



# Skier Services Reservation Guide & Frequently-asked Questions

## CONTACT INFORMATION

Reservations Toll-free:.....888-754-8477  
Reservations Direct:.....435-645-6648  
Reservations Fax:.....435-645-6937  
Website: .....deervalley.com  
Mailing Address:.....PO Box 739, Park City, UT 84060

## Frequently-asked Questions

***What if it snows when I have lessons reserved?*** It's the mountains and we do have unexpected snow storms, but that only brings you more of the greatest snow on earth! All lessons for adults and children will go out on time regardless of the weather. Fees will apply to lessons cancelled after the deadline.

***Can I have my assistant or travel agent book my Skier Services reservations?*** To ensure that Skier Services products are booked accurately and to provide complete information and security, we prefer to speak directly with our guests. However, if you would like to authorize your assistant to book your reservations and make changes for you, please let us know.

***We will be coming to Deer Valley with other families. Can we put everyone in one file to make it easier?*** Actually, that will make things more difficult for you! By having one file for each family with your own information and payments, we are able to keep a more accurate record of your activities. Our agents will be more than happy to set up a file for each individual family, secure with its own payment and liability information. Also, this ensures the privacy of the information in your file.

***How do I know which group program to book for my child?*** We have that covered! The highly-trained child development experts on our staff have gone to great lengths to put together programs that will instill the love of skiing as well as entertain children 3 - 18 years of age. Our children's lessons are structured to encourage young skiers and meet their needs both developmentally and physically. If you feel your child would do better in another environment, we encourage you to book private lessons.

***In your children's best interest, we may move them to the appropriate program based on their motor or communication skills or for safety reasons.*** Minimum age requirements are strictly observed for safety reasons.

***What is included in a Rental Package?*** A full rental package includes skis, boots and poles. If you will need a helmet, please ask our agent to reserve one for you at an additional cost. Our equipment is never used for more than a few seasons to ensure a high-quality rental package. In order to provide you with the most enjoyable experience, we recommend advance reservations for all Skier Services products.

***What if children's group lessons or child care are not available for my dates?*** If we are not able to confirm a group lesson or child care reservation, we have a wait list. We will place your children individually on the wait list for the appropriate program and specific date(s). We must have a complete

guest file, including email address and credit card number. If your requested date becomes available, we will reserve the activity, process payment and notify you by email. This may happen anytime up to two days prior to your requested date. If you do not receive an email, please check in at any of our eight Skier Services locations the day before or the day of and we will do our best to assist you. If you do receive an email and your plans have changed, you must comply with our cancellation policy in order to receive a full refund for the lessons booked.

***Can I take a private lesson with my children?*** Because adults and children learn at a difference pace and through varying teaching techniques, it is better not to share the lesson time. We suggest that you take separate lessons or split the time.

***Is it possible for family members or friends to be in the same group lesson?*** We cannot guarantee any placement in group lessons. To ensure a quality lesson, we must form classes based on age and ability zone.

***What if I have a lesson at 9 a.m. and my child's group lesson doesn't begin until 10 a.m.?*** Our Children's Center offers complimentary early drop-off care for all children between 8:30 and 9:30 a.m. who are booked into group lessons. Ask our Skier Services Reservations Agent for details.

***What will my child eat for lunch and snacks in group lessons or child care?*** The Children's Center serves a variety of "kid-approved" options that are nutritious and tasty. If your child is unable to eat certain foods, please fill out a 'Special Needs' form so our staff can help monitor his/her food selections. You may also bring a lunch or snack for your child, but please be aware that our facilities are **nut-free**.

***Can my child still meet his/her group class if they are late?*** All activities begin promptly at their designated times. Please allow a minimum of 60 minutes to arrange for equipment rentals and arrival at your meeting location on time. Due to the size of the resort and the number of skiers enrolled in activities, we are not able to accommodate late arrivals. Refunds will not be issued.

