

**1. How is the cost of the program broken down?**

The program has two costs associated with it. The lift/lesson ticket for each student costs \$25/week for Belknap County school districts and \$28/week for schools in other counties. The rental fees are \$25/week for either skis or snowboard and a helmet rental.

The school or recreation department may add additional fees for the cost of transportation, but this is **not** a fee added by Gunstock.

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

This year each student will be issued a pass with their name and school or group name on it. This pass will be valid **only** for the days of your child's program. **This pass must be attached to their jacket or snow pants each and every week. 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!** The new pass is an exciting addition to the program and will save valuable time each week by not having to hand out lift tickets once at the mountain. These passes are non-transferable and no one should ever use the pass other than the person it is purchased for.

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

**NO!** If there is a chance your child will receive equipment before the program begins **DO NOT sign them up for rentals.** If they end up not receiving the equipment, then you may add the rental and pay for it separately. This change must take place prior to the program start date. The addition of rental equipment goes through your group's outreach coordinator. **DO NOT** call Gunstock directly to add this for your child, please notify your Outreach coordinator.

**4. How do I go about getting a refund if my child gets equipment and I have already paid for rentals through Gunstock?**

You must submit a refund request form through your group's outreach coordinator. The coordinator has the appropriate form and they will send it to Gunstock for your refund. The refund will be issued at the end of April when all accounting for outreach is completed.

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

The program costs the same for each student regardless if they have a season pass. The rate is specific to the Outreach program and is discounted from our normal group lesson rate of \$45.

**6. 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.

**7. 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 refund for the remaining weeks of the program.

- 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.

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

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 other conflicts that may arise outside of the program.

**9. 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.

**10. 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 it is the final word of Gunstock's instructors as to the appropriate 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.