

Detailed procedures for:

Host Vouchers
Naturalist Tickets
Friends and Family

2024-2025 Season

Host Department

Agenda

- Safety moment
- 3 voucher / tickets programs
- Host/ Naturalist Voucher procedure
- Host/ Naturalist Voucher guest change procedure
- Friends and Family Ticket procedures
- Q&A

If you feel sick
STAY HOME

- When I Work ->Drop shift
- Note “SICK”

Quiz # 1

- You're not feeling well before your shift. You should:
 - a) Stay home and Drop your Shift via When I Work (SICK)
 - b) Stay home and Drop your Shift via When I Work (SICK)
 - c) Stay home and Drop your Shift via When I Work (SICK)
 - d) Stay home and Drop your Shift via When I Work (SICK)
 - e) ALL THE ABOVE

✓ **ANSWER: E – ALL OF THE ABOVE!**

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3 voucher / ticket programs are available to Hosts

- There are 3 ways to get either discounted tickets or free tickets

1. Host Vouchers – these are available to all Hosts for the purchase of discounted tickets

- a) 1 voucher for every 5 hours worked
- b) 1 voucher allows for the discounted purchase of **1 day of activity** (skiing/snowboarding, gondola ride, Tamarack) **for 1 person**

2. Naturalist Tickets – these are available to all USFS Naturalists for a free ticket

- a) 1 free ticket for every shift worked
- b) 1 Naturalist ticket allows for the guest to receive **1 day of activity** (skiing/snowboarding, gondola ride, Tamarack) **for 1 person**

3 voucher / ticket programs are available to Hosts

3. Friends & Family Points – these are available to all MMSA employees for the exchange to 1 free ticket per point
OR exchange to Mammoth e-Bucks

- a) Points loaded to employee pass 1st or 2nd week in January for all staff who worked over the Christmas / New Years Holiday
- b) Must also be active in the program from the beginning of the Host season
- c) 3 points for returning hosts working as part-time or full-time seasonal
- d) 2 points for new or returning hosts working as part-time seasonal

Host Benefits

Host Department Voucher

*** NOTE:** This is a HIGHLY valued program that CANNOT be compromised in ANY WAY.

1. Host Program Vouchers*

- 1 voucher earned for every 5 hours worked. Ticket cost with a voucher by age is as follows:
 - Adult (23-64): \$80
 - Youth (13-22): \$68
 - Child (4-12): \$30
 - Senior (65-79): \$68
- 50 % off Tamarack XC Ski Area or Scenic Gondola Ticket

Host Benefits

Host / Naturalist Voucher Procedure

- Requests for Host Department vouchers must be made at least 72 hours in advance. Please send in the request between 7:30am – 4:00 pm. **Here is the step-by-step procedure:**
 - 1) Send e-mail to hostvoucherrequest@mammothresorts.com including:
 - ✓ the number of vouchers needed and
 - ✓ the date they are needed by
 - 2) A response will be sent to you from hostvoucherrequest@mammothresorts.com or a management team member including:
 - ✓ the MMSA codes assigned to each voucher
 - ✓ the link to the MMSA website to enter the host and guest information, location for pickup and the code(s)
 - 3) Follow the link to the Voucher website and enter the required information:
 - ✓ your name, email, phone number, select ticket type – Host or Naturalist and Guest Voucher Code(s), plus guest name, email, phone number, date of birth, Guest Age Group, Guest Zip Code, date(s) needed and location to be picked up from
 - ✓ **NOTE:** each guest requires an individual form to be completed. If a guest will ski multiple days, enter the 2, or more, codes separated by a comma in the Guest Voucher Code field
 - 4) Once the request is approved, the information is downloaded to the coded voucher and is now available to the guest at any Mammoth Resorts Ticket location, including June Mountain and Tamarack Cross-Country Center, to complete the purchase
 - ✓ You will receive an e-mail confirmation from: hostvoucherrequest@mammothresorts.com so, please be sure to look for this e-mail confirmation. If it is not in your "Inbox", please check your "Junk" mail folder as your e-mail provider may have identified the message as "spam".

