



**BARRINGTON RECREATION DEPARTMENT**  
**105 RAMSDELL LN, P.O. BOX 660, BARRINGTON, NH 03825**  
**PHONE 664-5224, WWW.BARRINGTON.NH.GOV**  
**RECREATION@BARRINGTON.NH.GOV**  
**OFFICE HOURS: MON – FRI, 8:00AM - 4:00PM**



**YOUTH SKI & SNOWBOARD PROGRAM AT GUNSTOCK MOUNTAIN RESORT**  
**AGES 6 – 19 (Grades 1-12) and ALL ABILITIES**

**PROGRAM:** The Barrington Recreation Department is excited to offer another year of the Youth Ski & Snowboard Program at Gunstock Mountain in Gilford, NH. This program is geared towards the ski and snowboard skill development of youth and depends on parent participation and volunteering. This is a four week program for residents of all abilities.

The parent/guardian will provide constant adult supervision during their time at the mountain. The Barrington Recreation Department will be facilitating the program but will not be chaperoning or providing supervision at any time. This is a parent/guardian driven program. There will be no transportation provided by the Barrington Recreation Department. Parent/guardian must transport themselves & their child(ren) to the mountain.

**PLEASE NOTE:** Parent Volunteers, Barrington Recreation Department Coordinators, & Gunstock employees may speak to your child if conduct warrants. Discipline can be up to, but not limited to, exclusion from program.

**REGISTRATION DEADLINE:** **The deadline to register for this program is Saturday, November 16, 2019. Payment must be made in full at the time of registration. Gunstock's Online Registration is now open.**

**DATES OF PROGRAM:** The program will be held on Sundays for four (4) weeks, January 5, January 12, January 26 and February 2.

**GROUP SIZE:** **We must have at least twenty (20) participants registered by this date to be able to offer this program. Maximum group size is 50 participants.**

**PARENT VOLUNTEERS:** It is **expected** that parents volunteer for one of the positions below. In order for Gunstock to offer this program, Barrington Recreation Department must provide a number of volunteers every Sunday. Upon registration, please indicate which Parent Volunteer position you will be signing up for. This program **cannot** operate without parent volunteers.

**First Aid Volunteer:** The First Aid Volunteer will be responsible for meeting any participants (adult or youth) at First Aid if a major injury occurs. Their responsibility is to help return equipment if necessary, grab ski bags from lodges, and other small tasks that might have to be done at this time. It is **NOT** the First Aid Volunteers responsibility to assess injuries or provide first aid. It is **imperative** to have a cell phone on you at all times. Please check in every Sunday with the First Aid office to introduce yourself and give them your cell phone number.

**Lesson Chaperones:** Gunstock requires the Recreation Department to provide parent Lesson Chaperones to ski/ride with each lesson group. The size of the group will determine how many chaperones are needed per group. The responsibilities of the Parent Chaperones are to provide the Gunstock Ski/Ride Instructor with behavior management support and group management. Parents will be chaperoning the lessons. These lessons are **NOT** meant for parents, they are designed for participants under 18 years of age. If you are signing up to be a lesson chaperone, please only volunteer to chaperone a skill level that you are comfortable skiing/riding with. Lesson Chaperones should arrive at the lesson area 15 minutes prior to the start of the lesson. Please find the instructor of your group and aid him/her in gathering youth participants.

## **PAYMENT INFORMATION**

**REGISTRATION DEADLINE: Saturday, November 16, 2019. We must have at least twenty (20) participants registered by Saturday, November 16 to be able to offer this program. Maximum group size is 50 participants.**

**The cost and structure of the program has changed for both adults and youth,  
please read this packet completely.**

### **COST OF OUTREACH PROGRAM FOR YOUTH PARTICIPANTS**

**Youth Participants:** This year youth participants will be issued a student program pass which is good for the season. Since our group lessons will be on Sundays, you will need to purchase the Student Winter Prime Season Pass. This pass must be attached to their jacket or snow pants each week. If your child loses or forgets their pass, they will need to purchase a \$5 replacement in order to participate. No exceptions! These passes are non-transferable and no one should ever use the pass other than the person it is purchased for. *Note: If youth participant is enrolled in the Outreach program, he/she does not need a Flex Pass.*

