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Chatter Chatter

Welcome to the first edition of Chatter Chatter. We plan this to be a twice yearly publication to keep our guests up to date on the latest news from Chatter Creek.

It seems strange to be thinking of winter on 30 degree days in July but at Chatter Creek we know that winter is just around the corner and preparations are already well underway for our 9th winter season.

The season at Chatter Creek starts on 5th December, 2008 and runs through to early April 2009. Over 95% of the seats for the coming season are already sold. While Chatter Creek are not yet able to guarantee fresh snowfalls for every group, past experiences suggest that when it comes to snowfall, our location in the Rockies will continue to deliver the goods from season start to season end. These two pictures were taken on our opening and closing trips of the season.



Early December Tree Skiing and April Glacier Skiing at Chatter Creek

You can also view some video of [early December skiing](http://www.youtube.com/user/ChatterCreek) on Chatter Creek's YouTube channel (<http://www.youtube.com/user/ChatterCreek>).

The ever reliable Farmer's Almanac are forecasting that La Nina will bring higher than normal snowfalls for the interior of BC this winter with heavy snowfalls at the end of December, January and March. This good news makes the seats left at the end of season look even more attractive!

Hello Donald

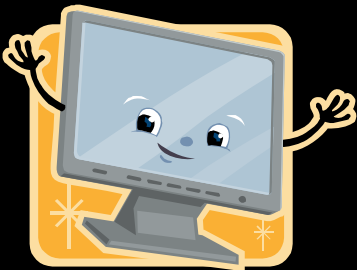


VERY IMPORTANT

If you remember nothing else from this newsletter remember this!

The meeting point for the helicopter is moving from Golden to Donald. This article details the changes.

Goodbye Chatter Sheets



While it sounds like a person it's actually a place and a very important one too. We have recently purchased a facility in Donald, which is located just at the start of the road into Chatter Creek. Our plan is that this facility will be the logistical hub for our operations. In addition to being the place where all major repairs to our equipment will be performed, it will be the meeting place for our guests rather than the Alpine Helicopter helipad.

Specifically, all helicopter flights to Chatter Creek will now depart from our Donald facility rather than from Golden. This exciting development for Chatter Creek will allow us to offer you:

- larger guest parking areas
- Improved check in and waiting facilities
- Much faster ground transfers in the event that bad weather affects the helicopter flights

Donald is just 30km west of Golden and the site is only 1km from Highway 1, so it is easy to get to. However, please remember to add a little extra time to your journey and note that there are no food or gas facilities in Donald so you should be ready to fly when you arrive to check-in.

Directions to this new location and updated check in times can be found on Chatter Creek's website, www.chattercreek.ca.

The paper based "Chatter Sheet" is no more and is replaced by Chatter Creek's online customer information system. We have input your personal information based on the most recent Chatter Sheet received from you. We ask that you review your personal details, after which time you can then update them on an ongoing basis so that they are always current. You will no longer have to complete a Chatter Sheet every time you visit Chatter Creek!!

We also no longer require a faxed waiver from you prior to your trip you just need to sign the waiver at the airport before you depart. We just ask that you take the time to review the waiver, which is posted on the website, ahead of your trip.

Both these initiatives are part of our environmental strategy to reduce, reuse and recycle and we estimate that these changes alone will save 12 reams of paper each year!

Please sign in to the online system to check your details are up to date. To access the system visit www.chattercreek.ca and click the "My Account" link under the picture on the left. Your log on id is your email address. Click the password reminder link if you need your password to be sent to you. Full instructions for Group Members can be found on the [guest forms](#) page of our website. If your email address has changed, please contact the office so that we can update it in the system for you.

If you are a Group Organiser you can check your trip bookings online. You also have to add the members names for the trip to your booking. Full instructions for Group Organisers and how to do this are also on the [guest forms](#) page on our website. You should do this as soon as you know who is in your group or your group members will see they are not booked on a trip and may think you have run away with their money!

We are currently working on completing the final stage of our reservation system and anticipate that by December bookings will be able to be completed on-line.

Lodge Improvements



Continuing on from last year's extensive refurbishments of the bar and dining room Chatter Creek continues to reinvest in the lodge buildings. This year our guests will be able to enjoy:

- a new 12 person hot tub;
- new comfy chairs and a propane fireplace in the bar;
- and for those who want more sleep and less party, increased soundproofing for the bedrooms and the beginning of an ongoing mattress replacement program.

Skis, skis and more skis plus boards.



