

FAQ

Frequently Asked Questions

Updated 2-15-11

SCHOOL

- Do you have Childcare?
- **YES! We now have CHILDCARE.** Go to our **Childcare link** for more information. www.brightonchildcare.com or call 435-649-9156 or 801-824-4133
- **RESERVATIONS ARE RECOMMENDED** for daycare as space is limited.
- **Email for Childcare:** info@brightonchildcare.com
- 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. We have plenty of staff available to accommodate everyone.
- 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 to teach 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.
- What do you offer for 3 year old skiers?
- **This year we have a NEW 3 year old ski only class.** It is by reservation only. There are 3 or less children in the class. The class time is at 10:45 and lasts 1 ½ hours. For daycare options go to www.brightonchildcare.com
- We also offer either a **Private Ski/Board Lesson** or a **Parent/Child Private Ski/Board 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 teaches the parent do the hands-on techniques to assist in the child’s learning.
- Do my children need lift tickets if they are in a lesson?
- **YES.** If your child is 4-7 years old and taking a lesson, their **Child Freebie lift tickets will print out free with the lesson ticket.** For those that are 8-12 will receive a Leaner lift ticket with their lesson. It is good for the Explorer and Majestic chairlifts. If they want to up grade their lift ticket to an all area ticket, it is just an additional \$20
- Kids 7 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 7 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.
- Children’s rentals are \$20 if they are not in a lesson.
- **See Snowsports School link for more info.** www.brightonresort.com/snowsports

- 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 bottle neck 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.
- The Rental Shop opens daily at 8:30 a.m.
- During holiday weeks, they open at 8:00 a.m.
- 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 can help you with lessons and lift tickets.
- How do I know what level class my child or I should be in?
- 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. Class levels range from “1st Timers” through Advanced Black Diamond classes.
- 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 into age and ability groups. Ages 4-7, 8-12, 13-Adult. We find that children and adults learn very differently. However, 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. The little ones tend to behave differently 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 4-7 year old classes are full. For those 8 years to Adult, there are never more than 8 students in a class. We just add more instructors to make new classes for all ages.

Continued...

- 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 to Adult. You can buy your lessons at the Ticket Window in the parking lot or at the Rental shop. The School does not sell night lesson tickets.
- If you are renting from us for night lessons, go to the rental shop at least 45 minutes before the lesson starts. You can buy the lesson/lift ticket at the rental shop.
- 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 just for the Magic Carpet, but you do need to buy either a Learner lift ticket or an Area Day lift ticket, or have a Child Freebie to ride the carpet. Everyone must have a lift ticket at Brighton.
- Hours of operation of the Magic Carpet vary from day to day.
- 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.
- In order to ride the advanced MY-O-MY Park, you must be PEEP certified. (“PEEP” Pipe Etiquette & Education Program) Register on-line or at the Sports Desk on the 3rd floor of the Brighton Center. There is a \$10 processing fee for the PEEPs Pass. It is good for the whole season and will have your photo on it. You must wear your PEEPs pass to ride in the MY-O-MY park. It is non-transferable! See the website for information, instructions, rules, and registration. www.brightonresort.com
- Do you teach Telemark lessons?
- Yes, we teach Telemark lessons. You can either take a private lesson for Tele or we have Adult 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 will 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?
- They take cash or credit cards.
- They also need valid driver’s license and ID.
- Height, weight, and shoe size.
- If you are Snowboarding, they will need to know if you ride “regular or goofy footed.” “Regular” is left foot forward on your board. “Goofy” is right foot forward on your board. The rental crew will help you figure that out if you don’t know.
- Can my child rent equipment if I am not there?
- A child must have an adult with them to rent. It does not need to be their parent. But the adult must have a valid driver’s license and ID.

Continued...

