



## Adventure Park Terms & Conditions 2020

*All sales are final. All discounts/vouchers can only be applied at the time of purchase.*

**Requirements:** Be sure you are meeting the correct requirements for the adventure you have chosen.

### **ZipTour Zipline:**

- Age 10+ (10-15 must be accompanied by adult)
- Height 4'0" - 6'8"
- Weight 50-260 lb

### **Segway:**

- Age 14+ (14-15 must be accompanied by adult)
- Weight 100-250 lb

### **Aerial Treetop Adventures (ATA) Explorer Course:**

- Ages 6-11
- Reach 4'7" (flat footed) with fingertips

### **Aerial Treetop Adventures (ATA) Adult Course:**

- Ages 12 & 13 must have an adult in the course with them at all times.
- Ages 14 & 15 are required to have an adult supervise from the ground or trees.

### **Climb-N-Challenge:**

- Age 6+
- Weight 40-250 lb

### **Bungee Jump:**

- Age 3+
- Weight under 200 lb

### **Stunt Jump:**

- Age 6+
- Weight under 250 lb

### **Climbing Wall:**

- Weight 40-250 lb

### **Mountain Coaster:**

- Driver must be at least 54".
- Passenger must be 3 years old and at least 38" and ride with another person that is both 16+ years old and at least 54".
- Maximum height for any passenger is 84".
- An individual (or two passengers combined) must weigh no more than 375 lb on a dry track or 330 lb in wet conditions.

**Waivers:** All participants must sign a waiver on site prior to their adventure. Anyone under the age of 18 must have a waiver signed by a parent, guardian, or supervising adult on site.

**Arrival:** It is imperative that you arrive at least a ½ hour\* prior to your scheduled tour. As the tours can be sold out on any given day, it is important to arrive on time for the start of your adventure. If you arrive late and miss your session, or cancel on the day, there are no refunds. We will attempt to put you into a later time slot if available, but there is no guarantee. Arriving on time allows for a relaxed start to your adventure. Factor in extra time for driving to Gunstock Mountain Resort, parking, getting to the Welcome Center, completing the necessary waivers, visiting our retail store, and making use of our facilities.

\*During the dates of August 6-8, 2020 there is a Christian Music Festival, SoulFest, occurring on the grounds of Gunstock Mountain Resort. The Adventure Park operations are impacted slightly due to this event. The Discover Adventure does not include the Scenic Lift Ride during the Festival due to entertainment at the summit of the mountain which requires an event wristband and special lift ticket. Expect your arrival to be slightly delayed due to possible traffic. You will be directed to a specific parking area and shuttled up to the Welcome Center where you will check in.

**Dressing Appropriately:** Shoes should be comfortable and flat soled, such as sneakers or hiking boots. Closed toe shoes are required. Closed heel shoes are recommended but must have a minimum of an adjustable secured heel strap for the Zip Tour, Segway, Aerial Treetop Adventures Courses, Climbing features, Slackline, and Mountain Coaster. Crocs like shoes are NOT permitted. The Gunstock Mountain Resort Staff reserve the right to determine whether apparel and/or footwear are adequate for the chosen adventure.

**Cancellation Policy:** You may cancel your Zip Tour, Segway Tour, or Discover Adventure by calling the Adventure Park reservation line at 603-737-4388. The policy reads:

- Cancellation 48 hours or more prior to scheduled Adventure: Full refund or reschedule
- Cancellation less than 48 hours prior to scheduled Adventure: Full value on a non-expiring gift card or reschedule
- No call for cancellation or no show: Loss of payment

Please Note: Your reservation is not considered cancelled until you have verification from a Gunstock Mountain Adventure Park Associate. Sometimes, unfortunately, we might need to close the Adventure Park for reasons beyond our control. If you have already started the tour we will do our best to find alternative dates or times for you and your party to visit again. You will be issued a rain check to use prior to the end of the current season. Rain checks are transferable and are valid for the adventure for which it was issued. Therefore, all participants must meet the age, height, and weight requirements of that adventure.

**Please note: Although we make every effort to watch the weather and prepare for potential issues, severe storms can develop without warning and can interrupt operations abruptly.**

**Inclement Weather Policy:** Zip Tours, Segway Tours, and Discover Adventure (including Aerial Treetop Adventure) may not operate due to inclement weather be it rain, snow, excessive wind, or lightning. If the weather forces us to cancel operations for the day (prior to opening) we will reschedule your adventure. In this event, we will do our best to notify guests, but it may not be possible to contact everyone prior to their departure for the resort. If the weather is questionable, please check the website for updates or call 603-737- 4388 for a status update. If a storm develops during your tour and we are forced to close for the remainder of the day, you will be issued a rain check to use prior to the end of the current season. Rain checks are transferable and are valid for the adventure for which it was issued. Therefore, all participants must meet the age, height, and weight requirements of that adventure.

**Zip Tour Incomplete Tour Policy:** There are no refunds if you decide not to complete the Zip Tour. If you decide that the Zip Tour is not for you on the Demo or the Training Zip, you may switch to the Segway Tour if there is availability and you meet the requirements. If you decide not to continue after you load the Panorama Summit Chairlift, our staff will help get you down safely by an alternative method but there will be no refund. Regardless, you will still be able to enjoy the Discover Adventure for the remainder of the day. No refunds, full or partial, will be issued.

**Segway Incomplete Tour Policy:** There are no refunds if you decide not to complete the Segway Tour. If you decide that the Segway Tour is not for you before entering the Segway trails, you may switch to the Zip Tour if there is availability and you meet the requirements. If the Zip Tour is full or you chose not to do either tour, there will be no refund. Regardless, you will still be able to enjoy the Discover Adventure for the remainder of the day. No refunds, full or partial, will be issued.

**Panorama Lift:** If the Panorama Summit Chairlift experiences a mechanical issue, our on-site Lift Mechanics respond immediately. Typically, the mechanics can provide an estimated repair time which the adventure staff will share with guests. Should a lift interruption occur, tours will be rescheduled for a later time that day. Rain checks will be issued for guests who are unable to participate later that day. Lightning and/ or electrical storms in the area will force the Panorama Lift to stop loading resulting in lift interruption. Depending upon the duration of the lift interruption, your tour will either be rescheduled for a later time on the same day, or a rain check will be issued.

**Thank you again, and we look forward to seeing you at the mountain!**