Host / Naturalist Voucher Website Procedure

- Requests for Host / Naturalist **Here is the step-by-step procedure:**

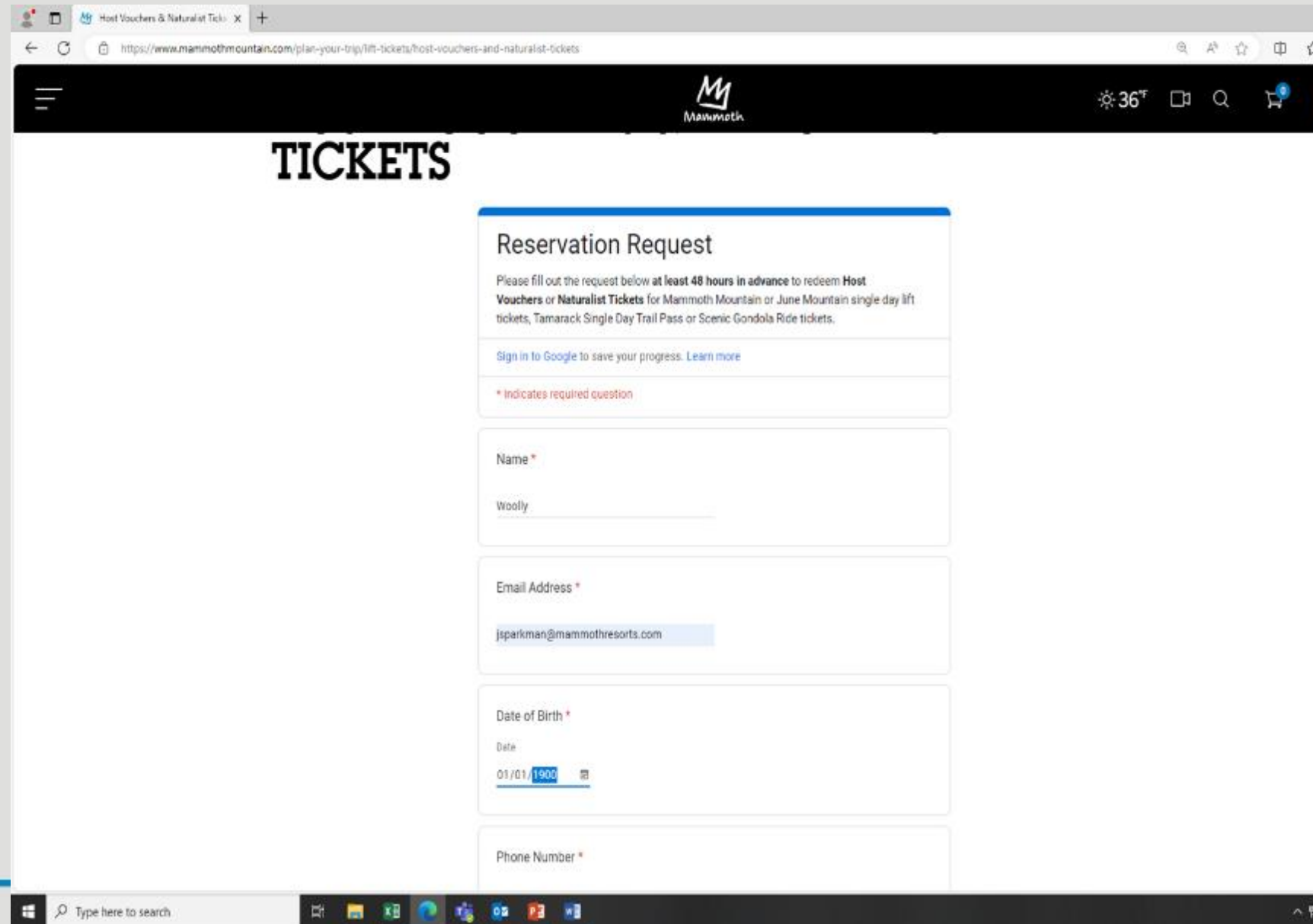
- 1) Send e-mail to including:
 - ✓ the number of vouchers needed and start guest(s) date
- 2) A response will be sent to member including:
 - ✓ the MMSA codes voucher

