



Outreach Program
Student & Family Guide
2024

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Welcome Student and Families!

Gunstock is excited to open the 2024 Outreach Program.

Whether you are a returning student or brand new to the Outreach Program, we are sure you will find lots of useful information in this packet. We hope it will answer many of your questions and get you excited for the Season ahead. Any additional questions you might have can be answered by your local Program Coordinator.

Program Basics

Gunstock's Outreach Program is a 4-week program coordinated through local schools, home school groups, and community organizations to offer snow sport recreation opportunities to area students ages 8 – 18 years old (High School Seniors, No College Students). Students must register with a group to be able to participate in the Outreach Program.

Students registered in the Outreach Program purchase:

- a Midweek, Prime or Nordic Season Pass, good all season long.

and receive:

- a complimentary 50-minute lesson, during the 4 scheduled Program days.
- complimentary rentals, during the 4 scheduled Program days.
- (4) or (6) BFF 50% off Vouchers for friends and family depending on when you register. Midweek & Prime Season passes receive Lift Ticket Vouchers; Nordic Season Pass holders receive XC Trail Network Vouchers.

For a full list of Season Pass holder benefits, please visit [Gunstock's website](#).

Nordic Programs are not offered at night and there must be at least 5 registered students for a group to offer a Nordic option. Please contact your local Coordinator to inquire about this option.

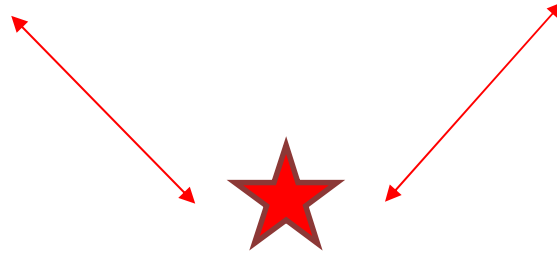
Please refer to the Frequently Asked Questions and the Ski & Ability Chart for more detailed information to assist you during the registration process and throughout the Outreach Program. Both documents are included with this packet and can be accessed on our website as well:

<https://www.gunstock.com/groups/outreach-program/outreach-program/>

What Does It Cost to Participate?

Program Cost is broken down by the type of Season Pass purchased and when the pass is purchased.

Tier 1 pricing is our best pricing and is available from the open of registration through October 27th.



	Tier 1 9/29 – 10/27	Tier 2 10/28-11/17
Midweek Youth Season Pass	\$175	\$225
Prime Youth Season Pass	\$325	\$375
Nordic Youth Pass	\$89	\$109
BFF 50% off Vouchers	6 Vouchers	4 Vouchers

**Gunstock reserves the right to alter the registration period and/or cut off Season Pass sales once capacity has been reached. So please don't miss out.... register early.*

Midweek Passes: Passes are valid from beginning to end of season Monday-Friday during Non-Holiday Periods. Midweek passholders receive 50% off lift ticket purchases every Saturday and Sunday and during our holiday periods, which are 12/25/23 to 12/29/23 (vacation week), 1/1/24, 1/15/24 (Martin Luther King Day), and 2/19-2/23/24 (vacation week).

Winter Prime Program Pass: Passes are valid from the beginning to end of season every day of the 2023-2024 winter season with no black-out dates.

Nordic Program Pass: – Unlimited access to the cross-country trail network. Valid every day of the 2023-2024 winter season with no black-out dates.

*****Please register Early! *****

Gunstock's Outreach Program Registration closes November 17th. No Exceptions.

2024 Session Dates

Your Program Coordinator will inform you which day and time your Program will be scheduled to visit Gunstock.

How to Use This Chart?

Scroll down to the Day of the week your local Program is scheduled and then scroll across the chart to log the dates into your calendar.

Example: If your program is scheduled for Session 1 on Thursdays at 10 AM, your Program will be visiting Thursdays on 1/4, 1/11, 1/18 and 1/25. We have included a Make-Up Day of 2/1, just in case there is a cancellation for any reason (school closings due to snow or public health precautions).

