

child. If you booked your Vouchers for Program Days that get cancelled, please send an email to [services@gunstock.com](mailto:services@gunstock.com) right away and they will credit the voucher back to your account. For all other cancellations, please email [services@gunstock.com](mailto:services@gunstock.com) at least 48 hours before your scheduled visit.

**10. I'm buying an Outreach pass with rentals for my child. What do I use for "Ability" and "Type" when entering rental information?**

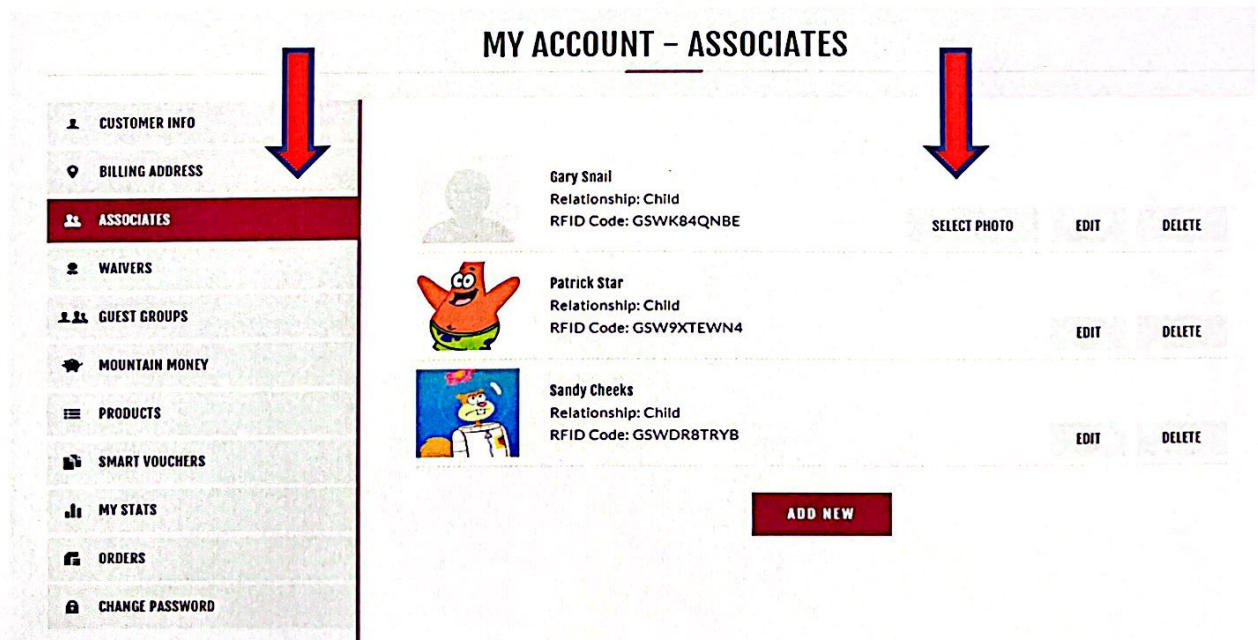
"Ability" is a ski-specific setting that determines the release settings for the ski's bindings. Beginner or extremely cautious skiers are Type I. Very aggressive skiers, such as racers and people who do lots of jumps, are Type III. Everyone else is usually a Type II skier.

"Type" is a snowboard-specific setting that describes whether a snowboarder rides with their left foot in front ("regular") or their right foot in front ("goofy"). If your child is new to snowboarding, their rental board will be set up in a neutral position, and their instructor will help them determine the best stance for them.

**11. How do I add or update my or my child's Season Pass photo?**

If this is you or your child's first time as a Season Pass holder, we will take a photo when you come to Gunstock to pick up your new pass.

You can only upload a photo the very first time you create an account. Go to the eStore, log into your account, click on Associates and click "Select Photo". \*Photos can only be updated by Gunstock once an initial photo is uploaded.



We can update a photo by email. Please e-mail a clear photo showing your child's face to [services@gunstock.com](mailto:services@gunstock.com), making sure to include your child's name and date of birth. Outreach families can also e-mail photos to [outreach@gunstock.com](mailto:outreach@gunstock.com).