

5. **I'm trying to purchase an Outreach pass for my child, but I can't find Outreach on your website.**  
To purchase an Outreach pass, you must log in to the eStore using a special link provided by your local coordinator. Go to "My Account" → "Guest Groups." If your Outreach group does not appear on that page, please contact your coordinator for the link for your group and log in again using that link.

6. **I bought a season pass for my child, but I can't sign the waiver.**  
Waivers can only be signed by an adult. If you purchased the pass through an account in your child's name, you will not be able to sign waivers until you create a new account for yourself and associate your child's existing guest record to your new account. You **MUST** have your child's RFID code to properly create the association:

1. Log in to your child's account and click "My Account" in the menu.
2. Copy the RFID Code from the top of the Customer Info page.
3. Log in to your own (parent/adult) account.
4. Go to "My Account" → "Associates" → "Add New"
5. Enter your child's RFID Code into the box, then click the magnifying glass to search. Do NOT click "I Don't have a Pass" as this will create a duplicate guest record and you will not have access to the waivers for your child.

If you need help with this process, please call the Ticket Office at 603-737-4388.

7. **I bought a season pass for my child. How do I get the vouchers for 50% Off Lift tickets?**  
BFF 50% off Lift Ticket vouchers are online Smart Vouchers. If your child has their own eStore account From your child's account, go to "My Account" → "Smart Vouchers," and then click the "Redeem" button for the voucher you wish to redeem.

8. **Can I, the Parent have the BFF vouchers on my account?**  
If you need assistance moving your child's Vouchers into your account, please email [services@gunstock.com](mailto:services@gunstock.com) with the subject line: Transfer Vouchers. In the content of the email, please include the following:  
Child/Children's Name & Date of Birth  
Adult Receiving the vouchers Name and Date of Birth.

**\*\*You can request to have all your child's vouchers transferred by email early in the season. We encourage you to do it early so they are ready to use when you are ready to hit the slopes!**

9. **I tried to use my child's BFF 50% off Lift Ticket Voucher to buy a ticket, but it tells me tickets are sold out. My child cannot ski/ride alone. What do I do?**  
A BFF 50% Off Lift Ticket Voucher does not guarantee a lift ticket. Lift tickets sell out during busy periods. \*Please buy early to ensure tickets are available for the days you wish to visit with your