comfort and well-being of trip members. By accepting these Terms and Conditions and registering for this Alpenwild trip, the participant agrees to be bound by the above terms and conditions.

### **Release**

I hereby release and discharge Alpenwild, their owners, staff members, affiliates, agents and employees, and their successors and assigns, from any and all liabilities, suits claims and demand actions or damages (including attorneys fees and disbursement) incurred by me arising out of the participation in activities under the directions of Alpenwild including without limitation, all claims for property damage, personal injuries, or wrongful death. This release is binding on my heirs, assigns, and agents.

### **Medical Release**

In the event of an emergency, permission is given for any medical treatment provided by Alpenwild its employees, agents and associates, which might become necessary. I hereby authorize the leader of the activity to secure such medical advice and services as may be necessary for the health and safety of myself, and I consent to release all medical information the leader determines necessary to any medical provider. I also agree to accept financial responsibility for medical treatment. Hospital facilities, qualified medical care, and emergency medical evacuation may be limited or unavailable during portions of the trip and, where available, may be expensive. Alpenwild assumes no responsibility for providing

medical care during the trip, and I will have to pay for any medical care and/or evacuation that I incur. In consideration of the permission to participate in the Trip, I agree to the terms contained in this document.

**Indemnification**

I hereby agree to indemnify and hold Alpenwild harmless for any litigation expenses, attorney fees, loss, liability, damage or cost which any many bring about as a result of such claim, to the fullest extent permitted by the law. This release includes, but is not limited to, claims for the negligence of the Released Parties and claims for strict liability for abnormally dangerous activities. This release does not extend to claims for gross negligence, intentional or reckless misconduct, or any other liabilities that Utah law does not permit to be released by agreement. I also agree NOT TO SUE or make a claim against the Released Parties for death, injuries, loss, or harm that occur on the trip.

**This is a legal binding contract**

I have read and fully understand this agreement and am fully aware of its content and context. I understand that this is a legal contract and that this is a release of liability. In submitting this tour reservation form of my own free will, I agree to the terms and conditions set forth above. (If participant is under age 18, the signature of parent of or guardian below indicated their agreement to the above conditions.)

## **Appendix 3 – Privacy Policy**

### **Privacy Policy**

Alpenwild is committed to respecting your privacy and to doing everything we can to earn your trust as you use this website and travel with us. This statement summarizes our policies about the information you provide to us on this site.

### **What Information Do We Collect On This Web Site?**

We encourage you to freely browse this site, and we do not collect any personally identifiable information when you do so, only anonymous information about the pages visited to help us make this website more useful. If you wish to subscribe to our newsletter, or receive other proprietary pre trip information, we ask that you complete a short registration form.

### **Email Newsletter**

Alpenwild offers an email newsletter, normally sent four times a year, providing you with information about upcoming trips, special sales, and news which we think will be of interest to you. These emails come directly from Alpenwild. When you register you have the option to subscribe to this newsletter. You may unsubscribe from our newsletter list at any time, in a variety of ways. You can reply to one of our newsletters with the word “Unsubscribe” in the subject line, you can email us and simply include the word “Unsubscribe” in the subject line. You can also call us to request that you be removed. However you do this, we will immediately remove you from the list and no longer send the newsletter to you.

### **Pre-trip Newsletter**

If you have registered for an Alpenwild tour you will receive pre-trip information (packing lists, news, and tour updates) in an email newsletter sent every 3-4 weeks in the four months prior to your trip departure. These pre-trip newsletters are especially popular with our clients. They will help you prepare for your tour and enrich your travel experience immensely. You may unsubscribe from these pre-trip newsletters at any time—though no one ever has.

### **Do We Share Your Information?**

Alpenwild does not sell, rent, or trade your personal information, including addresses or email addresses to any other companies, individuals, or non-profit organizations. We do not partner with or have special relationships with any ad server companies.

As part of normal tour operations we are often required to supply limited personal information such as date of birth, gender, or passport number to airlines, railways, and government agencies for the purpose of identification, security, or to obtain permits to restricted sites.

We also reserve the right to release information to the appropriate authorities if we believe that such release is reasonably necessary to comply with the law or to protect the property or safety of Alpenwild, or any of its agents, employees, or users, or to protect the integrity of our website and data.