***More questions? Please let our Skier Services Reservations Agents assist you. Simply call our toll-free number at 888-754-8477.***

## **When and How to Reserve Skier Services Products**

*Advance reservations are essential for all Deer Valley services throughout the ski season, and especially during the December holidays, Martin Luther King weekend, Presidents' Day week and the month of March. Reservations are subject to availability and may reach capacity at any time. Please make your reservations as early as possible.*

- The full amount of Skier Services products will be charged to the credit card provided at the time of booking.
- To avoid reservation conflicts and duplicate charges, it is highly recommended that only *one* family be included on each reservation.

***For phone reservations, please call us at:*** 888-754-8477 or 435-645-6648 from 8 a.m. to 5 p.m. We're open Monday through Friday until December 3, 2011; then open daily through April 15, 2012.

- **July 5, 2011:** Reservations for winter season begins. Accepting all reservations for childcare, group ski lessons, rentals and private lessons, except those requesting a specific instructor
- **September 6, 2011:** All reservations including those for private lessons with a requested instructor

## Reservation Confirmation

A confirmation packet will be emailed to you when you make your reservation. Please review it carefully for accuracy. Please note the cancellation/change and no-show policy included in the packet and in this brochure. Call us as soon as possible to make any adjustments to your reservations. Please ask your Reservations Agent to clarify our policies, if you have any questions.

### *Families with Children under 18 years of age*

Included with your confirmation packet will be a link to the Acknowledgement of Risks Agreement for your children. To expedite the process and avoid a wait in line on the day of your reservation, please download, print and complete this form. Return it to our office by MAIL or FAX **no later than 14 days prior to the start of your reservation**. We will mail the appropriate activity tickets and rental forms so you can proceed directly to your meeting place. *We highly recommend using this valuable time-saving service!* If we do not receive the Acknowledgement form at least 14 days prior to the start date of your reservation, you will need to visit us at any Skier Services location to have your tickets printed.

## Skier Services Locations & Hours of Operation

All locations are open seven days a week during the winter season.

Snow Park Children's Center .....	8:30 a.m. to 4:30 p.m.
Snow Park Ski School Office .....	8:30 a.m. to 5 p.m.
Snow Park Rental Shop.....	8 a.m. to 7 p.m.
Silver Lake Rental Shop.....	8 a.m. to 5:30 p.m.
Lodges at Deer Valley Rental Shop .....	8 a.m. to 5 p.m.
Stein Eriksen Lodge .....	8:30 a.m. to 5 p.m.
St. Regis Deer Valley .....	8:30 a.m. to 5 p.m.
Montage Deer Valley .....	8:30 a.m. to 5 p.m.

## Reservation Changes or Cancellations

We understand that sometimes your plans change or you need to cancel your Skier Services reservations. No problem, as long as you notify our Reservations Center **before 5 p.m. two days prior**. You can change (based on availability) or cancel any reserved lesson, child care or rental product and receive a full refund. If the reservation is not cancelled or changed by this deadline, the following fees, per product, per person, will be deducted from the refund amount:

Private Lesson.....	\$100
Max 4, Teen Escape, Adventure Club, Reindeer Club, Bambi & Fawn Special.....	\$ 75
Child Care .....	\$ 45
Ski Rentals .....	\$ 20
Specialty Programs .....	\$ 75

*Please note: Specialty Programs must be cancelled before 5 p.m. two days prior to the first day of the program, not during the program itself.*

- No-shows for any reserved services will be charged for the missed day and the remaining reservations will be cancelled and appropriate fees applied. Products cancelled after the start time are considered a 'no-show.'
- Reservations must be cancelled with a Skier Services Reservations Agent by phoning our Reservations Department **or** in person with a Skier Services Sales Agent at one of our Sales Locations.
- Skier Services products are non-transferable to another family member, friend or relative or to a different day.
- Weather and snow conditions are not viable reasons for cancellation.