

# Gunstock eStore Frequently Asked Questions

- 1. The eStore tells me “No customer account found” when I try to log in, but I know I have an account. What do I do?**

This message appears when an invalid username is entered. If you do not remember your username, please do NOT create a new account! Instead e-mail your full name and date of birth to Gunstock at [services@gunstock.com](mailto:services@gunstock.com) using the subject line “USERNAME NEEDED.” Note that clicking the “Forgot Password” link will not resolve this problem. \*Be sure to include Your Name and Date of Birth.

- 2. The eStore tells me “The credentials provided are incorrect” when I try to log in. What does this mean?**

This message appears when you have typed a valid username, but not a valid password. Click the “Forgot Password” link to resolve this problem. \*Please be sure to check your spam folder if you do not see an email from Gunstock in your inbox.

- 3. I tried to create a new account on the eStore, but it tells me “the Specified e-mail address already exists.”**

This message indicates that there is already an eStore account associated with the e-mail address you provided. \*Return to the sign-in page and click on (forgot password). Alternatively, if you previously created an account in your child’s name with your e-mail address, you will need to:

1. Log in to your child’s account
2. change the e-mail address associated with your child’s account
3. Log out of your child’s account
4. Create your new account using your e-mail address.

Please note that it can take up to 24 hours after changing your child’s account before you can create your new account using your address.

- 4. I have visited Gunstock within the past 3 years, but I do not have my RFID code to create my new eStore account.**

If you have skied, snowboarded, or enjoyed any of Gunstock’s summer adventures in the last few years, you already have a guest record in our database with an RFID code. Please email your full name and date of birth to Gunstock at [services@gunstock.com](mailto:services@gunstock.com) using the subject line “CODE NEEDED” to find the code needed to link your new eStore account to your existing guest record.

- 5. I’m trying to purchase an Outreach pass for my child, but I can’t find Outreach on your website.**

To purchase an Outreach pass, you must log in to the eStore using a special link provided by your local coordinator. Go to “My Account” → “Guest Groups.” If your Outreach group does not appear on that page, please contact your coordinator for the link for your group and log in again using that link.

**6. I bought a season pass for my child, but I can't sign the waiver.**

Waivers can only be signed by an adult. If you purchased the pass through an account in your child's name, you will not be able to sign waivers until you create a new account for yourself and associate your child's existing guest record to your new account. You MUST have your child's RFID code to properly create the association:

1. Log in to your child's account and click "My Account" in the menu.
2. Copy the RFID Code from the top of the Customer Info page.
3. Log in to your own (parent/adult) account.
4. Go to "My Account" → "Associates" → "Add New"
5. Enter your child's RFID Code into the box, then click the magnifying glass to search. Do NOT click "I Don't have a Pass" as this will create a duplicate guest record and you will not have access to the waivers for your child.

If you need help with this process, please call the Welcome Center at 603-737-4388.

**7. I bought a season pass for my child. How do I get the vouchers for 50% Off Lift tickets?**

BFF 50% off Lift Ticket vouchers are online Smart Vouchers. To redeem the vouchers online, your child must also have their own eStore account:

- Your child's account must have a unique e-mail address
- Your child's account must be created using the RFID code on your child's Season Pass
- You must be listed as an Associate on your child's account

From your child's account, go to "My Account" → "Smart Vouchers," and then click the "Redeem" button for the voucher you wish to redeem.

**8. What do I do if I need help transferring my child's BFF 50% Off Vouchers?**

If you need assistance transferring your child's Vouchers, please email [services@gunstock.com](mailto:services@gunstock.com) with the subject line: Transfer Vouchers. In the content of the email, please include the following:

Child/Children's Name & Date of Birth

Adult Receiving the vouchers Name and Date of Birth.

**\*\*You can request to have all your child's vouchers transferred by email early in the season. We encourage you to do it early so they are ready to use when you are ready to hit the slopes!**

**9. I tried to use my child's BFF 50% off Lift Ticket Voucher to buy a ticket, but it tells me tickets are sold out. My child cannot ski/ride alone. What do I do?**

A BFF 50% Off Lift Ticket Voucher does not guarantee a lift ticket. Lift tickets sell out during busy periods. \*Please buy early to ensure tickets are available for the days you wish to visit with your child. If you booked your Vouchers for Program Days that get cancelled due to unexpected weather cancellations, please send an email to [services@gunstock.com](mailto:services@gunstock.com) right away and they will credit the voucher back to your account. For all other cancellations, please email [services@gunstock.com](mailto:services@gunstock.com) at least 48 hours before your scheduled visit.