### **Linked Internet Sites**

Other internet sites which may be linked to this site may have privacy provisions that differ from this Privacy Policy. We encourage users to be aware of when they leave our site as Alpenwild has no control over and is not responsible for the privacy practices or content of other such sites.

### **Privacy Policy Amendments**

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our Privacy Policy. If our information practices change at some time in the future we will post the policy changes to our web site to notify you of these changes and provide you with the ability to opt out of these new uses. If you are concerned about how your information is used, you should check our web site periodically. If you have any questions about our Private Policy please email us.

### **Consumer Confidentiality**

As trip leaders, it is your responsibility to exercise sensitivity in sharing clients' personal or health information with other tour participants. Records should be kept in such a way that confidentiality or privacy may be maintained. This also means documents with personal information should be disposed of properly; i.e. shredded. Use of client information (photographs, contact, testimonies) for personal gain or any other purpose not outlined in this manual is prohibited.

Trip participants have the right to express any complaints or grievances without repercussion. Be sure every client is aware of how and to whom they can report any discomfort they may experience during their trip and attempt to create an environment in which they will feel safe doing so.

## **Appendix 4 – Incident Report**



# Alpenwild Incident Report

Name of person completing the report: \_\_\_\_\_

Date of report: \_\_\_\_\_

Time and Date of incident: \_\_\_\_\_

Location of incident: \_\_\_\_\_

Persons Involved in the Incident: \_\_\_\_\_

Incident Type (Medical, Vehicle, Harassment, Accident): \_\_\_\_\_

Distance from city/emergency services:  >2 miles  <2 miles

Temperature (If relevant): \_\_\_\_\_

Incident Report (what happened): \_\_\_\_\_

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First Aid Response (what you did): \_\_\_\_\_

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Signature of person reporting: \_\_\_\_\_

**To be filled out by supervising staff**

Considerations/Future training: \_\_\_\_\_

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Signature of supervising staff: \_\_\_\_\_

## **Appendix 5 - Medical Services**

### **I. Medical Services in Valais**

#### **A. Verbier**

Cabinet Médical Square Poste  
Medical Centre - Dr F Gay-Crosier (English speaking)  
Verbier, CH 1936  
+41 (0) 277 71 70 01

#### **B. Le Chable** (Between Verbier and Martigny; closest doctor to Fionnay & Louvie)

Dr. Gilbert Bruchez (English speaking)  
La Châble, CH 1934  
+41 (0) 277 76 22 23

#### **C. Zermatt**

Dr. Christian Bannwart  
Bahnhofplatz 6,  
Zermatt, CH 3920  
Tel. +41 (0)27 967 11 88

Dr. Jeannette Bieler-Hischier  
Getwingstrasse 30,  
Zermatt, CH 3920  
Tel. +41 (0)27 967 44 77

### **III. Hospitals in Valais**

#### **A. Martigny** (Western Valais - About 20 minutes from Verbier)

Hôpital Régional de Martigny  
Avenue de la Fusion 27  
Martigny, CH 1920  
Tel. +41 (0)27 603 9000

#### **B. Sion** (Central Valais – about 20 minutes from Arolla, Dix, Val d'Hérens)

Hôpital Régional de Sion  
Avenue Grand-Champsec 80  
Sion, CH 1951  
Tel. + 41-(0)27 603 4000

#### **C. Sierre/Siders** (Central Valais – about 30 minutes from Grimentz, Gruben, Val d'Anniviers)

Hôpital de Sierre/Spital Siders  
Rue de Plantzette 51  
Sierre, CH 3960  
Tel. +41 (0)27 603 79 68

#### **D. Visp** (Upper, Eastern Valais)

Regional Spital Santa Maria

Terbinerstrasse 45  
Visp, CH  
Tel. +41 (0)27 946 8099

#### **IV. Nearby Medical Services in Jungfrau Region**

##### **A. Lauterbrunnen**

Dr. Bruno Durrer (English speaking)  
Dokterhu (near the Jungfrau Hotel)  
3822 Lauterbrunnen  
+41 33 856 26 27

##### **B. Wengen**

Dr. U. Allenspach (English speaking)  
Haus Arba  
Wengen, CH 3823  
Tel. +41 33 856 28 28

#### **V. Hospital in Jungfrau Region**

**Interlaken** (about 15 minutes from Lauterbrunnen & Grindelwald)  
Spital Interlaken  
Weissenaustrasse 27  
Unterseen, Interlaken, CH 3800  
+41 33 826 25 00