

# Frequently Asked Questions

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**Q:** Can I use the lift ticket voucher that came with my season's pass at any time?

**A:** Yes! Season Pass lift ticket vouchers can be redeemed at any ticket window at the mountain at any time...even if we are sold out for the day!

**Q:** I purchased some lift tickets online, but I didn't receive an email confirmation?

**A:** If you are having difficulty receiving an email confirmation of your purchase, please visit one of our outdoor ticket windows upon arrival and provide the purchaser's name and a valid I.D. We will be able to look-up your online purchase with this information.

**Q:** I have a season pass. Do I need to make a reservation?

**A:** No, you do not need to make a reservation if you own a Season Pass OR a Midweek 12-pack pass. Simply go from the parking lot straight to the lift line!

**Q:** Can I let a family member use my Midweek 12-pack when I am not using it?

**A:** No. Midweek 12-packs and Season Passes are non-transferrable and assigned for use to a single individual.

**Q:** I purchased lift tickets online. Where do I go to get physical tickets?

**A:** You can go to any one of our outdoor ticket windows upon arrival to pick-up any online purchases including lift tickets, lessons, rentals and lesson packages.

**Q:** I bought a group lesson online, but I forgot to buy a ticket for that same day. Do I need a ticket too?

**A:** Yes. You should always purchase your lift ticket **BEFORE** you purchase lessons or rentals. If tickets are sold out for the day, we will not be able to accommodate your lesson or rental purchase. Packages DO include a ticket, but you should check each specific package for time limit on lift access.