

# 2021-22 Online Lesson Purchasing (Season Passholders)

## *Step-by-step guide*

### IMPORTANT: Before Making Any Purchase Online

#### Sign In To Your Account

On our webstore, **please begin by signing in to your account** using the icon in the top right.

- If you have an existing account (ie. if you have EVER made a Snow Valley purchase online, including the Aerial Park), please sign in using your email and password.
  - If you are having troubles logging in, please use the “I’ve forgotten my password” option.
  - If you have made an online purchase before, DO NOT register a new account.
- If you do not have an existing account (*ie. if you have never made a Snow Valley purchase online*), please register now.

Once you have signed in:

### To Purchase a discounted multi-week lesson

#### Purchase (or prepare to purchase) your 2021-22 Season Pass

- Sign in to your account
- Fully purchase OR have a completed 2021-22 Season Pass purchase filled in and ready to checkout in your shopping cart.
  - You MUST complete that process first before you can successfully purchase the discounted lessons.

#### Once your Season Pass is ready, purchase your multi-week lessons

- Navigate to the lesson folder that includes the age of the person you are registering for and select the “Season Passholder ONLY” option (With the white banner).
  - If you are buying the discounted lesson for yourself
    - Select an available start date and time from the calendar.
      - This will be the time and date of the lesson every week! (*ex. if you select a 5-week Tuesday lesson at 6:15, it will be Tuesday at 6:15 every week for 5 weeks and cannot be changed week-by-week.*)
    - Leave the Lesson Quantity at 1!
      - *Even if you are buying the same lesson & time for multiple people, you must leave it at 1 and repeat the full process again*
    - Select your profile from the dropdown list.
  - If you are buying the discounted lesson for your child or spouse:

- Select an available start date and time from the calendar.
  - This will be the time and date of the lesson every week! (*ex. if you select a 5-week Tuesday lesson at 6:15, it will be Tuesday at 6:15 every week for 5 weeks and cannot be changed week-by-week.*)
- Leave the Quantity at 1!
  - *Even if you are buying the same lesson & time for multiple people, you must leave it at 1 and repeat this full process again.*
- Select the profile of the person taking the lesson from the dropdown list.
  - If the person you are buying for is not on the list, ensure that they were in your season pass profile, or the purchase will not work.
  - **DO NOT** select any name other than the person you are registering for a lesson (even if you are related).
- Read through and agree to the Terms and Conditions
- Add product to cart.
- YOU ARE (maybe) DONE

#### OPTIONAL: Add-on Lesson Rentals

If you would like to add lesson rentals to the lesson you just purchased:

- Use the store navigator on the top left to return one level to the lesson selection options.
- Find and select the “Add on: LESSON RENTALS” for the appropriate length of lesson. (*ex. if you bought a 5 week lesson, make sure to select the 5 week rental.*)
  - Leave the Quantity at 1!
    - *Even if you are buying the same lesson-length rentals for multiple people in the same age group, you must leave it at 1 and repeat this full process again*
  - Select their profile from the dropdown list.
    - If the person you are buying for is not on the list, ensure that they are in your season pass profile, or the purchase will not work.
- Add to cart
- YOU ARE DONE. You can now either continue through to Checkout, or add additional products to your shopping cart.

***If you have any issues with the purchase process, please don't hesitate to contact our Guest Services team by email at [sales@snowvalley.ca](mailto:sales@snowvalley.ca), or by phone at 780-434-3991. We are happy to help.***