



# Frequently Asked Questions

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**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:** Do you ever close because of unfavorable weather?

**A:** Occasionally, we will close because of unfavorable weather conditions (usually high winds and/or heavy rain). If we decide to make any changes to our normal operating schedule, we will post on our social media, website, and phone message.