

## Frequently Asked IM Program Questions

### **Q: How do I create an account or login to my existing account?**

A: Go to the Tussey Mountain home page and click "[Shop](#)". Then click the icon in the top right corner and click either "Log In" or "Sign Up".




### **Q: How do I create my child's account?**

A: The best time to make an account for your child is when you are ready to purchase the IM Program Package. **First, make sure you are logged in to YOUR account.** Go to the Shop and select the IM Program and follow the prompts. Once you have chosen everything your child needs click "Checkout". This will bring you to a screen that asks you to "Assign Guest". Here you will have the option to either assign it to an existing account you are already linked with or create a new account. Each IM participant will need his/her own account.

#### **Assign guests to products**

Guest information is required for the following products.

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| <p><b>24/25 - IM Program - Lifts Ages 7-18</b></p> <p>Only the assigned guest may use this product.<br/>Assigned guest's age on the purchase date needs to be 7-18 for the IM Program pass</p> | <p>Assign this guest</p> <p><a href="#">Assign Guest</a></p> |
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### **Q: What does my child need to participate in the IM Program?**

A: This answer varies for each child, but the basics remain the same. Every child needs access to the Lifts. When selecting what your child needs for the program, the first 2 options will either be for Season Pass Holders or purchasing Lifts. If your child does not have a season pass, select "Lifts". After selecting "Lifts", 2 options will appear below that for Rentals and Lessons. If your child does not have **ALL** of their own equipment, you will need to purchase rentals. We are unable to give partial rentals. If you wish for your child to receive lessons from our instructors during the course of the IM Program, select Lessons. Each of these options gives you access to them for the full 5 weeks of the program.

### **Q: Why does it say I need to be 18 or older to purchase the IM Program?**

A: It seems you accidentally logged into your child's account. Try logging out and logging back in. If the problem persists, email [info@tusseymountain.com](mailto:info@tusseymountain.com) or call 814-466-6266.

### **Q: What do I do if I need to add Rentals or Lessons after I have already purchased the IM Lifts?**

A: Call us at 814-466-6266 or email [info@tusseymountain.com](mailto:info@tusseymountain.com) and we will refund your original purchase and you will be able to repurchase the program to include rentals and/or lessons.

### **Q: What to do if my child loses their Meal Card?**

A: We are only able to issue a replacement card if you know the 16 digit number