#### **Cost for Youth Participants:**

Youth Ski Lift & Lesson (4 wks): \$299\*

Youth Snowboard Lift & Lesson (4 wks): \$299\*

\*Rental gear is complementary for students on scheduled Outreach lesson days

### **PROGRAM BENEFITS**

Available to any outreach participant are **two** \$29 Flex Passes. The Flex Pass holder can purchase Primetime or Night lift tickets for half price, any day of the week! Just bring the Flex Pass to the ticket counter for a half price Primetime or Night lift ticket! Flex Passes are non-transferable and are only valid for the person listed on the pass. *Note: If youth participant is enrolled in the Outreach program, he/she does not need a Flex Pass.*

#### **Cost for Flex Pass**

Flex Pass: \$29 (one time cost paid at time of online registration)

Flex Pass tickets are available for half the price of the regular daily price tickets.

Visit the Gunstock website for daily ticket prices.

## **HOW TO REGISTER FOR THE OUTREACH & THE FLEX PASS PROGRAMS**

You will be signing up and paying for your child(ren) online through the Gunstock website at:

<http://bit.ly/BarringtonRecreation>

**Registration is now open.** Please use the Outreach Online Registration Instructions to guide you through the registration process. Registration deadline is Saturday, November 16, 2019.

### ***IMPORTANT NOTES ABOUT THE REGISTRATION PROCESS:***

- Please have the Outreach Online Registration Instructions in front of you at the time of registration!
- Complete payment portion of the online registration
- Sign the online waivers
- Sign & Return the registration packet that is enclosed to the Rec. Office by November 16th.

### **ITEMS REQUIRED FOR REGISTRATION DEADLINE (Saturday, November 16<sup>th</sup>)**

- 1. Register online, Sign waivers & Payment in Full** - participants will not be considered registered until payment is received in full and all waivers have been completed.
- 2. Registration Packet (Pages 8-10 in this packet)** –the registration packet must be filled out completely for each participant and returned to the Recreation Office for your child(ren) to be considered registered, regardless if payment online has been made.
  - a. Cover Sheet**
  - b. Barrington Recreation Department Registration Form** – regardless if participants already have a yearly registration form on file, a new form must be filled out completely & signed by a parent/guardian.
  - c. Parent Volunteer Sign-Up**
- 3. Email Address** - Our program relies primarily on email for coordinating and communicating with parents and students. Please be sure to include all email addresses that you wish our program to utilize when communicating program updates and cancellation information, if needed, during the day and evenings.

## **LESSON INFORMATION**

**GUNSTOCK LESSON INFORMATION:** The Gunstock Ski and Snowboard Program requires youth participants to attend lessons. Lessons are for youth only. Parents/Guardians are not offered lessons through this program.

**Please note:** The 50 minutes allotted for lesson time will include lift lines, riding the lift, organizing the group, and the instructor's lessons. This will allow for one or two runs on the slopes. The instructor will have another lesson directly after your group's lesson and will make a judgment call on whether there will be enough time for one more run before getting back to the lesson area for his next group.

