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# **MOUNT ST. LOUIS MOONSTONE**



## **Visual Guide to Mount St. Louis Moonstone**

### **2023-2024 Season**

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## Introduction

# Hello and welcome to the Visual Guide to Mount St. Louis Moonstone!

This Manual will provide you with a series of images highlighting different areas of Mount St. Louis including the insides of the chalet, the meeting area for snowschool, and the rental department.





## Land Acknowledgement

Long before Mount St. Louis Moonstone, there have been aboriginal peoples who have been stewards of this area. As settlers we're grateful for the opportunity to meet on the mountain and we thank all generations of people who have taken care of this land for thousands of years. Mount St. Louis Moonstone Ski Resort acknowledges this area as the traditional territory of the Anishinaabeg, Ojibway/Chippewa peoples who along with the Huron-Wendat are deeply connected to this area we are lucky to call home. MSLM acknowledges this territory is covered by Lake Simcoe Treaty 16 and the J. Colins land purchase. We recognize the contributions of Metis, Inuit and other Indigenous peoples have made in shaping and strengthening this community where we live, work, and play.





## Outside The Mount St. Louis Chalet

As you approach Mount St. Louis you will see the Welcome Sign, The Mount St. Louis Moonstone resort is built with 2 chalets on different roads. The Mount St. Louis Chalet is on the left, and the Moonstone Chalet is on the right.

The parking lot view can be seen in this image.



This is the Main Entrance to the Mount St. Louis Chalet, through the doors you can find the Main Office on the Right Hand Side, and sitting areas straight ahead.



The Lift Tickets area has several kiosks for customers to redeem their Louis Xpress Cards, the window may also be open for customers to purchase lift tickets.

The Rental Department can be found just to the left of the main entrance, this area allows customers to purchase rental equipment and lift tickets.

The Ski Patrol Building Can be seen in a separate building to the right of the main entrance to the Mount St. Louis Chalet



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The Snow School building can be seen to the left of the rental department, it has a Locker room on the first floor and the staff area is the second floor,



the Snow School Bell can be found just behind this building.





## Snow School Bell

The School Bell can be found just behind the building this is where customers will meet with trainers for their lessons. The 8 Week programs will meet here as well.



## Inside the Chalet, and The Main Office

As you walk into the Mount St. Louis Chalet, the main office can be found on the right side. This area is for handling specific high level customer issues such as payment, group sales, or fraud. Other customer inquiries should be directed to guest services.







## Guest Services

Upon walking into the chalet on the right side you will find a sitting area as well as an entrance directly to the back office, This is where upper management is and where reconciliation forms are dropped off at the end of a shift.



On the Left from the entrance there is the guest services counter, the guest services staff can assist customers with ticket purchasing, general issues, and lost and found. The staff can also assist with on-the-spot lesson booking, locker rental, and more. This is where guests should be directed if they have any concerns.





Continuing past the guest services counter is a door that will lead to the rental department, there is also a set of stairs that leads to the cafeteria.

## Washroom and the Boutique

Past the guest services counter is another sitting area. On the left hand side there is a set of vending machines, just behind those is where the washrooms are located. Continuing past the washrooms you will reach the boutique. The boutique sells Helmets, Gloves, Ski locks, and general apparel, but not equipment like skis.







## The Moonstone Chalet

The Moonstone chalet is located on the Right side of the mountain, it is smaller than the St. Louis chalet. The Ski Patrol Building is located on the left Side of the Parking lot.



To the right of the chalet the Snow School bell can be seen. This is the meeting area for snow school students attending lessons.





The main entrance to the Chalet is located just up a set of stairs from the main parking lot. There is a second entrance on the North side facing the hill as well.



Going inside the chalet leads to a split, turning Left from the entrance leads us to the Rental Department.



This Rental Department has the same equipment options as the St. Louis Side, however, There is no rental repair available in the Moonstone Chalet. The rental checkin stations will be on the



right side when walking in. The payment counter is on the left and pickup is directly ahead from here.





Going back to the main entrance now: Walking through you will see the Guest Services counter on the right-hand side (shuttered in this picture.)





Proceeding down the Hall passed the guest services counter leads to a sitting area for people to eat their lunch. This area also has the washrooms, and a staircase that leads to the second floor cafeteria.



Proceeding up the stairs leads to the cafeteria, the purchasing area is directly in front of you.



The bar can be found to the right of this area



