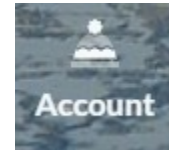


Frequently Asked Questions:



Q: How do I log in?

A: Click the Beanie that says Account in the upper right-hand corner of the page.

Q: How do I create my child's account?

A: The easiest time to do this is when you are ready to "Assign a Guest" to the Ski PE product. **Login in to your account FIRST**. Once you have the Ski PE product(s) in your cart, hit checkout, then click on the green button that says "Assign a guest". The top option will let you assign your child if their account is already linked to yours. The third option will let you create your child's account.

A screenshot of a web form titled "Assign Guest" with a close button (X) in the top right. The form has three options: "Have some guests already saved in our records?", "Can't find that guest you're looking for?", and "Create a new guest". A blue arrow points to the "Create a new guest" option. Below the options is a note: "If your guest is not currently linked to your account, and doesn't have an account of their own, create a new guest to link to your account and assign them to this product. (Only guests whose age is appropriate for the product can be added.)". The form contains input fields for "First Name*", "Last Name*", "Email*", "Phone Number*" (with a "+1" prefix), and "Date of Birth*" (with a calendar icon and "Eg (MM/DD/YYYY)" below it). A green "Create Guest" button is to the right of the date field. A grey "Complete" button is at the bottom left.

Q: It says "error that you must be 18 to order".

A: Oops! You've signed into your child's account and not yours! Try logging out and logging back into your account. If this is the first account created for your family, please email SkiPE@BridgerBowl.com and tell us:

- Your name, birthday, phone number and email address
- Your child's name and birthday

We will fix your accounts and let you know when you can try registering again.

Q: I forgot to add rentals or lift tickets! What do I do?

A: First, email your coordinator what you need added to your registration so they know. If you need rentals added, they will need to know your child's height, weight, shoe size and skier type/snowboard stance.

Q: I've added the lessons to my cart, but it says the cart is empty. What do I do?

A: You need to either:

- clear the cache on your web browser
- open the link in "incognito mode" or in a private browser

Q: I wasn't able to add a new/replacement Bridger Bowl Card online, or I just realized that its lost. What do I do?

A: Just let your coordinator know! If it's the night before or morning of the trip, please send you child with an extra \$5.