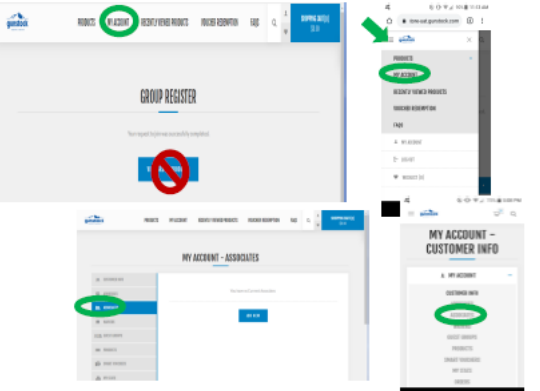
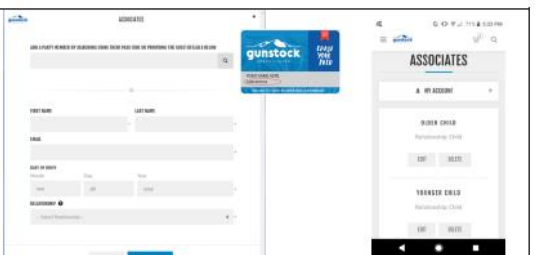
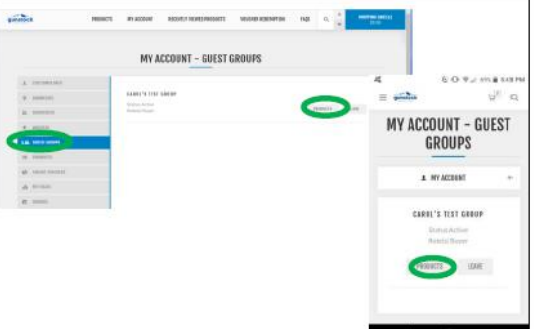
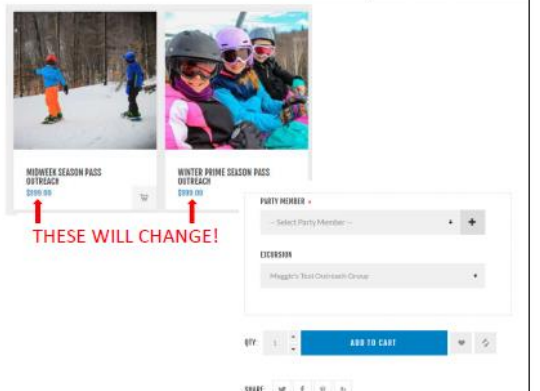
Lesson times will not be finalized until all registrations are closed for the outreach program. We have requested a 10:00am lesson time but are not guaranteed that slot. More information on lesson time will be sent out at least two weeks prior to the start of the program.

**\*Important Note:** There are **NO** lessons offered to Parents'/Guardians'.

**PARENT CHAPERONES DURING LESSONS:** Gunstock requires the Recreation Department to provide Parent Chaperones to ski/ride with the lesson group. The responsibilities of the Parent Chaperone are to provide the Gunstock Ski/Ride Instructor with behavior management support and group management. Please keep in mind that this is a parent/guardian volunteer driven program and this program will not be able to operate without your support.

**Please note:** Parents/guardians may chaperone lessons in groups other than their children's, if desired.

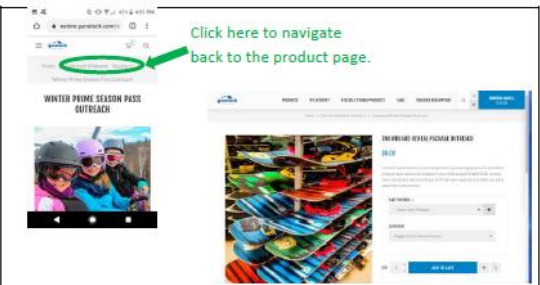
# How to Register Children with Gunstock