Session 1

Monday Programs, please note the dates

Day of Week	Day 1	Day 2	Day 3	Day 4	Make-Up Day	Notes
Monday	1/8	1/22	1/29	2/5	2/12	No Outreach 1/1 New Years Day 1/16 MLK Day
Tuesday	1/2	1/9	1/16	1/23	1/30	
Wednesday	1/3	1/10	1/17	1/24	1/31	
Thursday	1/4	1/11	1/18	1/25	2/1	
Friday	1/5	1/12	1/19	1/26	2/2	

Session 2

Day of Week	Day 1	Day 2	Day 3	Day 4	Make-Up Day*	Notes
Monday						
Tuesday	2/6	2/13	3/5	3/12	3/19	Makeup date for day groups only
Wednesday	2/7	2/14	3/6	3/13	3/20	Makeup date for day groups only
Thursday	2/8	2/15	3/7	3/14	3/21	Makeup date for day groups only
Friday	2/9	2/16	3/8	3/15	3/22	Makeup date for day groups only

*All Session 2 Make-Up Dates are dependent on conditions. The scheduled last day for Gunstock's Night Operations is March 16, 2024; make-up dates for night group cancellations will be managed on a case-by-case basis with no guarantee of availability.

****Session 2 NIGHT Programs may have a slightly different schedule if your program chooses to attend the week of 2/26-3/1.** Your Program Coordinator will provide the dates for your 4 Program Days.

Participant/Family Responsibilities

- Provide all information required by your program within the specified timelines.
- Use the program-specific link to purchase Outreach products. If an existing account does not already exist, create a parent/guardian account on Gunstock's eStore and associate your children to your account. Please see the Step-by-Step Registration Guide included in this packet. Please don't hesitate to reach out if you need assistance.
- During Checkout be sure you selected the following:
 1. Name of Your Outreach Program from the drop-down menu;
 2. One Outreach Pass per eligible child (Midweek, Prime or Nordic);
 3. Equipment rentals: Type needed or Choose No Rentals if not needed.
 4. Lessons: Select Ski or Snowboard and Level; or Choose No Lessons. Please refer to the Ski & Ride Ability Chart included in this packet for assistance in selecting the appropriate level.

***Rentals and Lessons are complimentary during the 4 Program Days, but you must select them for your child to be signed up for them.**

- Provide rental information (height, weight, shoe size, and ability level) at time of selection for students planning to rent equipment.
- Sign required program waiver(s). *Waivers can be signed electronically at time of purchase ONLY if the product is purchased through an account registered to an adult. Waivers can also be signed in-person at the Ticket Office.* Waivers cannot be mailed or emailed as we no longer have paper waivers.
- Provide an updated photograph for each child's pass. Photographs can be taken at Gunstock when passes are picked up or can be sent via e-mail to services@gunstock.com. Student photos are updated every season. Sending a school pic is quick and easy.
- Pick up and/or verify your child's personal RFID card **in advance** of your first program day. *Note that students who forget or lose their passes will be charged \$5.00 for a replacement card. We recommend adding \$5 of Mountain Money into your child's account...just in case.*
- Communicate directly with your Groups' Program Coordinator to report absences, issues, or concerns.
- Review safety information and Know the Code for safe skiing and riding.

*****Students do not need a new RFID card if they have their card from last season.***

A \$5 fee applies to all RFID cards that need to be replaced.

Lessons

The Gunstock outreach program offers 4 weeks of 50-minute lessons to many participants during scheduled Program Days. Signing up for the right class and coming to the first week can sometimes be overwhelming.

Students signed up for lessons can expect to learn new skills and improve their skiing &/or riding skills weekly.

Lesson Specifics:

- 50-minute lesson
- Class Size- typically 6-10 students
- Groups are constantly adjusted in an effort to keep kids of similar skills or on similar terrain. Groups may have students with higher or lower skill levels.

During your first Program Day, our professionally trained Instructors will be evaluating and assessing all students in their respective groups. They will note any recommendations for adjustments to be made to their assigned groups. Our instructors will continue to evaluate students throughout the 4 weeks and make recommendations as appropriate. We will also move students if they feel overwhelmed by the speed or terrain of the group and would be more comfortable moving to a lower-level group.

Lessons may be conducted on easier terrain than your child typically skis or rides. This is especially true in the first week, when instructors are evaluating and assessing all students assigned to their groups. Even in later weeks, instructors may use lower-level terrain to teach higher-level skills.

Please direct all concerns about your child's lessons to your Program Coordinator.

For more personalized skills development, private lessons are recommended.

Please contact our Snowsports Reservations Center at 603-737-4388 to learn more about the learning options and pricing. Our Snowsports Learning Center offers lessons almost every day of our daytime hours of operation.

