

## Frequently Asked Questions – Store – Pikes Peak One Day Admission Purchase

Category	Question	Answer
General	Do I need to wear a mask?	Yes, when in populated areas such as parking lots and gift shops a mask is required. Once you are isolated in your personal vehicle or social distanced from other employees and guests the mask is optional.
General	Is there social distancing requirements?	Yes, guests must follow all social distancing and health guidelines during their visit. This includes keeping a 6 foot distance from others, washing hands frequently or using hand sanitizer, keeping groups smaller than 10, and waiting to get access to gift shops since we will be minimizing the number of guests allowed in gift shops at one time.
General	Is there still construction on the summit?	Yes, due to the construction of the new visitor center parking on the summit limited. There will be restrictions and limits of access during the construction season. These restrictions may change so it is recommended you visit our <a href="#">website</a> for the most current information.
Product	Can I purchase a One Day Admission Pass online?	Yes, visit our new virtual <a href="#">Pikes Peak Store</a> .
Product	How long is my one day admission valid for?	Highway admissions including the adult, child and carload are valid for one year from the date of purchase. North Slope Recreation Area admissions are valid for the season only. The North Slope Recreation Area season is generally May 1 <sup>st</sup> to the 3 <sup>rd</sup> Sunday in October, weather permitting.
Product	I want to go fishing at North Slope Recreation Area, do I need a parking pass?	Yes, due to the limited parking and the Covid-19 health and safety restrictions a parking permit will be required. There is no charge for the parking permit. The parking permit is <b>per day and per vehicle</b> and can be purchased with an adult North Slope admission.
Product	How do I select the date of my North Slope Parking Pass?	When the North Slope Recreation Area Parking Pass is added to the cart a window will appear to “Select Date” of your visit, “Select Time” and

		then “Select Quantity” for your visit. This is per vehicle and not per person. You will enter your first and last name and then “Add to Cart”.
<b>Usage</b>	How do I redeem my tickets?	You will receive an email with your ticket barcode. You can download the barcode to your phone or print it. Due to the poor cell phone reception at the Gateway printing the barcode is highly encouraged. Staff must have the barcode or the unique series of numbers to allow entry.
<b>Usage</b>	What if I do not have a printer to print my tickets?	That is okay, provide the first and last name of the person who ordered online and we can look you up.
<b>Website</b>	I do not see a tickets page?	From the new virtual <a href="#">Pikes Peak Store</a> homepage, select the “Shop All Products” button. To purchase a one day admission ticket select the “Pikes Peak One Day Admission Purchase” option.
<b>Website</b>	Do I need to have an account?	No, at checkout you will be asked if you want to create an account or check out as guest. The advantage to creating an account is you can reprint receipts or track your redemptions.
<b>Website</b>	Why do I have to select the checkout button twice?	One checkout button on the right hand side of your screen is the cart summary, when you click “Checkout” it will take you to the detailed product cart information page. Verify the information I correct than then select “Checkout” again to finish your transaction.
<b>Website</b>	How can I see more information about the various ticket types?	To see more information about each one day admission ticket click on the product image.
<b>Website</b>	How do I use a discount code?	You can apply your discount code in the cart summary on the right hand side of your screen or on the detailed product information page. You will not be able to use more than one code.