FAQs FOR 2027 SKI/SNOWBOARD MT. SOUTHINGTON BUS TRIP

- **What type of transportation is provided? What time and where do we depart from?**
  We will be travelling via Dattco Bus from & to the Community House each Friday. Please arrive **by 4pm** at the Community House. We cannot wait for any late arrivals!!

  We are tentatively scheduled to depart Mt Southington at 8:30pm and return to the Community House ~930pm. Please opt in for both email AND text notifications so you can get notified when our return ETA is.

- **Can I drive my child to Mt Southington or pick up from Mt Southington?**
  No, the program is built to include transportation. We cannot allow parents to drop off or pick up their child to/from Mt Southington.

- **How does the registration process work through Parks & Rec?**
  Click on the activity ("Winter 2026") under the "Ski/Snowboard Club" program to begin the registration process for this program. PLEASE NOTE, this registration cost covers JUST THE DATCO COACH BUS TRANSPORTATION.

  After registering, a unique link **with a group protected password** will be posted on your email confirmation statement to then sign up through Mt Southington to purchase lift tickets, a RFID card (if needed), and the option to rent equipment or sign up for lessons.

  Lift tickets are $176 per child (for all four dates), ski/snowboard lessons are $72 per child (for all four dates, 60min lessons), & rental equipment is $84 per child (for all four dates).

- **How does the registration process work through Mt Southington?**
  - Parents, guardians, and participants aged 18 or older – If you don't yet have an account with mount Southington, login or register as a NEW CUSTOMER.
  - Use your group protected password posted in your confirmation receipt through Parks & Rec.
  - Click on the **View Group Products** tab.
  - Select **LIFT TICKET** and click **Add to Cart.** (You **must** have a lift ticket before adding a lesson or rental equipment).

- Select the **Excursion** (this is your group name – **27 Town of Branford P & R/Sr. Services**)
- Select the **Guest Name** (The name of the person this product is for).
    - If you have not already done so, you will need to add your child to your account by selecting **add new party member**. *DO NOT MAKE THE PURCHASE UNDER YOUR NAME UNLESS THE PURCHASE IS FOR YOU.*
- Select whether you need a **Reloadable Card**. If you have an RFID card and you have not misplaced it, choose NO, otherwise choose YES. The reloadable card is an RFID card that will hold all the tickets for your group visits. Each participant must have their own RFID card.
- Choose the **Event**. This is the date of your **first** visit and will be the only one in the drop-down menu to select, provided you selected the Excursion already.
- Select **Add To Cart.**
- If you would like to add a ski or snowboard lesson and/or rental equipment, click **Continue Shopping,** and **then use your back arrow** to get return to your group's available products.
- Once all transactions are completed:
    - Click on **CHECK OUT.**
    - Click **NEXT.**
    - Sign any waivers needed. **A PARENT MUST SIGN THE WAIVER FOR ANY PARTICIPANT UNDER AGE 18.** If your child is over 18, they must have a separate account and sign their own waiver.
    - Click **NEXT**
    - Click **CONFIRM**
    - The pay option screen will show for you to make payment.
        - If you have a gift card, please enter it in the gift card section and hit ADD before proceeding with payment.

- **What's a RFID Card?**

  A RFID card is your ticket. These are $5. If you have one from previous years, you don't need to purchase another, but please bring it with you as our group dates will be activated onto your RFID card. See additional info below.
  - Before your first visit, your group coordinator will give the RFID card to each participant in the group who ordered one.
  - To get on any lift, your **RFID card must be on your person and scannable**, so remember to bring it with you for each visit.
  - Do not punch a hole in your RFID card as it will disable the chip and you will need to buy a new card.

- RFID cards can be scanned through your coat or pants so your child can leave the card in an exterior pocket.
- If the card scans and says you are not allowed on the lift, head over to guest services and they can assist you.
- If you forget your card or lose your card, go to guest services and they will issue you a new card for a $5 fee. The old card will then be deactivated. Please discard deactivated cards so that on a future visit you do not try to use it.

- **Can I sign up for singular dates?**
  No, the program registration is for all four Fridays.

- **Can I bring my own equipment? If so, what do I need to bring?**
  Yes, if you have your own ski & snowboard equipment, you may bring it with you. In addition, all participants must bring with them a helmet, goggles, boots, ski pants, a warm jacket, mittens and a hat.

- **Can I rent equipment and where do I go to claim it?**
  Yes, for an extra cost, you may choose to rent ski/snowboard equipment & boots (please see the above equipment you should bring yourself). All equipment is picked up and returned at the Ski Rental building for each visit.

- **If i signed up my child for lessons, where do they go?**
  Mt Southington staff will help direct people to lessons if you signed up for them. Friday night lessons are at 4pm, 5pm, 6pm, or 7pm. Participants may attend the first time slot once we arrive to Mt Southington (if we arrive after a certain time, you may join the next time slot).

- **Can I choose to withdraw from this program? How do refunds work?**
  In regards to bus transportation, all withdraw requests must be made by **12/31/26.** Refunds will be granted back to the original form of payment as long as minimum enrollment is met. Any withdraw/refund requests after this date will not be accepted.

  In regards to purchases through Mt Southington, if withdraws/refunds are requested before the program start date, refunds are only granted onto a gift card minus a $25 processing fee. If participants get injured, a medical note is required, and a refund will be granted back to original form of payment.

- **Is food included?**
  No, participants are asked to bring cash with them for any food purchases in the lodge. In lieu of cash, digital gift cards could be bought through Mt Southington and participants can use that to purchase food with. Click here for a direct link.