The screenshot shows a web browser window displaying the Mammoth Mountain website. The URL in the address bar is <https://www.mammothmt.com/plan-your-trip/lift-tickets/host-vouchers-and-naturalist-tickets>. The page features the Mammoth Mountain logo at the top right and a navigation bar. The main heading is 'HOST VOUCHERS & NATURALIST TICKETS'. Below this is a 'Reservation Request' section with the following text: 'Please fill out the request below at least 48 hours in advance to redeem Host Vouchers or Naturalist Tickets for Mammoth Mountain or June Mountain single day lift tickets, Tamarack Single Day Trail Pass or Scenic Gondola Ride tickets.' There is a link to 'Sign in to Google to save your progress. Learn more'. Below this is a form with three fields: 'Name', 'Email Address', and 'Date of Birth', each with a 'View answer' link. A red asterisk indicates required questions. A 'BOOK NOW' button is visible in the top right corner of the page.

(Multiple) Host/ Naturalist Vouchers

<https://www.mammothmountain.com/plan-your-trip/lift-tickets/host-vouchers-and-naturalist-ticketsom/vouchers/volunteer>

- Start this request at least 48 hrs prior to wanting the vouchers/tickets to be ready



The screenshot shows a web browser window with the URL <https://www.mammothmountain.com/plan-your-trip/lift-tickets/host-vouchers-and-naturalist-ticketsom/vouchers/volunteer>. The page features a black header with the Mammoth Mountain logo and a temperature display of 36°F. Below the header, the word 'TICKETS' is prominently displayed in large, bold, black letters. To the right of 'TICKETS' is a 'Reservation Request' form. The form includes a title 'Reservation Request', a paragraph explaining the request, a link to sign in to Google, and a list of required fields: Name, Email Address, Date of Birth, and Phone Number. The 'Name' field is filled with 'Woolly', the 'Email Address' field is filled with 'jsparkman@mammothresorts.com', and the 'Date of Birth' field is filled with '01/01/1900'. The 'Phone Number' field is empty.

TICKETS

Reservation Request

Please fill out the request below **at least 48 hours in advance** to redeem **Host Vouchers** or **Naturalist Tickets** for Mammoth Mountain or June Mountain single day lift tickets, Tamarack Single Day Trail Pass or Scenic Gondola Ride tickets.

[Sign in to Google](#) to save your progress. [Learn more](#)

* Indicates required question

Name *

Woolly

Email Address *

jsparkman@mammothresorts.com

Date of Birth *

Date

01/01/1900

Phone Number *

(Multiple) Host / Naturalist Vouchers

- Make sure to click the correct ticket/voucher you are requesting

The screenshot shows a web browser window with the URL <https://www.mammothmountain.com/plan-your-trip/lift-tickets/host-vouchers-and-naturalist-tickets>. The page features the Mammoth Mountain logo and a navigation bar with a temperature display of 36°F, a search icon, and a 'BOOK NOW' button. The main form is titled 'Host Vouchers & Naturalist Tickets' and includes the following fields:

- Email:** jsparkman@mammothresorts.com
- Date of Birth:** 01/01/1900
- Phone Number:** 7149306670
- Ticket or Voucher Type:** ☒ Host Voucher (selected), ☐ Naturalist Ticket
- Host Voucher or Naturalist Ticket Code(s):** %AX57332469001 %AX57333469001

Below the form, there is a 'Next' button and a 'Clear form' link. A disclaimer at the bottom states: 'Never submit passwords through Google Forms. This form was created inside of Mammoth Mountain.'

(Multiple) Host/Naturalist Vouchers

- You will fill this out for every guest that you are getting a ticket for.

The screenshot shows a web browser window with the URL <https://www.mammothmountain.com/plan-your-trip/lift-tickets/host-vouchers-and-naturalist-tickets>. The page features the Mammoth Mountain logo and a navigation bar. The main heading is "HOST VOUCHERS & NATURALIST TICKETS". Below this, there is a "Reservation Request" section with a link to "Sign in to Google to save your progress. Learn more" and a note that an asterisk indicates a required question. The "Guest Information" section contains three input fields: "Guest First Name *" with the value "Bucky", "Guest Last Name *" with the value "Deer", and "Guest Email Address *" with the value "jsparkman@mammothresorts.com". The Windows taskbar is visible at the bottom of the screen.

