



# Pleasant Mountain

## Pleasant Mountain Ski & Ride FAQ's

- **When can I ski/ride?** Sunday Funday tickets are valid for the 5 Sundays listed on our registration page.
- **Missed Trips, Cancellations, Inclement Weather:**
  - If Wells Rec cancels a trip due to inclement weather, we will email & text all participants. Typically, we try to make this call by Saturday evening if necessary. We will schedule a make-up day.
  - If a participant is unable to attend on a make-up day or misses a visit with the group, they will not be refunded. Missed visits for tickets and rental equipment are automatic vouchers loaded onto their Go Card. Tickets and rental equipment are valid non-holidays on SUNDAYS and cannot be moved to other days of the week.
- **Where does the group meet?** We will be meeting outside between Guest Services and the Great Room. See image. The bus will arrive around 9:45am and we will proceed to the check in area. Check-In Times are 12pm, 2pm & 4pm (to pack up).
- **Boyne Go Card/RFID Tickets – What is it and how does it work?** RFIDs are plastic cards the size of a credit card. They are electronically loaded with your tickets for the season (no more paper tickets on a wire!) You will need to scan your card each time you get on a lift so keep it in a zippered pocket on the left-hand side of your jacket. It must be by itself, away from cellphone, keys, or wallets.
- **Boyne Account:** If you do not have a Boyne account you will need to create an account. Visit <https://www.pleasantmountain.com/boynerewards>
- **Lost your Go Card?** A replacement card may be purchased for \$5. Please check with Natalie before going to Group Sales/Guest Services.





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- **How do Rentals work?** Those renting equipment; height, weight, shoe size & skier type are required during the registration process. Fittings will not be offered and are not necessary prior to the groups' arrival. Anyone who has chosen to rent equipment will go directly to the Rental Shop upon arrival with one of our chaperones to try on boots and get their equipment.
- **How are we identified as part of Wells Recreation?** Each participant will be expected to wear a yellow bandana to allow Wells Rec staff and mountain staff to identify individuals quickly in the event of an emergency. Bandanas will be provided by Wells Rec and must be returned at the end of each trip. All Bus Transportation participants must ski/ride in a group. Participants may need to ski/ride with people they don't know (yet) so that participants are with people of similar abilities and that no one skis alone.
- **Who do we contact if we need assistance?** The Program Coordinator is Natalie Gould. She can be reached at 207-251-8211 (cell). Text is best on the mountain. Other group chaperones will also be available. Their contact information will be given to participants on the first day.
- **How does transportation work?** The bus & staff will arrive at the Rec Park (lower parking lot) around 7:45am to begin loading. We try to leave as close to 8:00 as possible. **If your child will not be attending on a particular day, please email/text/call Natalie at 207-251-8211 or [ngould@wellstown.org](mailto:ngould@wellstown.org) so that we are not waiting for someone who is not coming.** Pick up will be around 5:45-6:00pm at the Rec Park. We typically ask the kids on the bus to call/text their ride when we go by the Kennebunk Rest Area just to give parents a heads up in case we are a few minutes early/late.
- **More questions?** Contact Natalie at [ngould@wellstown.org](mailto:ngould@wellstown.org) or 207-646-5826 ext. 511.