

## Why hasn't my credit card or check been processed?

Credit cards and checks are being held until December 16th if program minimum (36 riders each week) has been met. Last year was tricky and we want to avoid tying up peoples' funds unless SnowRider is a go! It also costs us a lot of time and money to process credit cards and refunds. You will receive an email letting you know if SnowRider has met the minimum.

## How long has the SnowRider Ski Bus been around?

SnowRider has been going strong since 1989, providing convenient transportation for our unique location.

## What kind of reputation does the SnowRider Ski Bus have?

The Ski Bus is a classy outfit that pays attention to the details. This is NOT a loud "party bus" with obnoxious behavior. We definitely have fun, but do so with style and class. Rude and obnoxious people only ride once! Read what some of our regulars say about us: *"Nice bus, convenient pick up location."* *"Consistency, accommodating individuals."* *"Fun on the bus comfortable ride, movies, bus driver was terrific... my son is very happy with them. Great driver too."*

## Who goes on these trips?

People who realize the savings and convenience of not having to drive themselves and find parking at Stevens Pass!! :) Both experienced snow riders and beginners ride with us. Some folks are hoping to find new friends to ski or ride with, others are looking forward to seeing their fellow SnowRiders year after year. The majority of our riders range in age from age 10 to 17, with a few adults thrown in the mix, of whom love having us do all the driving while they relax, sleep and watch movies on the way home. 100% pure convenience and fun!

## Can I send my kids on the bus and stay home?

Depends. If your kids are 12 or older we will gladly take them off your hands for a day on the slopes, as long as they're signed up for the whole season. For younger kids, parents are encourage to ride with them, to help them learn the ropes. Kids who are beginners coming up without a parent must sign up for lessons.

## Why should I book a trip in advance?

If you want to make sure you have a seat on the bus, please book early. We have a limited number of seats on the bus and we often run out. The earlier you book the better your chances of finding a seat. Bookings close 3 days prior to the day of the trip. Priority is always given to full-season riders. We do not hold seats without full payment and registration.

## How do I reserve my seat?

You can register online at [www.swparks.org](http://www.swparks.org) or in person at the South Whidbey Parks & Recreation District office at 5475 Maxwelton Road, Langley WA 98260, or by mailing the SnowRider registration form with complete payment to the same address. We do not reserve seats without full payment and registration.

## Your website says you are running but I can't sign up. What gives?

We have a limited supply of seats and they do sell out sometimes. The chances of this happening increase as you get closer you get to the date of the trip. To ensure you can make a reservation, book early! Also - reservations are only available until 3 days before the trip.

## What does my SnowRider fee pay for?

First and foremost we have to pay for the coach, the driver, fuel and ongoing maintenance. It also includes ferry fare, friendly bus chaperones/hosts, and a lot of organization. We always pass along the best price we can. We also do our best to include access to exclusive extras for passengers, such as discount lift tickets, lesson packages and more.

## I don't have a credit/debit card to make a reservation, can I just show up in the morning with cash?

If you don't make a reservation we may not stop where you are in the morning because we don't know anyone is waiting there. We also may be sold out. You may come in to our office and pay cash in person or mail a registration form with check to us. Our office is at 5475 Maxwellton Road, Langley.

## Can I take the bus "One-Way", or get off at a different bus stop than the one I got on at?

A "One Way" ride TO or FROM Stevens costs the same as the Round Trip price since we would not be able to sell your seat on the way back. NOTE: If youth want to stay up at the mountain or get off at a different bus stop, this must be planned in advance of the trip and a written note must be given to the chaperones before boarding the bus.

## Is my seat on the bus "transferrable"?

Yes! If you can't go up for some reason, you may give or sell your seat to another rider (as long as they're eligible to ride). We do not facilitate any seat transfers or exchange money for this. It's up to you to make these arrangements. Whoever takes your seat must complete a registration form, indicating that they're taking your seat, and bring that form on the bus. It's helpful if you notify us that someone will be taking your seat. If the bus fills up, we will start a thread on Facebook for folks looking to sell their seats on the bus.

## What if I need to cancel, can I get a refund?

The last day to request a refund is the early registration deadline. However, if a participant is injured we may refund the registration fee on a pro-rated basis, contingent upon a physician's recommendation. There will be no make-up lessons or refunds for classes missed by a student. A 10% service fee will be charged for all participant initiated refunds and credits. In the event that the SnowRider bus is cancelled, no refunds will be given on purchases toward lift tickets or passes, but a full refund will be given for the SnowRider fee. SnowRider may be cancelled if program minimums are not met. There are no refunds for participants who cancel a la carte trips.

## Will there be enough room on the bus for me?

We cannot guarantee that there will be space for you unless you register at least 3 days in advance. We have often filled to capacity weeks before a given date. Register early.

## Where are we picked up/dropped off at?

We have 3 bus stops:

- Coupeville - The Park & Ride at the SW corner of the intersection of Hwy 525/Hwy 20/Wannamaker Rd./Race Rd.
- Clinton - at Ken's Korner parking lot 4141 E. SR 525, Clinton. Between Kiichli's Bagel Bakery and the Whidbey Coffee stand.
- Everett – at Eastmont Park & Ride 9029 El Capitan Way, Everett
- Oak Harbor – if we get enough interest.