<h2>1. USE THE LINK!</h2>	<p>The link your coordinator provided registers your child as a member of your group.</p>	
<h2>2. SIGN IN/ REGISTER</h2>	<p>If you already have an account, sign in.</p> <p>If not, you'll need to register.</p> <p>If you have a Gunstock RFID card with your name on it, use the code on the card to look up your account.</p> <p>Do NOT use your child's card to create a new account!</p> <p>If you do not have a card, type in the required information to create a new account</p>	
<h2>3. PULL UP THE "ASSOCIATES" PAGE</h2>	<p>On the next screen, do NOT click the "VIEW GROUP PRODUCTS" Button.</p> <p>Instead, click on "MY ACCOUNT" in the menu.</p> <p>Then, click "ASSOCIATES" in the menu.</p>	
<h2>4. CREATE (OR CONFIRM) ASSOCIATES</h2>	<p>If your children haven't already been added to your account, add them now.</p> <p>If you have a Gunstock RFID card with your child's name on it, use the code on the card to look up your child.</p> <p>When you are done associating your children with your account, confirm that they are all listed on the "ASSOCIATES" page.</p>	
<h2>5. PULL UP THE PRODUCTS</h2>	<p>Go to "GUEST GROUPS" in the menu.</p> <p>Then click the "PRODUCTS" button next to (or below) your group's name.</p> <p>NOTE: The pricing shown on the Product page will AUTOMATICALLY adjust to the correct price during the purchasing process. So please <b>DON'T PANIC</b> about \$999 Pass Prices! (Or \$250 Rental prices or \$300 Lesson prices!)</p>	
<h2>6. SELECT A PASS</h2>	<p>Choose a Prime or a Midweek pass.</p> <p>Weekend groups can ONLY choose the Prime pass, but if your group is scheduled for midweek visits, you have your choice, depending on how often you plan to visit.</p> <p>Once you have selected your pass, click on your child's name in the "PARTY MEMBER" drop-down, and on your group name in the "EXCURSION" drop-down. Once you've selected your "EXCURSION," the pass price will adjust.</p> <p>Then, click the "ADD TO CART" button.</p>	

## 7. ADD RENTALS

Use your browser's "BACK" button to return to the product page, or click the Navigation shortcut on the top of the page.

If your child needs rental gear, click the appropriate package, update (or confirm) the "PARTY MEMBER" and "EXCURSION" drop-downs (price should adjust to \$0.00), and add the rental package to your cart.



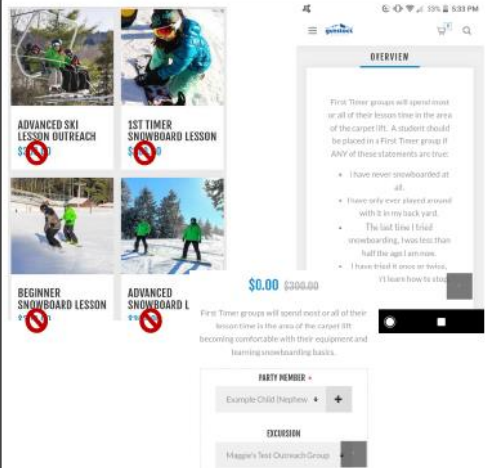
## 8. ADD LESSONS

Use your browser's "BACK" button to return to the product page, or click the Navigation shortcut at the top of the page.

Be sure to choose ski or snowboard as appropriate, and read the lesson level description carefully to choose the correct level for your child.

You can find a detailed description of each lesson level if you click the product and scroll down to the "OVERVIEW" at the bottom of the page.

Update (or confirm) the "PARTY MEMBER" and "EXCURSION" drop-downs, and add the lesson to your cart.



## 9. CHECK OUT & SIGN WAIVERS

Once you have added all the passes, rentals, and lessons for all of your children to your cart, click the "CHECKOUT" button (no promotional codes are available, so ignore that field).

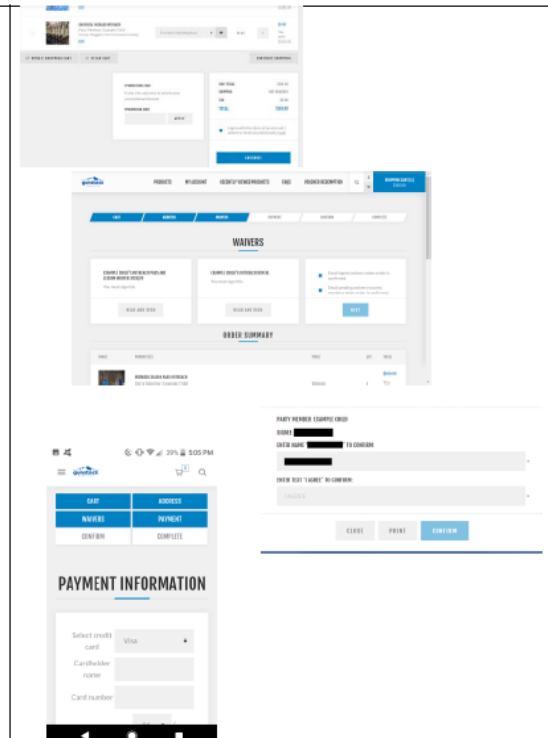
The system will then ask you to confirm your billing address.

