

# Outreach FAQ'S

## **1. What if a child misplaces or forgets to bring their Outreach pass for a scheduled visit?**

This year each student will be issued a season pass with their name and school or group name on it. **If your child loses or forgets their pass, they will need to purchase a \$10 replacement in order to participate that with their school or group that day/night. No exceptions!** These passes are non-transferable and no one should ever use the pass other than the person it is purchased for.

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

**YES!** This year Rentals are included in the package. If you determine that you do not need rentals, please let the coordinator know, and we will remove their name from our list.

**DO NOT** call Gunstock directly to add or subtract rental gear for your child; please notify your Outreach coordinator.

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

The program cost includes a season pass this year. If you have previously purchased a season pass at a higher rate, please contact the Welcome Center 603-737-4341 "0" for a refund. You must still complete the online registration process to be considered part of an Outreach program.

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

Gunstock highly recommends that every student participate in the lessons offered. However, it is only mandatory if your school or recreation department has a policy that each student must participate in the lesson group. You **must** follow the policy of your school or recreation department. The cost of the program **does not** change if the student chooses not to participate in the lesson with the approval of your coordinator.

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

If your child should get injured or become ill and cannot complete the remainder of the program due to health issues (withdrawing completely), Gunstock will gladly issue a pro-rated refund onto a gift card. Please see the Season Pass Terms and Conditions for details.

- You must provide a doctor's note stating the date of the injury or illness and complete a refund request form.
- The documents should be given to your group's coordinator who will submit them to Gunstock. Submission should take place within 10 days of the injury or illness.
- Gunstock will process refunds at the end of April.

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

NO. 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 for short term illnesses such as the flu or a cold, or for scheduling conflicts that may arise outside of the program.

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

All refunds must be submitted within 10 days of the date of the injury or illness. Rental refunds must be submitted prior to the program starting. No refunds will be issued outside of these time frames.

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

Any concerns relating to the lesson level for your child should be brought to your group coordinator's attention. Please understand that lessons are designed to build skill levels and are not a guided tour of the mountain. Even advanced level skiers and riders can learn new things on beginner terrain. The final decision will be made by Gunstock in conjunction with the school/group coordinator as to the appropriate lesson level for each student.

**10. 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. No exceptions to this after the second week.

**11. 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, lift/lesson passes will NOT be available to any individuals in the program on that day.

**12. If I have any questions about the program who should I contact?**

Please direct all questions or concerns through the Outreach coordinator for your group.