Host Vouchers & Naturalist Tickets

Home / Plan Your Trip / Mammoth Lift Tickets / Host Vouchers & Naturalist Tickets

HOST VOUCHERS & NATURALIST TICKETS

Reservation Request

[Sign in to Google to save your progress. Learn more](#)

* Indicates required question

Guest Information

Guest First Name *

Bucky

Guest Last Name *

Deer

Guest Email Address *

jsparkman@mammothresorts.com

(Multiple) Host / Naturalist Vouchers

- Request will be processed within 48 hrs from you hitting the submit button

The screenshot displays the Mammoth Mountain website's reservation page for host vouchers and naturalist tickets. The page features a black header with the Mammoth logo, a temperature indicator (36°F), and a 'BOOK NOW' button. The main content area has a white background with the title 'HOST VOUCHERS & NATURALIST TICKETS' in large, bold, black letters. Below the title is a 'Reservation Request' form with a blue border. The form includes a 'Sign in to Google to save your progress. Learn more' link, a 'Click submit to finish.' instruction, and two buttons: 'Back' and 'Submit'. A 'Clear form' link is also present. At the bottom of the form, it states 'We use a third party service through Google Forms' and 'The form is associated with Mammoth Mountain.' The page is viewed in a web browser with the URL 'https://www.mammothmountain.com/plan-your-trip/tift-tickets/host-vouchers-and-naturalist-tickets' visible in the address bar. The Windows taskbar is visible at the bottom of the screen.

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Host Benefits

Friends and Family Tickets

- Hosts have **2 ways** to get Friends and Family tickets:
 - 1. MMSA limited daily lift privileges for friends & family members after January 1, 2024**
 - Currently, 2 points / month for 1st year employees and 3 points / month for returning employees
- There are 2 options for redeeming **MMSA limited daily lift privileges vouchers** for free ski passes for your friends and family members.

Host Benefits

Friends and Family Tickets

- **OPTION #1: Online**

- <https://www.mammothmountain.com/plan-your-trip/lift-tickets/employee-friends-and-family>
- For instructions and required information, please visit the MMSA website. Must be **requested at least 48 hours** prior to guest arrival.
- **Required information (to be filled out when you are online – be sure to have all the information shown below with you when you are making the online request):**
 - Employee First and Last Name
 - Employee Number
 - Employee Pass Card ID Number
 - Employee Phone Number
 - Employee Email Address
 - Guest First and Last Name
 - Guest Email
 - Guest Phone Number
 - Guest Birth Date
 - Guest Age Group
 - Guest Zip Code
 - Location* (Mammoth, June, Big Bear, or Tamarack)
 - Guest Arrival Date
 - Number of Planned Consecutive Ski Days
 - Notes