**10. I'm buying an Outreach pass with rentals for my child. What do I use for "Ability" and "Type" when entering rental information?**

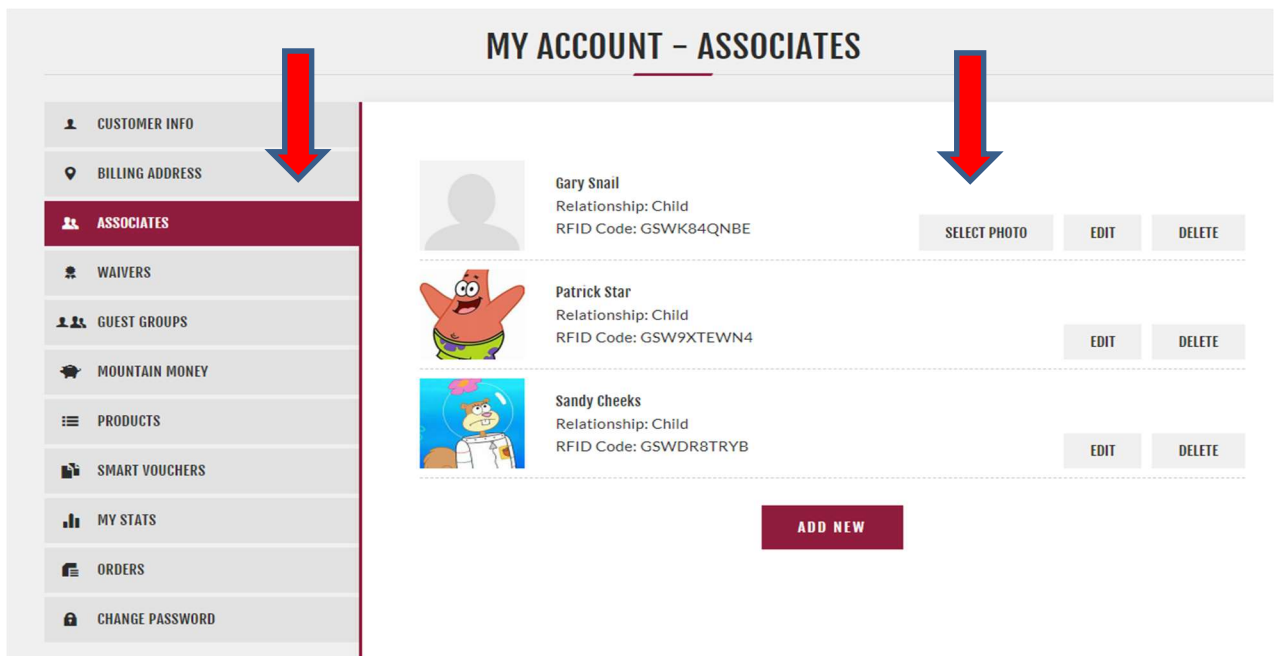
"Ability" is a ski-specific setting that determines the release settings for the ski's bindings. Beginner or extremely cautious skiers are Type I. Very aggressive skiers, such as racers and people who do lots of jumps, are Type III. Everyone else is usually a Type II skier.

"Type" is a snowboard-specific setting that describes whether a snowboarder rides with their left foot in front ("regular") or their right foot in front ("goofy"). If your child is new to snowboarding, their rental board will be set up in a neutral position, and their instructor will help them determine the best stance for them.

**11. How do I add or update my or my child's Season Pass photo?**

If this is you or your child's first time as a Season Pass holder, we will take a photo when you come to Gunstock to pick up your new pass.

You can also upload a photo through the eStore by logging into your account, click on Associates and click "Select Photo". \*Photos can only be updated only once per year.



We can also accept e-mailed photos. Please e-mail a clear photo showing your child's face to [services@gunstock.com](mailto:services@gunstock.com), making sure to include your child's name and date of birth. Outreach families should e-mail photos to [outreach@gunstock.com](mailto:outreach@gunstock.com).