

Online Season Pass FAQ's

Renewal Questions (for those who had a season pass last year)

What information do I need to renew my season pass online?

You need your Pass Number from last year and your Web Password. The Pass Number is listed on the bottom of your pass right below the barcode. *Please note that you also are assigned a Guest Number by our system that is different from the Pass Number. Be sure to use the Pass Number located on the bottom of your Season Pass.*

What if I don't know my Pass Number (I lost my pass)?

Send an e-mail to websales@arizonasnowbowl.com requesting your Pass Number. Please provide your full name and date of birth in the e-mail so we can identify you.

What if I don't know my Web Password? Or what if I never had a Web Password?

- 1) Click the "Guest Lookup" link at the bottom of the e-commerce web page.
- 2) Type in your First and Last name then click "Look Me Up".
- 3) Click the link below the password blank that says "I forgot my password/I don't have a password".
- 4) Click "Reset My Password" button. An e-mail with a new password will be sent to the e-mail address on file for you.

What if my e-mail address has changed or I didn't provide an e-mail address last year?

Send an e-mail to websales@arizonasnowbowl.com to update your account. Please provide your full name, date of birth, and the new e-mail address. We will contact you as soon as we have the information updated.

Can I renew my pass online even if I didn't purchase it online last year?

Yes! You simply have to obtain a Web Password by following the steps above under "What if I don't know my Web Password?". Remember, if you don't have a valid e-mail address on file with us you will have to provide one as stated above in "What if my e-mail address has changed or I didn't provide an e-mail address last year?".

General Online Season Pass Questions

Can I purchase a season pass for a gift?

Yes! Just make sure that you create a guest record for the season passholder you are purchasing for. This person's name must show up in your cart next to the pass you are purchasing. Then before you complete the sale you will click the "Change/Set Purchaser" button and fill in your information as the purchaser.

You may also want to consider buying a gift card for the person so they can buy the season pass themselves. You would just need to remind the gift recipient that the deadline for pre-season rates is Oct. 11, 2009. If you'd like to buy a gift card in a specific amount you can call us at (928) 779-1951 ext. 120.

I am having trouble with your website, what should I do?

Please contact us if you are experiencing trouble with online purchasing. You can call and leave us a message at (928) 779-1951 ext. 120 or e-mail us at websales@arizonasnowbowl.com. We will try to respond as quickly as we can, but please understand that this is a busy time for us and it may take a couple of days to get back to you.