The next step is Waivers. You will not be able to check out until all waivers have been signed. There is a waiver for each rental package, and a combined Outreach pass/lesson waiver for each child.

You must type your name and "I agree" exactly as they appear on the bottom of the waiver page.

Then enter your credit card information and confirm to complete your purchase.

You will receive an e-mailed confirmation of all purchases.





# 19/20 SEASONAL SKI & SNOWBOARD LEASE PROGRAM

**\$119** Youth Ski • **\$159** Youth Snowboard • **\$219** Adult

## HERE'S HOW IT WORKS!

- In the fall, select a package and pay an upfront lease fee, which is fraction of the purchase price for the same equipment. Give your credit card number to hold – no security deposit necessary.
- Pick up your lease in person at **Gunstock Ski & Sport**.
- Our highly trained and certified staff prepare your equipment for the safest and most comfortable fit.
- Sizing available Saturdays & Sundays, 9am-3pm beginning **October 12**
- At the end of the season, return your equipment. If you loved it too much to give up, there is a buyout option to purchase at a very affordable rate.



## LEASE PERKS

With each lease you receive:

**50% off** Smartwool Junior Socks

**20% off** Giro Crue Jr. Helmet

**FREE** base layer bottom when you buy a Hot Chillys base layer top.



GILFORD NH | [GUNSTOCK.COM](http://GUNSTOCK.COM) | [@GUNSTOCKMTN](https://www.instagram.com/GUNSTOCKMTN)

*CHASE YOUR PATH*



# FAMILY SNOWSHOE FRIDAY

## FAMILY FRIENDLY SNOWSHOE TOURS

**Fridays 4PM - 6PM** January 10 - March 6

**\$10** per adult • **\$5** per child

Join us for an exciting  
new snowshoe tour  
available to families of  
Outreach participants.

- Get your whole crew out this winter.
- Elite Outdoor Center Guides will lead the way through our scenic family-friendly forest trails.
- Snowshoes and headlamps provided.



### PRE-REGISTRATION IS REQUIRED

603.293.4341 ext 193

Please note there is no bus option for this program.



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*CHASE YOUR PATH*



YOUTH SKI & SNOWBOARD PROGRAM  
AT GUNSTOCK MOUNTAIN RESORT



**COVER SHEET**

*One registration packet per participant! Please print clearly!*

**EVERY PARTICIPANT MUST HAVE A COVER SHEET**

Participant Name: \_\_\_\_\_ Age: \_\_\_\_\_ Grade (if applicable): \_\_\_\_\_

Outreach Participant's Level: *(Circle one)* First Time Beginner Level Intermediate Advanced

Parent's Name (if participant is a youth): \_\_\_\_\_

Email Address: \_\_\_\_\_

**Please check one option below!**

Youth <u>Ski</u> Lift & Lesson (4 wks)	
(or) Youth <u>Snowboard</u> Lift & Lesson (4 wks)	

Youth <u>Ski</u> Lift & Lesson, <b>and rentals</b>	
(or) Youth <u>Snowboard</u> Lift & Lesson <b>and rentals</b>	

**OFFICE USE ONLY!**

**Registration Checklist**

- |   |   |
|---|---|
| <input type="checkbox"/> Barrington Recreation Cover Sheet          | <input type="checkbox"/> Parent Volunteer Sign-Up Sheet |
| <input type="checkbox"/> Barrington Recreation Registration Form    | <input type="checkbox"/> All waivers completed online   |
| <input type="checkbox"/> Registered Online & Proper Payment in Full | <input type="checkbox"/> Email Address Printed Clearly  |





