

GETTING TO KNOW YOUR RESORTS KEY SERVICES

Today's modern resorts are designed to have everything you need right at the mountain. At most base lodges they rent equipment, sell snow sport clothing, and offer a variety of services to accommodate beginning through advanced skiers. This article will briefly cover five main service areas to help guide you through your day.

Guest Services:

One of the best resources for everyone at the resort is Guest Services. Whether you want more information on the weather or snow conditions, where to locate storage lockers, reporting a lost item, or how to contact a lock smith to retrieve the keys you locked in your car, guest services are there to help. They'll also provide you with a feedback card if you'd like to share your experience at their mountain!

Ticket Sales:

If you're a skier and you don't need equipment, you can start your day by going directly to the ticket sales office. Resorts often have an indoor and outdoor area where you can purchase your lift ticket for the day. In order to buy a season pass or if you qualify for a discounted lift ticket, you may need to go to a separate sales office for assistance.

Ski School:

If you are interested in taking a lesson or want to get more information on package prices that include lessons, rental equipment and a lift ticket, go to the ski school sales office. This department will provide you will all the information you need to get started.

Rental Shop:

The rental shop is designed to outfit you with skis, boots, and poles. Although it's highly recommended you wear a jacket and pants that will keep you warm and dry, not all resorts rent outer wear. Call ahead if you need these items to make sure you can rent or purchase them at your resort.

Ski Patrol:

These hard working folks put in long days on the mountain and are often the first to arrive and the last to leave. Their main job is to help people have a fun and safe experience on the mountain. Patroller's have small buildings stationed around the resort so that in the event someone gets hurt they can get to them quickly, and help guide them safely to the bottom of the mountain for further evaluation.

Ski resorts are equipped to make your week long vacation or day trip an unforgettable experience. Knowing where and how to access all of the resorts services are key in making your day effortless and enjoyable. Take the time to familiarize yourself with the resort base lodge and on mountain facilities before you get started.