All Season Pass holders receive discounts on most learning opportunities including Private and Semi-Private Lessons.

Registration and Payment

Outreach registrations and payment are processed on Gunstock's website (eStore) via a program-specific link. Registration is online only.

- Please see the Step-by-Step Registration Guide included in this packet.
- Reset a password from the login page of the eStore;
- Login using your RFID Code;
- If that has failed, send an email to services@gunstock.com for further assistance;

*****All students must purchase an Outreach Pass by the close of registration on November 17th.***

Please register as early as possible as Gunstock reserves the right to alter the registration deadline and/or cut off Season Pass sales once the Outreach Program and/or Gunstock Mountain has reached capacity limits. No Exceptions

Program Refunds

The purchase of an outreach season pass and associated services is a final sale, with no refunds or transfers, for any reason.

A refund, in the form of a gift card or Mountain Money, can only be issued for season-ending injuries. All Outreach passes are Gunstock Season passes and therefore follow the refund policies published in the Season Pass Terms and Conditions, which state: "In the event of an injury, issued passes may be eligible for a prorated credit onto a gift card or Mountain Money. I must provide a note from a doctor's office on letterhead prior to gift card or Mountain Money being issued. If a pass is not used a credit may be issued onto a gift card minus a \$29 processing fee prior to 3/31/24. ***Season passes are non-refundable .***"

Pass and Rental Fitting Night

A Pass and Rental Fitting Night is scheduled for December 13th from 5pm – 8pm. It is a great opportunity to have a rental fitting to be sure the right sizes have been selected, to update your child's photo, and to pick up your child's RFID card. Significant discounts on helmets and other items will be available in our retail store during our Pass Night event.

Seasonal Lease Program

Gunstock offers great rates for leasing ski & snowboard equipment for the whole season. It is a very popular program so please be sure to book early by contacting retail@gunstock.com or call 603.737.4331. This is a great option for those who will be visiting outside of the Outreach Program.

Frequently Asked Questions

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

If you have previously purchased a season pass for your child, we will refund your purchase to Mountain Money. Once the refund has been made to your account, you can follow the on-line instructions and check-out using the Mountain Money that has been credited to your account.

Please contact the Ticket Office at (603) 737-4388 or email: services@gunstock.com to request assistance with converting to an Outreach Pass. When emailing, please use "OUTREACH PASS CONVERSION" in the subject line.

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 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. *Please consider adding Mountain Money into your child's account to cover the fee for a lost/forgotten pass and/or any purchases while at Gunstock.*

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

YES! If your child does not currently have their own equipment or if they have outgrown their equipment, we highly encourage you to sign-up your child for rentals. Signing them up for rentals guarantees they will have the equipment they need for their first Program Day. If you later determine they don't need them, we ask that you let your coordinator know as soon as possible. Please do not call Gunstock directly to add or subtract rental gear.

What if I forgot to sign my children up for lessons and/or rentals when I bought their passes?

If you realize the mistake prior to November 17th, please contact your coordinator.

Lessons cannot be added after November 17th. No exceptions. Instructor staffing is determined by the number of students who are registered by the close of registration. Unfortunately, we are unable to accommodate additions after November 17th.

If you realize you need rentals after November 17th, please attend the Pass & Rental Fitting Night on 12/13 from 5pm – 8pm or contact your Coordinator. Please do not call Gunstock directly to add or subtract lessons or rentals. The option for adding rental equipment in advance of your first program day closes 12/13 for both sessions.

If you determine your child needs rentals after 12/13, they will need to go to the Ticket Office with a responsible adult to complete the rental process on their first Program Day. This will take extra time and we cannot guarantee they will be ready for their first lesson. However, their rentals will be pre-set with the rest of their group for the remaining scheduled Program Days.

If my children take lessons before the program starts and are no longer first-timers (or beginners), how do I change their lesson level?

We love your commitment! Please inform your coordinator of any changes to your child's lesson levels at least one week prior to the first program day. We will do our best to accommodate any changes to their ability, but we cannot guarantee changes will be made for their first Program Day.

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 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?

We do not issue refunds or schedule make-up lessons for short term illnesses such as the flu, covid, 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 or Mountain Money*. You must provide a doctor's note stating the date of the injury or illness and submit a refund request via email to (outreach@gunstock.com or services@gunstock.com). *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?