- Do you rent ski clothing?
- **We do not rent ski clothing.** There are some rental shops in the Salt Lake Valley that do rent snow clothes.
- You may want to check with: Canyon Sports, Ski-N-See, or Utah Ski & Golf.
- How do if find the Brighton 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. (Usually those boots can fit a 2, 3, or 4 year old)
- What is the advantage of renting at the resort?
- The best reasons for renting at a resort are:
 - You don't have to haul equipment up and down the canyon.
 - If you have problems with the boots, skis, boards not fitting right, you can run back in and get them switched out or fixed.
 - Our rental equipment is up-to- date and well maintained by our certified tech crew.
 - And, you can rent a board in the morning and switch out to skis in the afternoon at no extra charge.
- If we rent for multi days in a row, 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 in a row, 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.
- Do you have a Repair Shop if my ski or board needs fixing?
- Yes, it is on the 2nd floor of the Brighton Center by the stairs.

LIFT 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, Sid's Sports, Harmon's, Wasatch Ski Connection, Ski-N-See, Harmon's grocery stores.
- 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.
- Kids 7 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 7 and under they will need a Child Freebie lift ticket.
- Do you have night discount tickets? Yes, but **NO night skiing Sundays & Mondays.**
- Tuesdays: Truth About Tobacco, go to www.fighttheugly.com
- Wednesdays: Arctic Circle. Go to any participating Arctic Circle of a coupon for a 2 for 1 night pass.
- Thursday Twilight: Maverick Twilight Thursdays. Bring your Maverick Adventure card and get a Half Price Twilight ticket. Limit one pass per Maverick Card.
- Fridays: X96 Radio
Get an X96 card from the radio station. Show it for 2 for 1 night pass.

Continued...

- **Tuesday through Saturday:** Bring 2 Salted Nut Roll wrappers to Brighton and receive \$10 off a night pass.
- Remember, some sponsors may require you to make a purchase for a coupon.
- Offers may not be combined.
- Offers are good only for Adult Passes.

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 have Day Care?
- **YES! We now have DAYCARE.** Go to our Daycare link for more information. www.brightonchildcare.com or call: 435-649-9156 or 801-824-4133
- **RESERVATIONS ARE RECOMMENDED** for daycare as space is limited.
- Email for Childcare: info@brightonchildcare.com
- 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?
- Brighton has a Ski Team. For information check out the Race Team's website at www.brightonskiteam.org or call 801-205-3761.
- Brighton now has a Snowboard Team. For information go to www.teamutah.org or 888-887-3282, or email: erolls@teamutah.org
- 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.
- In order to ride the advanced MY-O-MY Park, you must be PEEP certified.
- ("PEEP" Pipe Etiquette & Education Program): Register on-line or at the Sports Desk on the 3rd floor of the Brighton Center. There is a \$10 processing fee for the PEEPs Pass. It is good for the whole season and will have your photo on it. You must wear your PEEPs pass to ride in the park. It is non-transferable! See the website for information, instructions, rules, and registration. www.brightonresort.com
- Do your 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 with a safety bar.
- Do you have night skiing?
- Yes, we have night skiing every night except Sundays & Mondays. It is from 4 p.m. – 9 p.m. Night skiing starts after we have enough snow to cover all obstacles, usually mid-December. Night skiing ends in early April, depending on snow cover.
- Do you have seasonal locker rentals?
- Yes, contact the Sports Desk (ext. 220) for locker information.
- What happens if I come up and forgot 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.

Continued...

- **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.
- **Chains, 4 Wheel Drive, and Canyon Closures:** In an effort to better serve ski resort patrons, the County **Sheriff's Office** has established several email/text alert systems to better communicate road closures and general issues pertaining to the Big and Little Cottonwood Canyon areas. Check it out: www.slsheriff.org/canyon
- **Boy Scout Merit Badges: Do you have instructors who can pass off Snow Sports Merit Badges?**
- **Yes.** We have just started a new Merit Badge program. The Scouts need to be good, strong, intermediate skiers or boarders and understand the merit badge pamphlet and workbook **BEFORE** they come to the assessment.
- Assessment classes are held on Thursday nights and Saturday afternoon by appointment only.
- For more information on the Scout Program, please call the Sliding Academy and talk with Kathy Miner 801-532-4731 ext. 247

Updated 2-15-11 K. Miner