

How to Purchase a Ticket

Please read and follow carefully:

Please [Click Here](#)

1. Select the BUY NOW green button
2. Select Category
3. Select number of days to ski (remember these are consecutive)
4. Select date you would like your ticket to start
5. Add to cart
6. After Step 5 you will see the cart with your item.
7. You need to select (for each ticket in the cart) the Guest by selecting **Add/Change Guest**
 - i. ******AUTO FILL DOES NOT WORK with our ESTORE******
8. If you had a profile before you can "Find My Account" by typing your first name and last name.
 - a. This will then ask for a password
 - b. If you have NEVER selected a password before or you have FORGOTTEN your password please select the "I forgot my password/I don't have a password"
 - c. This option will send to the email we have on file. If its old you will need to contact tickets@bigwhite.com
9. If you have NOT had an account before you will need to select the option on the right "Create New Account"
 - a. This will need to be done for everybody including children
 - i. You will need to use the adults phone number and email (if they do not have their own).
 - b. Fill out all details and remember to select YES or NO for the news, contest and alerts (This is part of the setup of the profile and is required by law to be asked every time a purchase is made)
10. Once your password has been verified you will be taken to the **Liability Release page**. This page needs to be signed before moving forward. Read Carefully and fill out the boxes down below as per the head guest details (found at the very top of the page, above the logo). All boxes will go green and will enable the tick box next to "I have read and I accept the terms of this release agreement"
 - a. Hit Continue (DO NOT HIT CANCEL)
11. Now you will be taken to the cart's contents
 - a. Follow steps 9 and 10 if you have more tickets to do the profiles for
12. Proceed to Checkout
13. Check the Change/Set Purchaser details (This is the same as billing information on other sites). The address details must match the credit card details.
14. Enter Payment information. We accept either a credit card or a Big White only gift card.
 - a. Please be aware that Visa/Mastercard Debits are not accepted
 - b. Enter credit card information (number, expiration date, CCD)
15. Then finalize sale. Please do not hit refresh if taking a little longer. Sometimes the estore does experience high loads.

16. You will then receive an email with a QR CODE. Once received you can take this QR Code to a PICK-UP BOX located around the mountain at Village Centre Mall, Central Reservations, Gem Lake, Ridge Day Lodge and Black Forest Day Lodge.

TROUBLESHOOTING (2 biggest issues)

1. If you get an error at the very end, this means one of the following:
 - a. The credit card has declined due to the security check or not able to charge, or not enough funds. Some banks do not like purchases from Big White Ski Resort, as they see us as a hospitality company
 - b. You may have forgotten to select the YES/NO option in the profile. **REMEMBER** this needs to also be done for the children as well.
2. If you cannot continue to checkout:
 - a. You may have forgotten to attach a guest to each ticket
 - b. The profile attached might have incorrect age information for the ticket you are trying to purchase.