Please go over the Ski & Ride Ability Chart carefully with your child to select the appropriate lesson level before the program begins. Any concerns relating to the lesson level should be brought to your group Coordinator. Please also understand that lessons are designed to build the skills of the group, and as such, lessons may be conducted on easier terrain than your child typically skis or rides. Gunstock's instructors, in conjunction with the Program Coordinator, will make the final decision as to the appropriate lesson level for each student.

My child's instructor said my child 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?

You can begin by reassuring your child that they will have free ski/ride time to be with his or her friends.

You can direct your concerns about your child's lessons to your Program Coordinator.

Please keep in mind that Gunstock's instructors are working 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.

We do our best to group students as close to similar abilities as possible, but not all groups will be perfectly matched every time.

What if my child wants to switch from skiing to snowboarding or vice versa each week?

While in the Outreach Program, your child may switch discipline only one time within two days of the first Program Day. No exceptions. We cannot accommodate switches after the first week because it becomes difficult to fit students into existing lesson groups. Students who have been progressing in their lessons are at a different place than a student joining the group for the first time. This is especially true for our 1st Timer and beginner lesson groups, as those groups tend to make the most progress from week to week.

Students will not be permitted to switch back to their original discipline within the parameters of the Outreach Program.

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. We advise coordinators to weigh this decision carefully as programs have only one make-up day built into the schedule. If the group cancels, no program lessons will be held that day.

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

Please direct all questions, concerns, and comments to your local Outreach Program Coordinator.

Ski & Ride Ability Chart

SKI

● **FIRST TIMER**

You have never skied before. Or you are working on the basic movements of skiing.

● **BEGINNER**

You are becoming consistent in stopping and turning using a wedge on the easiest green trails.

●■ **INTERMEDIATE**

You can control yourself on all green trails and are gaining control on the easier blue trails. At times you are in a wedge and at times you are parallel.

◆ **ADVANCED**

You ski mostly parallel on blue and some black trails and are trying to master challenging conditions.

SNOWBOARD

● **FIRST TIMER**

You have never snowboarded before. Or you are working on the basic movements of riding.

● **BEGINNER**

You can side slip and traverse the slope on one edge or complete an independent heel and toe turn on green terrain.

●■ **INTERMEDIATE**

You can link turns from heel to toe and toe to heel. You can control direction and speed on all green terrain. You are gaining control on easier blue trails.

◆ **ADVANCED**

You can ride with confidence on groomed blue trails and some black trails and are trying to master challenging conditions.



SAFETY @ THE MOUNTAIN



SKI PATROL

How To Contact SKI PATROL:

603.737.4300 DIRECT CALL TO FIRST AID

- REPORT TO ANY LIFT ATTENDANT OR GUNSTOCK EMPLOYEE.
- TELL AN ADULT YOU NEED HELP! CARRY A TRAIL MAP, AND TRY TO KNOW WHICH TRAIL YOU ARE ON.

YOUR RESPONSIBILITY CODE

- 1 Always stay in control. You must be able to stop or avoid people or objects.
- 2 People ahead or downhill of you have the right-of-way. You must avoid them.
- 3 Stop only where you are visible from above and do not restrict traffic.
- 4 Look uphill and avoid others before starting downhill or entering a trail.
- 5 You must prevent runaway equipment.
- 6 Read and obey all signs, warnings and hazard markings.
- 7 Keep off closed trails and out of closed areas.
- 8 You must know how and be able to load, ride and unload lifts safely. If you need assistance, ask the lift attendant.
- 9 Do not use lifts or terrain when impaired by alcohol or drugs.
- 10 If you are involved in a collision or incident, share your contact information with each other and a ski area employee.

Know and Obey the Code. It's Your Responsibility.

If you need help understanding the Code, please ask an employee.



LINKS... FOR SAFETY EDUCATION

Visit www.nsaa.org

At the top of the page, click SAFETY

Educational topics include:

- Collision Safety (A parent should watch the video first before younger children)
- Lift Safety
- Kids on Lifts
- Helmet Safety
- Terrain Park Safety
- YOUR Responsibility Code – Link to YouTube video: <https://www.youtube.com/watch?v=k1EglfMag7k>



Ski trail ratings overview

- Easier ("beginner")
- More difficult ("intermediate")
- ◆ Most difficult ("expert")
- ◆◆ Most difficult, use extra caution ("expert only")
- Terrain park ("freestyle terrain")