

# Frequently Asked Questions

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## **What if my child already has a season pass to Gunstock?**

If you have previously purchased a season pass, you will still need to complete the Outreach online registration process to purchase an Outreach pass for your child. Once the new pass has been purchased, email us at [Outreach@gunstock.com](mailto:Outreach@gunstock.com) and we will call you to refund your child's original season pass.

## **What if my child misplaces or forgets to bring his or her season pass for a scheduled visit?**

Each student will be issued a season pass with his or her name on it. **ANY child who loses or forgets their pass will need to purchase a replacement pass for \$5 to participate with their school or group that day/night.**

We're sorry, but we cannot make exceptions to this policy. *Please consider adding Mountain Money into your child's account to cover the fee for a lost/forgotten pass and/or any purchases while at Gunstock.*

## **If there is a possibility my child may receive ski or snowboard equipment as a gift, should I sign up for rentals?**

**YES!** If your child does not currently have their own equipment or if they have outgrown their equipment, we highly encourage you to sign-up your child for rentals. Signing them up for rentals guarantees they will have the equipment they need for their first Program Day. If you later determine they don't need them, we ask that you let your coordinator know as soon as possible. Please do not call Gunstock directly to add or subtract rental gear.

## **What if I forgot to sign my children up for lessons and/or rentals when I bought their passes?**

If you realize the mistake prior to November 18th, please log in to your account on the Gunstock eStore, add the appropriate product(s) to your cart, and check out. These products have no cost associated, so no further payment will be necessary.

***Lessons cannot be added after November 18<sup>th</sup>. No exceptions.*** Instructor staffing is determined by the number of students who are registered by the close of registration. Unfortunately, we are unable to accommodate additions after November 18<sup>th</sup>.

If you realize you need rentals after November 18<sup>th</sup>, please attend the Pass & Rental Fitting Night on 12/7 from 5pm – 8pm or contact your Coordinator. Please do not call Gunstock directly to add or subtract lessons or rentals. The option for adding rental equipment in advance of your first program day closes 12/7 for both sessions.

If you determine your child needs rentals after 12/7, they will need to go to the Ticket Office with a responsible adult to complete the rental process on their first Program Day. This will take extra time and we cannot guarantee they will be ready for their first lesson. However, their rentals will be pre-set with the rest of their group for the remaining scheduled Program Days.

## **If my children take lessons before the program starts and are no longer first-timers (or beginners), how do I change their lesson level?**

We love your commitment! Please inform your coordinator of any changes to your child's lesson levels prior to the first program day. We will do our best to accommodate any changes to their ability, but we cannot guarantee changes will be made for their first Program Day.

## **What if my child does not want to take the lesson?**

Gunstock offers lessons for every ability level and highly recommends (but does not require) that every student participate. However, many schools and organizations do **require** participation in lessons, and you must follow the policy of your school or organization. The cost of the program **does not** change if the student does not to participate in the lesson.

**What if my child is ill and cannot participate for a given week during the program? Will they be entitled to a refund?**

A refund is only issued if the injury or illness prevents the child from participating in the **remainder** of the program and is documented by a physician. We do not issue refunds or schedule make-up lessons for short term illnesses such as the flu, covid, a cold, or for scheduling conflicts that may arise outside of the program.

**What if my child has an injury or illness and cannot continue to participate in the program?**

If your child cannot complete the remainder of the program due to injury or health issues (withdrawing completely), Gunstock will gladly issue a *pro-rated refund onto a gift card*. You must provide a doctor's note stating the date of the injury or illness and submit a refund request via email to ([outreach@gunstock.com](mailto:outreach@gunstock.com) or [services@gunstock.com](mailto:services@gunstock.com)). *Please submit these documents within 10 days of the injury or illness.*

**What if I forget to submit a refund request for my child? Can I do so once the program ends?**

All refund requests must be submitted within 10 days of the date of the injury or illness. No refunds will be issued outside of these time frames.

**What if my child feels that the lesson group they are in is not appropriate for their level and ability?**

Please go over the Ski & Ride Ability Chart carefully with your child to select the appropriate lesson level before the program begins. Any concerns relating to the lesson level should be brought to your group Coordinator. Please also understand that lessons are designed to build the skills of the group, and as such, lessons may be conducted on easier terrain than your child typically skis or rides. Gunstock's instructors, in conjunction with the Program Coordinator, will make the final decision as to the appropriate lesson level for each student.

**My child's instructor said my child should move up or down a level for the next class, but my child wants to stay with his or her current group because that's where his or her friends are. What do I do?**

You can begin by reassuring your child that they will have free ski/ride time to be with his or her friends.

You can direct your concerns about your child's lessons to your Program Coordinator.

Please keep in mind that Gunstock's instructors are working to improve the skills of all the students in a group – a student who is significantly less advanced than the rest of the group hinders learning for the rest of the group, and a student who is significantly more advanced will not get as much benefit out of that lesson time.

We do our best to group students as close to similar abilities as possible, but not all groups will be perfectly matched every time.

**What if my child wants to switch from skiing to snowboarding or vice versa each week?**

While in the Outreach Program, your child may switch discipline only one time within two days of the first Program Day. No exceptions. We cannot accommodate switches after the first week because it becomes difficult to fit students into existing lesson groups. Students who have been progressing in their lessons are at a different place than a student joining the group for the first time. This is especially true for our 1<sup>st</sup> Timer and beginner lesson groups, as those groups tend to make the most progress from week to week.

Students will not be permitted to switch back to their original discipline within the parameters of the Outreach Program.

**What happens during inclement weather?**

At Gunstock, we love winter weather! However, your group's coordinator may determine that it is best to cancel on a particular day and schedule a make-up session later in the season. If the group cancels, no program lessons will be held that day. However, as a season pass holder, your child is entitled to discounted lessons, so if you bring him or her to the mountain anyway, feel free to sign him or her up for an extra lesson!

**If I have any other questions about the program, who should I contact?**

Please direct all questions, concerns, and comments to your local Outreach Program Coordinator.