

Gunstock eStore Frequently Asked Questions

1. **The eStore tells me “No customer account found” when I try to log in, but I know I have an account. What do I do?**

This message appears when an invalid username is entered. If you do not remember your username, please do NOT create a new account! From the Account login page, you can click on “Forgot username” or “Forgot password”.

You may also email us for assistance. Please be sure to email us your full name and date of birth to Gunstock at services@gunstock.com using the subject line “USERNAME NEEDED.” Note that clicking the “Forgot Password” link will not resolve this problem.

2. **The eStore tells me “The credentials provided are incorrect” when I try to log in. What does this mean?**

This message appears when you have typed a valid username, but not a valid password. Click the “Forgot Password” link to resolve this problem. *Please be sure to check your spam folder if you do not see an email from Gunstock in your inbox.

3. **I tried to create a new account on the eStore, but it tells me “The Specified e-mail address already exists.”**

This message indicates that there is already an eStore account associated with the e-mail address you provided. *Return to the sign-in page and click on (forgot password). Alternatively, if you previously created an account in your child’s name with your e-mail address, you will need to:

1. Log in to your child’s account
2. Change the e-mail address associated with your child’s account
3. Log out of your child’s account
4. Create your new account using your e-mail address.
5. You can also reach out to the Ticket Office for assistance by calling 603-737-4388 or emailing services@gunstock.com

Please note that it can take up to 24 hours after changing your child’s account before you can create your new account using your address. So please don’t wait until the last day of registration to login to your account 😊.

4. **I have visited Gunstock within the past 3 years, but I do not have my RFID code to create my new eStore account.**

If you have skied, snowboarded, or enjoyed any of Gunstock’s summer adventures in the last few years, you already have a guest record in our database with an RFID code. Please email your full name and date of birth to Gunstock at services@gunstock.com using the subject line “CODE NEEDED” to find the code needed to link your new eStore account to your existing guest record.

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 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

child. If you booked your Vouchers for Program Days that get cancelled, please send an email to services@gunstock.com right away and they will credit the voucher back to your account. For all other cancellations, please email 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.

MY ACCOUNT - ASSOCIATES

Associate	Relationship	RFID Code	Actions
 Gary Snail	Child	GSWK84QNBE	SELECT PHOTO EDIT DELETE
 Patrick Star	Child	GSW9XTEWN4	EDIT DELETE
 Sandy Cheeks	Child	GSWDR8TRYB	EDIT DELETE

[ADD NEW](#)

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We can update a photo by email. Please e-mail a clear photo showing your child's face to 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.