

Frequently Asked Questions

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.

Q: What is your policy for COVID-19?

A: We will be following state and federal guidelines throughout the season. Please review our current [COVID-19 Responsibility Code](#) for the most up-to-date policy information.

Q: What happens if I purchase a program or season pass, but become ill from COVID-19 and am unable to continue attending?

A: We highly recommend that you purchase our Protection Policy offered at the time of a pass or program purchase. Ski Sundown will reimburse the cost of your Pass/Program on a prorated basis in the event of injury/sickness which prevents your participation in skiing for the remainder of the season. Injury or illness must be confirmed by providing a letter from a licensed physician. Refund requests must be received prior to end of season. If you decline the Protection Policy and should be unable to complete the program or unable to utilize the season pass for any reason, you will NOT be entitled to a refund.

Q: What happens if I buy a season pass or program and Ski Sundown is forced to shut down mid-season because of a COVID-19 state mandate, and must stay closed for the rest of the season?

A: If Ski Sundown is forced to shut down because of a COVID-19 state mandate after the season has already begun, you will receive a prorated credit to be used for the following 2022-2023 season.

Q: What happens if I bought a season pass or program, but I am unable to utilize it for two weeks because I am required to quarantine as a result of a possible COVID-19 exposure?

A: Please do not come to Ski Sundown until you have completed your entire quarantine period. Unfortunately, we will not be able to reimburse season passholders for loss of visits to the mountain because of quarantine. If you registered for a program, and have missed program weeks due to a quarantine period, we will provide you with vouchers for lost lessons and/or rentals, if applicable to your program package.