

Hello Multiweek School Program Families,

Thank you for reserving programming with Stevens Pass this winter! We are looking forward to sliding with you soon. As many of you know Stevens Pass recently became a member of the Vail Resorts family, a very exciting change that has also seen us switch over our customer database and sales system.

If we have already connected with you via phone and collected payment for your School Program order, please disregard this email. If not, please know that we are working hard to contact everyone as we know many of you will be anxious to have your lessons paid for and passes in hand as close to opening day as possible.

With that goal in mind, here is how you can help us get your order completed faster:

1. Visit <https://www.snow.com/>
2. Click Sign-In and follow the steps to either:
 - Login if you have previously purchased from a Vail resort
 - Create a new account which should connect you to your previous Stevens Pass account by entering the same personal information
3. Upon logging in please verify or update:
 - Your account holder information
 - Add/update any information for family members
 - Upload photos for any account members without a photo on file who will have a Season Pass product
4. Add a Primary Credit Card to the account:
 - This is an optional step. By adding a credit card and notifying us, we can then process your order without the need to connect over the phone
5. Notify us via email
 - Email reservations@stevenspass.com with: **“My account is updated. Please charge the balance of my invoice”**.

We really appreciate your patience as we work through this transitional process. If you would prefer to call in and pay over the phone, completing steps 1-3 beforehand will help the call go faster and smoother.

Thank you for choosing Stevens Pass, and enjoy the holiday as we await the snowfall.

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