

Frequently Asked Questions

If my child's organization cancels their ski/ride program, will my child still get complimentary lessons and rentals?

No, but your child's season pass benefits include season-long discounts on lessons and rentals. Please refer to the Season Pass Benefits on Gunstock's web site for specific discount amounts.

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. Gunstock is a cash free mountain this year; you can load your child's pass with Mountain Money that can be used to purchase food, drinks, and items in the retail store in addition to replacement card fees.

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

YES! Rentals are included in the package. If you later determine that you do not need rentals, please let your school or organization coordinator know. Please **DO NOT** call Gunstock directly to add or subtract rental gear for your child: these changes should be handled by your school or organization's coordinator.

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

The program cost includes a season pass. If you have previously purchased a season pass, please contact the Welcome Center 603-293-4341, extension "0" for a refund. You must still complete the Outreach online registration process to be considered part of an Outreach program.

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 participate in the lesson.

What if my child is injured and cannot participate? Will they be entitled to a refund?

A refund in the form of a gift card, can only be issued for season-ending injuries. All Outreach passes are full Gunstock Season passes and therefore follow the refund policies published in the Season Pass Terms and conditions, which state: "In the event of an injury, issued passes may be eligible for a prorated credit onto a gift card. I must provide a note from a doctor's office on letterhead prior to gift card being issued. If a pass is not used a credit may be issued onto a gift card minus a \$29 processing fee prior to 3/31/21."

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

Please go over the Lesson Level descriptions carefully with your child to select the appropriate lesson level before the program begins. Any concerns relating to the lesson level once the program starts should be brought to your group coordinator's attention. Please also understand that lessons are designed to build skill levels: just because your child can send huge jumps in the park every weekend doesn't mean he or she can't learn something in a lesson, even on beginner terrain! Gunstock's instructors, in conjunction with the school/organization coordinator, will make the final decision as to the appropriate lesson level for each student.

My child's instructor told him he 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?

Please direct all concerns about your child's lessons to your school or organization's coordinator. Please also remember that Gunstock's instructors are trying 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. Remember: your child will also have free ski /ride time to be with his or her friends!

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

Your child may switch one time immediately following the first week of the program. We cannot make exceptions to this policy after the second week.

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. Please direct questions about cancellations to your group's coordinator.

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

Please direct all questions, concerns, and comments to the Outreach coordinator for your school or organization.