

FAQ

Frequently Asked Questions to be put on website

SCHOOL

- Do you have Day Care?
- We are sorry to say that **we do not have Day Care** at this time. We are looking into it for the future.
- Do I need reservations for group lessons for kids or adults?
- **You do not need reservations for our regular daily** group lessons for children or adults. Just be at the school and ready on time and you are guaranteed a place in the class.
- Do I need reservations for private lessons?
- **We recommend you call a head for private lessons.** That way you are guaranteed the class time that you would like. We do take walk-in private reservations, but we would fit you into the time slots available for that day.
- How much “lead time” do I need for private lesson reservations?
- It is best to call and give us **24 hour advance notice** to assure the time and day that fits your schedule.
- At what age do you start each skiing or snowboarding?
- We start teaching either skiing or snowboarding at 4 years old in group lessons. Your child **must be at least 4 years old** to be in the class. **NO 3 YEAR OLDS.**
- What do you offer for 3 year olds?
- We offer either a private lesson or a **Parent/Child private lesson.** With the Parent/Child class, the parent needs to be an intermediate skier or boarder. The instructor works with the child for the first half of the lesson as the parent goes along and watches. The second half of the lesson, the instructor has the parent do the hands on teaching.
- Do my children need lift tickets if they are in a lesson?
- If your child 4-12 years old and taking a lesson, their **lift tickets will print out free with the lesson ticket.** For those that are 8-12 and want to up grade their lift ticket to an all area ticket, it is just an additional \$10.
- Kids 6 years and under ski for free if they are not in a lesson. Do they need to have a lift ticket on them?
- Yes, **everyone must wear a lift ticket.** For ages 6 and under they will need a Child Freebie lift ticket.
- Are rentals included in the price of a lesson? Kids? Adults?
- Adults can get the **Intro package** or the **Works packages** which includes: rentals for the day, lift tickets for the day and a 2 hour group lesson.
- For children ages 4-12, the rentals are an additional \$15.
- **(See Daily Lessons page)**
- Where do I go first if I need to get rentals with lessons?
- Go directly to the **Rental Shop** on the 2nd floor of the Brighton Center. They will sell you rentals, lessons, and lift tickets. They can also sell lift tickets for those not taking lessons. One stop shopping at the Rental Shop.
- How long does it take to get through the rental shop?
- On a week day (non holiday) you should plan at least 45 minutes to get through the rental shop. Also, plan extra time for larger groups. On week-ends plan for an hour to get through the rental shop. On holiday weeks, the earlier you get here

the better. Rentals can be the slow spot for you if you get there late. **Plan your time wisely.** It is better to have extra time before a lesson than to be 5 minutes late and miss the lesson.

- If we are bringing our own equipment, where should we go first to buy lessons and lift tickets?
- **Go directly to the Sliding Academy** (school). Go to the 3rd floor of the Brighton Center and out onto the snow, then you will see the Sliding Academy doors. Come on in and we will help you with lessons and lift tickets.
- How do I know what level class my child should be in? Myself?
- When you get to the school, **the instructors will quiz you or your child** to see you if you have skied or snowboarded before and what type of runs you have been on. They will make sure everyone is in the right class according to ability.
- Can I be in a class with my children?
- You can only be in a class with your children if you take **a private lesson.** We separate the classes in age and ability groups. Ages 4-7, 8-12, 13-Adult. We find that children and adults learn very differently. You more than likely will be learning in the same area.
- Can I watch or follow along with my child's class?
- We prefer that the **parents go off and have their own fun** while their kids are in lessons. This way your children are not distracted from learning their lesson. The little ones tend to have an emotional melt down when they see their parents. It would be okay to go watch them toward the very end of the lesson, but don't interfere with the lesson.
- Are skiers and boarders in the same class?
- Boarders and skiers are never in the same class. They are two different sports.
- How do you divide age groups for classes?
- Ages 4-7, 8-12, and 13-Adult
- How long are the group lessons?
- All children's group lessons are 2 hours long. Adult lessons are 2 hours if there are 2 or more in the class. If there is just one student in the adult lesson, it goes for 1 hour (it is like a private lesson for the cost of a group lesson.)
- How many students are in a class?
- In the 4-7 year old ski class there are never more than 6 students. In the 4-7 year old snowboarders class there are never more than 4 students. We also send out assistants to help the instructors if the class is full. For those classes 8 years-Adult, there are never more than 10 students in a class. We just add more instructors to make more classes.
- Do you have night lessons?
- Yes, we have ski and snowboard lessons for all skill levels on Thursday nights. The lessons start at 6:00 p.m., so you need to be in front of the school by 5:50. Ages 8-Adult.
- Do you have a Magic Carpet? Is there a special lift ticket for the Magic Carpet?
- Yes, we now have a Magic Carpet. There is not a special lift ticket for the Magic Carpet, but you do need to buy either a Learner lift ticket or an Area Day lift ticket to ride the carpet. Everyone must have a lift ticket at Brighton.
- Do you have Pipe and Park lessons?
- We offer Private lessons for the Pipe and Park. If you take a P&P lesson, you must be an intermediate skier or boarder and you must wear a helmet.
- Do you teach Telemark lessons?

