

PRIVATE MOUNTAIN DISCOVERY EXPERIENCE- FAQ

What is included in the package experience?

- *A 6 ½ hour private ski lesson or tailored mountain discovery experience with a Heavenly Mountain Instructor is included. You can choose to focus on an instructional-based experience or follow your guide to find the best powder stashes, while attaining priority line access to the gondola and chairlifts.*

How do we book?

- *Once your package is purchased, the reservation team will connect you with our Ski Ambassador, to start developing the experience. Your dedicated Villa Concierge will still be available for introductions or other concerns as needed.*

How many people can use the guide? Is it possible to have more than one guide at a time, ie. for a larger family?

- *This experience can be customized for up to 6 individuals. The package limits one guide per booked package.*
- *Our Ski Ambassador can assist with additional Instructors, but it will be at your own expense.*

Can you have more than one guided mountain discovery experience per stay?

- *For a three-night stay Villa booking, you will receive one customized mountain discovery experience. However, you will receive two customized days for a six or more-night stay.*
- *You may arrange additional days, at your expense, directly with the Instructor starting at the rate of \$1,150 per day. Rates can vary during holiday periods.*

What if we have skiers and riders in the group? (skis & snowboards)

- *With prior notice, we can attempt to select an instructor who can offer dual sport instruction. This is not guaranteed however. Additionally, the Instructor may offer a mountain discovery experience for this type of group.*

How old must you be to participate?

- *Children aged 3 years and older may participate, with a maximum of two 3-4 year old children in each group with accompanying adult.*

Are ski & snowboard rentals included? Do lift tickets need to be purchased separately?

- *Equipment and lift tickets are not included in the package. Our Ski Ambassador will offer guidance for these purchases.*

Is gratuity for the guide included in the rate?

- *Gratuity is not included.*

What happens if the Gondola or mountain closes due to extreme weather?

- *Weather may always play a factor in mountain operations. High wind events or even heavy snowfall can impact operations. Rescheduling during your stay is our primary goal but can't be guaranteed. In the event we are not able to reschedule due to mountain operations being shut down we will do our best to work with you on creating another winter experience for you. An example could be a private snowshoeing experience with one of our preferred vendors.*

How will transportation work for this experience?

- *Transportation to Heavenly Mountain is on us!*

** Several factors will determine the drop off points from either our shuttle or Lincoln Navigators. Size of the group, overall group skill set, and experience level will help us determine the best mountain access point. Variable weather may also play a large factor in the drop off points.*

Where do I meet the instructor? What time does the experience start?

- *The location for connecting with your guide will depend on the experience we have customized for you. Your Ski & Ride Concierge will help coordinate that effort in advance and confirm details 24 hours before. The Instructor will be available to you at the meeting point at as early as 9:30AM.*

What if I want to start earlier than 9:30AM?

- *Heavenly operations start at 9:00AM. Make sure you are in contact with your instructor about your start time and your meeting place in advance.*

How do I communicate with the Instructor if I am running late or need to delay the experience?

- *Your Ski & Ride Concierge will introduce you to your Instructor the day before your experience, and ensure you have contact details in place via text or WhatsApp. We'll of course support you with any communications at any time.*

Is there a full-day option only, or are half-day experiences available?

- *This offer comes with a full day experience consisting of 6 ½ hours. If you opt for a shorter experience, this can be arranged in advance with your instructor.*

Can we stop for lunch or breaks on-mountain?

- *Your Instructor is required to take a 30-minute break during the experience. You can stop at your leisure wherever and whenever you like within in the resort.*

Can I use this experience at another mountain?

- *This opportunity can be arranged at our other local Vail Resorts mountains; Kirkwood, and NorthStar. However, the Instructor will need to make those arrangements with you and your desired mountain well in advance. Private transportation can be provided for an additional fee. You will also need to ensure your lift ticket grants you access to that mountain. (Epic Passes allow you access to all three mountains.) Blackout days may apply.*

What is the cancellation and refund policy?

- *You may cancel your Villa reservation at no charge 30 days (peak season and holidays) and 14 days (non-peak season) prior to your arrival. You will forfeit the entire amount collected if you cancel your reservation in less than the required days prior to your arrival. Non-refundable special offers are excluded and will be stated in the offer's terms & conditions.*
- *If you decide to cancel just the Mountain Discovery Experience part of your stay, we must provide the instructor with one week's notice. There are no value-based refunds if you cancel the experience but not your Villa stay.*
- *Weather and other forces of nature may impact this experience. We will work to reschedule within your stay period in the event weather does impact your selected Instructor date. However, this can't be guaranteed.*

For all other questions and inquiries, please contact your Villa Concierge for more details. You can email villaconcierge@edgewoodtahoe.com or call 888-881-8659, option 7.