## Barrington Recreation Program Registration Form

(603) 664-5224 RecDept@metrocast.net

105 Ramsdell Lane Barrington, NH 03825

Mailing Address: P.O. Box 660 Barrington, NH 03825

PARTICIPANTS 18 YEARS OF AGE AND OVER: Please fill out sections 1, 2, 5, 6 & 8

PARTICIPANTS UNDER 18 YEARS OF AGE: Please fill out sections 1 through 8

### 1 Program Registration Information

Program Name: \_\_\_\_\_

Please make check payable to BARRINGTON RECREATION DEPARTMENT Mail to: P.O. Box 660 Barrington, NH 03825				
Office Use Only	Date Received: / /	Total Paid: \$	check#	or cash (circle) rec'd by:

### 2 Participant Information

Participant Name: \_\_\_\_\_ E-mail: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Town: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### 3 Minor Child Information

Birth Date: \_\_\_\_\_ Age: \_\_\_\_\_ Current Grade: \_\_\_\_\_ Gender: M / F  
Shirt Size (circle one): YS(6/8) YM(10/12) YL(14/16) AS AM AL AXL  
Additional Information: \_\_\_\_\_

### 4 Parent/Guardian Information

Parent/Guardian: \_\_\_\_\_ E-mail: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ Home Phone #: \_\_\_\_\_  
Town: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Work Phone #: \_\_\_\_\_  
Cell Phone #: \_\_\_\_\_

### 5 Medical Information/Emergency Contact Information

Participant's Doctor: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Participant's Dentist: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Medical Info/Conditions/Allergies: \_\_\_\_\_  
Emergency Contact (other than self, parent or guardian): \_\_\_\_\_ Phone #: \_\_\_\_\_ Relationship: \_\_\_\_\_

### 6 Photo Release Authorization

Occasionally, photographs or video will be taken of the participant in this program. These photographs or videos may be selected for use in town and/or recreation department publications including its website. However, we will not identify participant by name or release any other personal information.  
(check one) \_\_\_\_\_ I GIVE MY PERMISSION or \_\_\_\_\_ I DO NOT GIVE MY PERMISSION for participant to be photographed.

### 7 Parent/Guardian Involvement (IF APPLICABLE TO PROGRAM)

**WE NEED YOUR HELP** to make our program successful from year to year. If not enough parents/guardians volunteer, this program will be in danger of cancellation.  
**NO EXPERIENCE IS NECESSARY** for anyone wishing to coach - several training sessions are provided for gameplay and coaching techniques.  
**PLEASE VOLUNTEER FOR ONE OR MORE OF THE FOLLOWING ROLES:**  
\_\_\_\_\_ COACH (Responsible for organizing team effort, skills and play as well as keeping parents informed and involved)  
\_\_\_\_\_ Assistant COACH (Assist coach with assigned team)  
\_\_\_\_\_ Field/Gym Supervisor (Has first aid kit/Makes sure equipment is put away/Reports any problems or concerns to Recreation Department)

### 8 Liability Release Waiver and Authorization Information

The above named participant or minor child in section 1 of this form (hereafter "participant") has permission to participate in the activities of the Barrington Recreation Department (hereafter "TOWN"). This permission slip is valid for one year unless it is revoked earlier in writing by the parent/guardian. I understand and accept that the activities of the Town involve strenuous athletic pursuits that include, but are not limited to, the risk of physical contact, physical injury and other inherent risks. In consideration of the above named participant being permitted to participate in the activities of the Town, in consideration of the instruction the participant is to receive and for other valuable consideration, I hereby agree on behalf of myself and the above named participant to indemnify and hold the Town of Barrington and all their officers, agents, employees, coaches and volunteers harmless from and against any and all claims of any sort whatsoever arising out of or in connection with the above named child's participation in Town activities.  
ADDITIONALLY, THIS AGREEMENT SHALL APPLY TO ANY CLAIMS ARISING FROM OR THROUGH THE NEGLIGENCE OF THE TOWN OR ITS OFFICERS, AGENTS, EMPLOYEES, COACHES AND VOLUNTEERS.  
(Minor child participant only): In the event I cannot be reached in an emergency of requiring medical attention for the above named child, permission is hereby given to administer such first aid as deemed necessary. Further permission is given to allow medical services to be performed by doctors, hospitals or other qualified medical providers as deemed necessary in an emergency, including surgery if reasonably necessary. I understand that the cost of all emergency services is my responsibility. Any exceptions or restrictions imposed by the parent or guardian must be detailed and initialed in the space provided below.