## Is there parking at the bus stops?

Yes, all of our pickups have parking where you can leave your car for the duration of the day.

## What time is the morning pickup?

- Coupeville: 5:20AM\*
- Clinton: 6:10AM\*
- Everett: 7:15AM\*

\*These are departure times. Please arrive 15 minutes ahead of these times to load up. We keep our pickup times consistent as possible, so we can get you up on the slopes as early as possible. **Times are subject to change due to weather and road conditions.**

## What time will I be back home?

Often, the answer to this depends on traffic and weather conditions. We provide estimated times of arrival, and communicate by phone as soon as possible if we expect a delay. We encourage parents to be near a phone around an hour before the expected arrival. If traffic gets as bad as we all know it can (hey - this is why you're taking the bus in the first place, right?), it can take as long as 4 hours. Lucky there's a bathroom on board! **Times are subject to change due to weather and road conditions.**

## My bus was supposed to be here 5 minutes ago but it's not here!

Please be patient. Our buses are almost always on time, and we make every effort to make sure they are. However, unexpected traffic or crazy weather can cause delays. Just hang tight, we're on our way! Our buses have ALWAYS arrived at the pickup location. Please text or call us if you want at (206)910-1343. **Times are subject to change due to weather and road conditions.**

## What if the weather is bad or stormy?

SnowRider travels "snow or shine" unless the roads or resort are closed. We monitor the weather and road reports and would make a decision before departing in the morning typically, then reschedule later

that season to make up for the day. Storms are great - they bring powder! As long as the roads and lifts are open and safe, we go!

## What should I bring with me?

Basically, all you need to bring is the usual snow sports equipment you'd bring if you drove up: ski/snowboard gear, lots of food and beverages for the day (unless you're eating at the resort of course), Chapstick & sunscreen. A cell phone is very helpful for many situations. But, since you won't need to be paying attention to the road, be sure to bring something to entertain yourself on the ride, and maybe something to snuggle up in while sleeping. Although videos (G, and chosen by vote) will be shown on the return home, some people bring a book, a pillow and/or ear plugs. Equipment will be loaded in the bus' storage bins and a carry-on bag or backpack can accompany you on the bus. Ski and Snowboard bags are RECOMMENDED to avoid scratches. LABEL YOUR EQUIPMENT and include your phone number!

## Can my stuff stay on the bus?

Depends. There is no access to the bus during the day; you will need to carry everything you need for the day with you to the mountain & use a locker. Passengers will load and unload their own gear from the bus. Storage compartments will be labeled by bus stop. No boots in the overhead storage compartments please. You may leave items you won't need during the day on the bus. The bus is parked and locked at the final destination. However, we can't predict extreme situations, and we do not take responsibility for lost or stolen possessions. If you're worried about your items consider leaving them home or renting a locker at the resort.

## Who's in charge of making sure my equipment goes home with me?

You are. If you leave something on the bus you are responsible for contacting us to locate the item and making all arrangements to retrieve the item. This will likely involve a couple of phone calls. Do not assume that the item will be on the bus the following week. Call the park office at (360)221-6788 or email [programs@whidbey.com](mailto:programs@whidbey.com) if you lost something, providing a full description of the item.

## What should I wear on the Bus?

It depends on what kind of ski pants or bibs you wear and how comfortable they are. Some of the people wear their ski clothes on the bus, some change. Stevens has lockers. If your ski pants are comfortable and breathable, wear them.

## Can I smoke/vape or drink on your bus?

Nope. Thanks for asking, though!

## What kinds of videos will we see?

The Ski Bus usually has a few movies for the customers to vote on, typically G-PG. You're welcome to bring a movie that fits into that category to share. For those who wish to sleep on the way home, bring ear plugs.

## Cross-Country Skiing & Snowshoeing?

XC and snowshoeing is available at the Nordic Center via shuttle from Stevens. There is also a delightful

(and sweaty) snowshoe hike just off the parking lot. Beautiful vistas. You must check with the nordic center to determine whether or not they are open and how to get to their location. Customers are responsible for planning their return shuttle from the Nordic center in order to back to the bus before departure.

### Sorry, I didn't get the email.

Most notices from SnowRider (weather, pickup location / time changes, etc.) will be communicated to you via email, therefore it is YOUR RESPONSIBILITY to maintain an active email address with sufficient capacity, and free from any blocking and filtering and always check your email several times before any trip. Please add [programs@whidbey.com](mailto:programs@whidbey.com) to your email contact list/whitelist to ensure we get through!

### Public Displays of Affection

Being overly physically affectionate creates an environment that makes everyone else uncomfortable. Inappropriate public displays of affection will not be tolerated. This behavior may result suspension from the program if inappropriate behavior continues after being warned. SnowRiders are expected to show good taste and conduct themselves respectfully at all times.