Chatter Creek continues to reinvest in its ski rental fleet and is purchasing more new skis this year. Last year's Atomic Heli-Daddy's were very popular with our guests and we are buying more of these and also ensuring we have greater numbers of shorter and longer lengths of this model. We are also purchasing fifteen pairs of the K2 Pontoons which are the latest in reverse camber skis and are designed to make skiing in deep powder and trees both easier and faster. Winner of the Powder Skiers Choice, Shop Rat's Pick and Skiing's Best in Test awards, as well as Chatter Creek guide, Stickman Don's, "I bet my skis are fatter than your snowboard competition" who are we to argue?

Powder specific skis are highly recommended for the deep powder snow conditions at Chatter Creek. So, if you do not have a wide powder ski in your quiver of skis or you just don't want the hassle and cost of transporting your own powder skis to Chatter Creek we are still offering ski rentals at just \$25 per day.

Chatter Creek has also purchased two K2 Gyrator powder boards. Which are "redefining the way we all ride powder" and "will take you places you've only dreamed about". We still recommend boarders who own powder boards to bring their own but in the event of equipment failure you will not be stranded. If you are a skier who likes to board occasionally or a boarder without a powder board now you just need to bring your snowboard boots. Board rentals are also only \$25 per day. Please book ahead if you plan to rent a board.

Purrrrrrrrrrrrrrr!



The most recent member of the Chatter Creek team is Jayves our in-house mechanic who has been tickling the snow cats under the chin since he started. All are now purring contentedly at the Farnham Glacier for the summer but they are looking forward to prowling the slopes of Chatter Creek again this winter. The snow cat cabs are also being treated to an overhaul this summer with improvements to both flooring and seating.

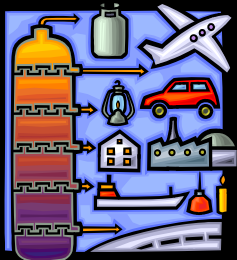
Canada's Future Olympians



Welcome new faces, goodbye old friends



Fuel Prices



While you may think, and we wish that, working in a seasonal business means you can take the summer off the reality is somewhat different. For the third summer running Chatter Creek's snow cats have been moved to Camp Green on the Farnham Glacier, near Radium, where they are hard at work transporting established and aspirant ski racers who are participants in the athlete training camps run by Calgary Olympic Development Association. This innovative programme is open to the National and Provincial alpine, freestyle, snowboard and paralympian teams. In addition to providing transportation for the athletes Chatter Creek are also responsible for catering for, safety management and grooming of the training runs. Canada is the only country to have a dedicated summer training facility of this kind and this programme is sure to help Canadian athletes in their goal to "own the podium" in 2010 and beyond.

If you have called the Chatter Creek office recently you may have heard the voices of our new dynamic duo on the phone! Julia Corbett has joined Chatter Creek as Financial Manager and brings a wealth of experience to keep us on the straight and narrow. Jodie Hay has joined the team as Financial Assistant and she will also be handling customer and booking enquiries throughout the summer.

We have also recently said goodbye and thanks to Helena who has retired from the business after a number of years in the customer administration role at Chatter Creek and said "good on ya mate" to Sam, the ever cheerful Aussie as he sets off on his global travels again, for the contributions he made to Chatter Creek in the 7 months he was with us.

It is no secret that the recent surge in oil prices is presenting challenges for all sectors of the economy. From the national airlines through to small cat-skiing and heli-skiing businesses a 50% increase in the cost of fuel within a 6 month period is significant. Many businesses have found it necessary to pass on some of these increased fuel costs to their customers through a fuel surcharge. This year businesses in BC have not only been hit by the global rise in oil prices but also a Provincial carbon tax on all fuels of between 2.4 and 2.7c per litre. This tax was announced in February after Chatter Creek set its 2008/09 prices and while the Provincial Government has described it as cost neutral Chatter Creek's analysis is that this will not be the case for businesses which are larger users of fossil fuels. Chatter Creek is in the process of finalizing its operating budget for the upcoming season and will also have completed purchasing fuel required for the 2008/09 season by the end of August. At this time, we will be in a position to evaluate whether it will be necessary to apply a fuel surcharge. We will contact you again before the final deposits are due, if we find it is necessary to apply a fuel surcharge this season.

Final Trip Payments



A quick reminder that these are due in the fall:

- Trips 1 to 15 departing on or before 27th January 2009 payment is due by 30th September.
- Trips 16 to 28 departing on or before 13th March 2009 payment is due by 31st October.
- Trips 29 to 34 departing on or after 17th March 2009 payment is due by 30th November.

We will contact all group organisers with a reminder closer to the due dates.

Signing Off

There are just 126 days until the inaugural flight departs Donald for Chatter Creek for the first trip of the 08/09 season. The webcam will be online and displaying live images again by mid November and the daily conditions report will restart in late November. We look forward to seeing you again when the snow flies!



PHOTO CREDITS

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Arcteryx

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