

# 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 the Welcome Center at [services@gunstock.com](mailto:services@gunstock.com) and ask them to look up your username for you. Please note that clicking the “Forgot Password” link will not resolve this problem.

**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.

**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. If you have previously created an account in your child’s name with your e-mail address, you will need to change the e-mail address associated with your child’s account before you will be able to use that address for your own account. Alternatively, you may already have an account of your own; please email the Welcome Center at [services@gunstock.com](mailto:services@gunstock.com) to recover the username associated with your existing account.

**4. I bought the pass, but now I can’t sign the waivers.**

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, then click the “My Account” tab.
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 “Add a party member...” box, then click the magnifying glass to search. Do NOT type your child’s information below the “---OR---” line on the Add New Associate page, 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.

**5. My cart says my child's pass is \$999! Help!**

Do NOT complete the transaction; your credit card WILL be billed for the full amount shown in the cart! If the pricing is incorrect, then your purchase is not properly associated with your Outreach group. You must log in to the eStore using the link provided by your coordinator. Go to "My Account" → "Guest Groups." If your Outreach Group does not appear on that page, you must log in again using the provided link. You must also select your Outreach Group in the "Excursion" drop-down list on the purchasing page to receive accurate Outreach group pricing.

**6. I understand my child's Outreach pass includes vouchers for two discounted Flex Passes, but I don't see an option to add those to my cart.**

The discounted Flex Passes are included as eVouchers on each Season Pass, and so cannot be purchased in the same transaction as the Season Pass. Complete the purchase of your child's season pass to gain access to the vouchers. To redeem the vouchers online, your child must also have their own eStore account (using a different e-mail address than your account). From your child's account, you will go to "My Account" → "Smart Vouchers" → "Redeem." Alternatively, you can redeem those vouchers and purchase your Flex Passes at the Welcome Center when you pick up/verify your child's Season Pass.

**7. When I'm entering rental information, what do I use for "Ability"?**

Ability determines the release settings for a ski's bindings. Brand new 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. Snowboards do not have release settings, so this field is not applicable to snowboard rentals.

**8. When I'm entering rental information, what do I use for "Type"?**

If your child has snowboarded before, he or she should know whether they ride with their left foot in front ("regular") or their right foot in front ("goofy"). If they are new to snowboarding, their rental board will be set up in a neutral position which can be ridden in either stance. This field is not applicable to ski rentals.

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

If this is your child's first time as a Season Pass holder, we will take their photo when you come to the Welcome Center to pick up their new Pass. If your child is a previous Season Pass Holder, we can update their photo when you come to the Welcome Center to verify their existing pass. Alternatively, if your child has their own eStore account, you can upload a photo through that account. As a last resort, if you cannot create an eStore account for your child and/or you cannot bring your child to Gunstock to prior to the first Outreach program day, we can accept a limited number of 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.