Host Benefits

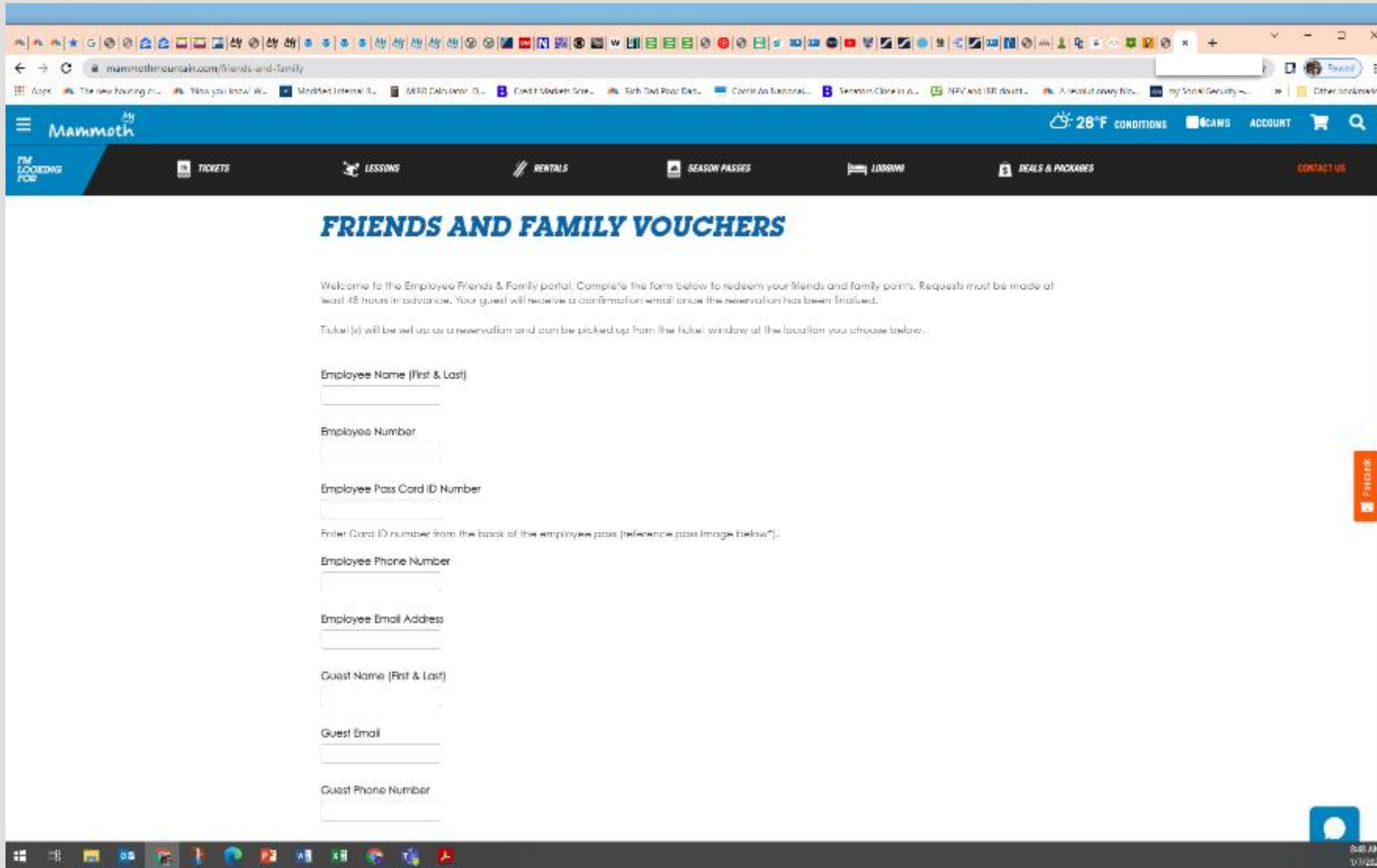
Friends and Family Tickets

- **OPTION #2: At any Ticket Counter**

- You Can go to any ticket counter with your guests and present your Employee Pass Card and the ticket agent will generate the pass(es) right there.
- You can also go by yourself to any ticket counter prior to your guest's arrival, show your Employee Pass Card and provide guest information and the pass(es) will be generated and placed in Will Call at that location **OR** stored in the ticket sales system for pickup at the same or different location by your guests when they arrive (no need for you to be present).

Friends and Family Tickets Website

<https://www.mammothmountain.com/friends-and-family>



FRIENDS AND FAMILY VOUCHERS

Welcome to the Employee Friends & Family portal. Complete the form below to redeem your Friends and family points. Requests must be made at least 48 hours in advance. Your guest will receive a confirmation email once the reservation has been finalized.

Ticket(s) will be set up as a reservation and can be picked up from the ticket window at the location you choose below.