By signing below, I acknowledge that I have read and understand this Registration form and the Liability Release Waiver and Authorization noted in section 8.  
My responses are complete and accurate to the best of my knowledge and I agree to abide and be bound by this document.

Participant/Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## PARENT VOLUNTEER SIGN-UP SHEET



Parent Volunteer Name: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Email(s): \_\_\_\_\_

The Gunstock Ski & Snowboard Program depends on several parents every week to volunteer their time.  
There are many volunteer “positions” that need to be filled every week.

Please check which position and dates you would be interested in volunteering.

<input type="checkbox"/>	<b>First Aid Volunteer</b>	<b>January 5</b>	<input type="checkbox"/>	<b>January 12</b>	<input type="checkbox"/>
		<b>January 26</b>	<input type="checkbox"/>	<b>February 2</b>	<input type="checkbox"/>

<input type="checkbox"/>	<b>First-timer/ Beginner Level Chaperone</b>	<b>January 5</b>	<input type="checkbox"/>	<b>January 12</b>	<input type="checkbox"/>
		<b>January 26</b>	<input type="checkbox"/>	<b>February 2</b>	<input type="checkbox"/>

<input type="checkbox"/>	<b>Intermediate Lesson Chaperone</b>	<b>January 5</b>	<input type="checkbox"/>	<b>January 12</b>	<input type="checkbox"/>
		<b>January 26</b>	<input type="checkbox"/>	<b>February 2</b>	<input type="checkbox"/>

<input type="checkbox"/>	<b>Advanced Lesson Chaperone</b>	<b>January 5</b>	<input type="checkbox"/>	<b>January 12</b>	<input type="checkbox"/>
		<b>January 26</b>	<input type="checkbox"/>	<b>February 2</b>	<input type="checkbox"/>

# Outreach Lesson Levels

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Lesson students are divided into four levels according to their ability level. Please go over these descriptions carefully with your student to choose the appropriate lesson level.

## First Timer

First Timer groups will spend most or all of their lesson time in the area of the carpet lift. A student should be placed in a First Timer group if ANY of these statements are true:

- I have never skied or snowboarded at all.
- I have only ever played around with it in my back yard.
- The last time I tried skiing or snowboarding, I was less than half the age I am now.
- I have tried it once or twice, but I didn't learn how to stop.

## Beginner

Most Beginner lesson groups will begin with a skills assessment on the carpet lift before moving to the beginner chairlift. Although they may need a brief review, most Beginner level students will agree with all (or most) of these statements: ☐ I can put on and take off my own equipment.

- I can stand up on my own after I fall.
- (If I'm a skier) I can walk up a small hill with my skis on.
- (If I'm a snowboarder) I can do a straight glide with a flat board down a very small hill.
- I can change directions and stop while skiing or riding slowly.
- I can load and unload the carpet lift and safely ski or ride on my own in the beginner area around the carpet. More advanced beginner groups may go directly to the Penny Pitou chairlift on their first day.

Beginner students in those groups will also agree with most of these statements:

- I can successfully load and unload a beginner chairlift.
- I can ski or ride safely on easier green circle (beginner) terrain.
- I can use a turn to control my speed (called a "J-turn").
- I can link multiple turns together.
- (If I'm a snowboarder) I can traverse across the hill (instead of down it) on one of my edges.

## Intermediate

Most Intermediate lesson groups will begin with a skills assessment on the Penny Pitou chairlift before moving to intermediate terrain. Although they may need a brief review, most Intermediate level students will agree with all (or most) of these statements:

- I can ski or ride confidently and safely on all green circle terrain.
- I can turn and stop while skiing or riding steeper green circle terrain (such as the "Try Me" trail).
- I am (mostly) using linked, rounded turns to control my speed instead of a wedge ("snowplow") on skis or a "falling leaf" on snowboards.
- I am developing the confidence and skills to ski or ride on blue square terrain.