- Yes, we teach Telemark lessons. You can either take a private lesson for Tele or we have multi-week Tele Workshops.

RENTAL

- How long does it take to get through the rental shop?
- On a week day (non holiday) you should plan at least 45 minutes to get through the rental shop. Also, plan extra time for larger groups. On week ends plan for an hour to get through the rental shop. On holidays, the earlier you get here the better. Rentals can be the slow spot for you if you are there late. Plan your time wisely. It is better to have extra time before a lesson than to be 5 minutes late and miss the lesson.
- What time does the Rental Shop open?
- The Rental Shop opens at 8:30 a.m. During the holiday seasons, the Rental Shop may open as early as 8:00 a.m. The rental crew would like you to have your equipment back by 4:15 if you are renting for the day and 9:15 if you are renting for night riding.
- What information does the rental shop need from me?
- Height, weight, and tennis shoe size. They also need a credit card to scan as your safety deposit.
- Do you rent ski clothing?
- We do not rent ski clothing. There are some shops in the Salt Lake Valley that rent snow clothes.
- How do if find the Rental Shop?
- The Rental Shop is on the 2nd floor of the Brighton Center along with Restrooms, Retail, and Repair.
- What are the largest and smallest size ski and snowboard boots you carry?
- The largest ski boot we carry is men's 14.5. The largest snowboard boot is men's 15. The smallest ski boot is a junior 10 and the smallest snowboard boot is a child's 11.
- What is the advantage of renting at the resort?
- The best reasons for renting at a resort are: You don't have to haul the equipment up and down the canyon; if you have problems with the boots not fitting right, you can run back in and get them switched out, and you can rent a board in the morning and switch out to skis in the afternoon with no extra charge.
- If we rent for multi days, can we leave the equipment at the rental shop at night?
- Yes, the Rental Shop will label you equipment and put it in the overnight area. You can come back in the next morning and pick up your equipment.
- If we rent for multi days, can we take your equipment to another resort?
- Yes, you may take the equipment to other resorts as long as you have it back to Brighton by 4:15 p.m. on the last day of your rental agreement.

TICKETS

- Where can I get discount lift vouchers in the valley?
- Most Ski/Board shops in the valley will sell discount vouchers. Some are: Lift House, Canyon Sports, REI, Salty Peaks, Sports Authority, Milo Sports, Harmon's, Wasatch Ski Connection, Ski-N-See.
- How can I redeem lift vouchers that I buy in the valley?
- You can redeem your vouchers for an actual lift ticket at any of our ticket sale windows: Ticket office, Rental shop, Sports Desk, or School.
- Do you have night discount tickets?

- Yes. Mondays: Truth About Tobacco, Tuesdays: Pepsi 12 pack at 7-11, Wednesdays: Arctic Circle, Thursdays: Nut Roll, Fridays: X98 Radio, Saturdays: Nut Roll, Sundays: No night skiing
- Kids 6 years and under ski for free. Do they need to have a lift ticket on them?
- Yes, everyone must wear a lift ticket. For ages 6 and under they will need a Child Freebie lift ticket.

RESORT

- Can I park my motor home in your parking lot overnight?
- **We do not have any overnight parking at Brighton.** With the amount of snowfall we get each season, we have to have an empty parking lot to plow the snow each night.
- Do you offer Day Care?
- We are sorry to say that **we do not have Day Care** at this time. We are looking into it for the future.
- What kind of things does your retail shop sell?
- Outdoor clothing, goggles, hats, sunglasses, gloves, sunscreen, lip balm, Brighton logo items, etc.
- Does Brighton have a Ski and/or Snowboarding Race Team?
- At this time, Brighton just has a Ski Team. For information check out the Race Team's website at www.brightonskiteam.org or call 801-2053761.
- Do you have sledding or snowmobiling?
- **We do not offer sledding or snowmobiling.**
- Do you have a pipe and park?
- Yes, we have a half pipe and a variety of park options.
- Do you lifts have safety bars?
- All of our chair lifts have safety bars. They are all quad chairs except our learner lift, Explorer. It is a triple chair.
- Do you have night skiing?
- Yes, we have night skiing every night except Sundays. It is from 4 p.m. – 9 p.m. Night skiing starts after we have enough snow to cover all obstacles. Night skiing ends in early April.
- Do you have seasonal locker rentals?
- Yes, contact the Sports Desk (ext. 220) for locker information.
- What happens if I come up and forget my seasons pass?
- Sorry, but you will have to pay full price for your day pass.
- How long does it take to get to Brighton from the airport?
- Plan on at least an hour from the airport, up Big Cottonwood Canyon to Brighton.
- Do you have bus shuttles up Big Cottonwood Canyon?
- Yes. You can contact UTA at www.rideuta.com or call RIDE-UTA (743-3882) Utah Transit Authority will give you scheduled times and park & ride locations.