Employee Name (First & Last)

Employee Number

Employee Pass Card ID Number

Enter Card ID number from the back of the employee pass (reference pass image below):

Employee Phone Number

Employee Email Address

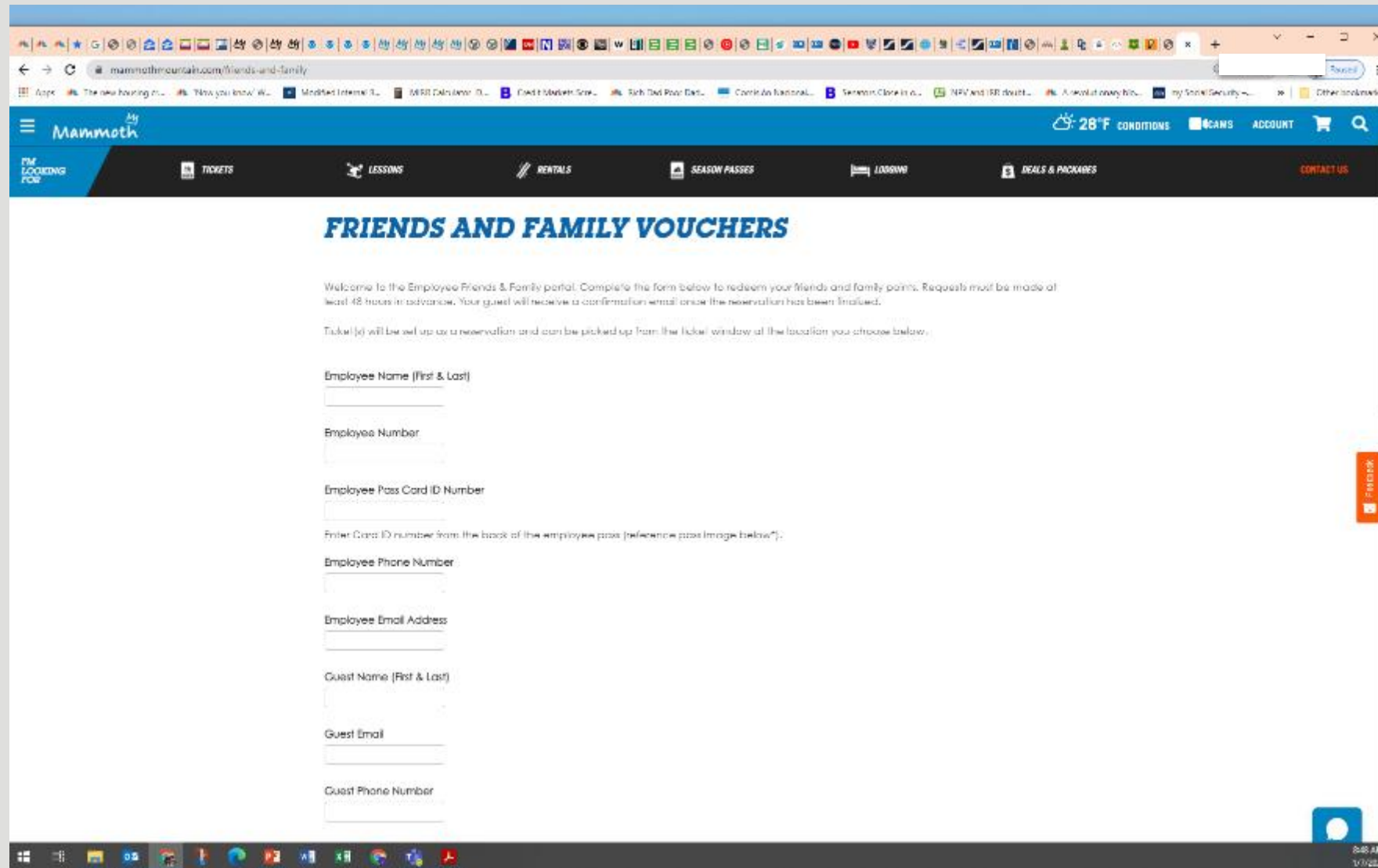
Guest Name (First & Last)

Guest Email

Guest Phone Number

Friends and Family Tickets Website

<https://www.mammothmountain.com/friends-and-family>



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Employee Number

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Employee Phone Number

Employee Email Address

Guest Name (first & last)

Guest Email

Guest Phone Number

REQUEST



A MAMMOTH RESORTS PROPERTY