

Frequently Asked Questions

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: My plans have changed and I can no longer use my lift tickets on day that I purchased them for online. Can I change the date of the tickets?

A: No. Lift tickets, or any other purchases made online, are not changeable or refundable due to any reason unless Ski Sundown is closed.

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 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 current policy for COVID-19?

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