More advanced Intermediate groups may go directly to the Ramrod Quad on their first day. Intermediate students in those groups will also agree with one or more of these statements:

- I am skiing or riding safely on blue-square terrain.
- (if I'm a skier) I am skiing with parallel skis all or most of the time.
- (if I'm a snowboarder) I'm starting to carve my turns instead of skidding them.
- (if I'm a skier) I can do a hockey stop.
- I'm using my feet and legs to turn my equipment instead of my shoulders, arms, or whole body.



## Advanced

Most Advanced lesson groups will begin with a warm-up run on the Ramrod Quad to confirm appropriate skills before moving to more advanced terrain. Some higher level groups MAY move directly to the summit lift.

Advanced level students will agree with most of these statements:

- I am safely skiing or riding the entire mountain, including black diamond terrain.
- I am confident in a variety of conditions and comfortable at higher speeds.
- I can change the size and shape of my turns to control my speed.
- I am interested in lessons that tackle higher-level skills and tactics for steeps, glades, powder, moguls/bumps, carving, dynamic turns, and/or freestyle skills (tricks and stunts).

# Frequently Asked Questions

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## What if my child misplaces or forgets to bring his or her season pass for a scheduled visit?

Each student will be issued a season pass with his or her name and school or group name on it. **ANY child who loses or forgets their pass will need to purchase a replacement pass for \$5 to participate with their school or group that day/night.** We're sorry, but we cannot make exceptions to this policy.

## If there is a possibility my child may receive ski or snowboard equipment as a gift, should I sign up for rentals?

**YES!** Rentals are included in the package. If you later determine that you do not need rentals, please let your school or organization coordinator know. Please **DO NOT** call Gunstock directly to add or subtract rental gear for your child: these changes should be handled by your school or organization's coordinator.

## What if my child already has a season pass to Gunstock?

The program cost includes a season pass. If you have previously purchased a season pass at a higher rate, please contact the Welcome Center 603-293-4341, extension "0" for a refund. You must still complete the Outreach online registration process to be considered part of an Outreach program.

## What if my child does not want to take the lesson?

Gunstock offers lessons for every ability level and highly recommends (but does not require) that every student participate. However, many schools and organizations do **require** participation in lessons, and you must follow the policy of your school or organization. The cost of the program **does not** change if the student does not to participate in the lesson.

## 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 scheduling conflicts that may arise outside of the program.

**What if my child has an injury or illness and cannot continue to participate in the program?**

If your child cannot complete the remainder of the program due to injury or health issues (withdrawing completely), Gunstock will gladly issue a pro-rated refund onto a gift card. 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. Please submit these documents within 10 days of the injury or illness.

**What if I forget to submit a refund request for my child? Can I do so once the program ends?** All refund requests must be submitted within 10 days of the date of the injury or illness. No refunds will be issued outside of these time frames.

**What if my child feels that the lesson group they are in is not appropriate for their level and ability?**

This year, we have clarified the Lesson Level descriptions. Please go over these carefully with your child to select the appropriate lesson level before the program begins. Any concerns relating to the lesson level once the program starts should be brought to your group coordinator's attention. Please also understand that lessons are designed to build skill levels: just because your child can send huge jumps in the park every weekend doesn't mean he or she can't learn something in a lesson, even on beginner terrain! Gunstock's instructors, in conjunction with the school/organization coordinator, will make the final decision as to the appropriate lesson level for each student.

**My child's instructor told him he should move up or down a level for the next class, but my child wants to stay with his or her current group because that's where his or her friends are. What do I do?**

Please direct all concerns about your child's lessons to your school or organization's coordinator. Please also remember that Gunstock's instructors are trying to improve the skills of all the students in a group – a student who is significantly less advanced than the rest of the group hinders learning for the rest of the group, and a student who is significantly more advanced will not get as much benefit out of that lesson time. Remember: your child will also have free ski /ride time to be with his or her friends!

**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. We cannot make exceptions to this policy after the second week.

**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.

**If I have any questions about the program, who should I contact?**

Please direct all questions, concerns, and comments to the Outreach coordinator for your school or organization.