

Berkshire East Ski Resort

Winter FAQs 2024-2025 Season

Guest Experience (Customer Service):

- Location (welcome center vs. base lodge):
 - The **Welcome Center** will be open ½ hour prior to the lift spinning which will be 8:30am on weekdays and 8am on weekends. Holiday weeks (Christmas and February vacation week) we will open at 8am every day including weekdays.
 - Once night skiing starts, the **Welcome Center** will stay open from morning until closing at 9pm.
 - The **Welcome Center** will be used for day ticket check in as well as Snow Sports check in. All general tickets will be taken care of there.
 - **Customer Service** in the Main Lodge is no longer open and will only be for retail..
- Discounts:
 - Season pass holders will receive a 10% discount on all retail.
 - EMS, Police, Firefighters, active duty military, veterans receive a 10% discount on day tickets.
 - Employees from other ski mountains will receive, upon proof of employment, a free weekday ticket or a \$35 weekend ticket.
 - BE employees receive a 40% discount on all BE branded merchandise and a 20% discount on all other merchandise.
- Lost and Found:
 - Berkshire East is not responsible for lost items. That being said, we do log all items that we find or that get returned to us through guests and employees. If someone is looking for a lost item, we ask that they come see **Customer Service** to leave their name, phone number and a description of the item. We cannot guarantee the item will be found or returned.
 - Lost and found items will be held for 1 month. If the item is not picked up by then it will be donated or discarded. All large equipment will be held through the season before being donated.
- Bag Room: There is a room near the bathrooms designated for bags. We ask guests to use this space rather than leaving bags under or on tables.

Rentals:

- The Rentals Shop is located in the basement of the Main Lodge directly below the customer service window. If guests are coming from inside the lodge, send them down the stairs by Customer Service. If guests are coming from the main walkway, send them to the double doors on the right on the lower level.
- Rentals open 30 minutes before the lifts, 8:30 am on weekdays and 8am on weekends.
- Rentals are due back 15 minutes after last chair and the shop closes to the public 30 minutes after last chair.
- Employees can rent for \$10 per day and Employee family members will receive a 25% discount on rentals (must purchase in advance and blackout dates may apply).
- We now offer performance demo ski and telemark ski rentals!

Tuning:

- The Tuning Shop is located in the basement next to the locker rooms, easiest access is the front basement doors.
- Hours will be posted when finalized
- All employees receive 50% off all tunes.

Snow Sports:

- Programs Offered
 - Private lessons offered on a daily basis, group lessons on weekends and holidays, two learn to ski packages, group rates offered for large groups and multi week programs with schools and rec departments. Mountain Explorers is our major kids seasonal program that has historically run on Sundays. Junior Explorers is a new program that piggybacks on the Explorers model and is for kids ages 5-7.
- Employee discount
 - Employees may join group lessons that are not filled and already going out for free. Employee family members receive a 25% discount - must prebook, subject to availability and blackout dates apply.
 - Snow Sports employees immediate family members receive a 40% discount on Seasonal Programs and Group Lessons.
- Meeting Locations and Times
 - Lesson times vary. Group lessons meet on snow, across from the rental shop at 10:00 and 1:00. Private lessons meet below chair two and are sold on the hour. Participants can choose private lessons in length from 1 hr, 2 hrs or 6 hrs. 6hr private lessons start at 9am and 10 am.
- Contacts
 - Director - Luke Toritto: luke@thundermountainbikepark.com
 - Assistant Director - Roger Cooney: roger@berkshireeast.com
 - School Groups Coordinator and Admin - Olivia Gaissert: programs@berkshireeast.com
 - General Email: skischool@berkshireeast.com

Racing:

- Programs offered: DEVO, Interclub, All-Mountain U12,U14,U16,U18, Training Only option, Christmas Camp
 - Additional info can be found at... <https://berkshireeast.com/winter/racing>
- MISL/PVIAC vs. Tri-state races
 - MISL/PVIAC races aren't sanctioned through a national (USSS) or International (FIS) governing body and they provide racing opportunities for High School teams in a public school division (PVIAC) and private school division (MISL). They typically happen on Tuesday and Thursday evenings from 3:30-6:30 for PVIAC and Wednesday afternoon/evenings from 2-6 for MISL.
 - TriState USSS and FIS races are overseen by appointed officials and have strict prerequisites in order to host an event. These events provide racing opportunities for members of the associated governing body who are associated with various ski areas/clubs in the region. These races are usually on the weekends, but can be midweek as well. These events typically run from an early lift needed at 6:50 to load course workers and setters until 1:30-2 for the last racer to clear the finish line.
- General info about race days
 - Races are held on Comp and require some closure of the trail that will depend on start and finish locations. The start location varies more than the finish location, which is typically in the base area.
 - Course setters, officials and crew load the lift around 6:50 for most events.
 - Last racer usually clears the fish line around 1:30-2

Food and Beverage:

- Crazy Horse: Table served dining. Open Thursday 3-9, Friday 3-9, Saturday 12-9, Sunday 12-6. Also open Monday through Wednesday 12-6 during holiday weeks.
- Slopeside (cafeteria) Grab and Go food and beverage. Same schedule as lifts, opens earlier on race days
- Waffle Haus (the box): Waffles and hot beverages. Open weekends and holidays 10-4

- West Lodge: Renovated this fall with an expanded menu and beer. Open weekends and holidays 10-4-weekends, possibly later if live music is scheduled.
- Entertainment: Live music schedule TBD
- Employee discount (employee must present and pay) 35% discount on all food items in all locations-no discount on alcoholic beverages

Lift Operations:

Normal Winter Hours:

Monday	9am to 4pm
Tuesday	9am to 4pm
Wednesday	9am to 4pm
Thursday	9am to 9pm
Friday	9am to 9pm
Saturday	8:30am to 9pm
Sunday	8:30am to 4pm

- Lifts open at 8:30 midweek during the following Holiday Periods: Christmas Week 12/26 - 1/1/24, MLK Day 1/15 and February Vacation 2/19/24 - 2/23/24. Also, open until 9:00 the following Sundays: 1/14 and 2/18.
- Some Monday and Tuesdays have a later close on the TBar Express for race practice and races for racers only.
- Some Wednesdays are open until 8:00 when School Groups are scheduled.

Lifts and Tows:

- Bobcat: Beginner Carpet. Operates daily.
- Summit Quad (Lift 2): Ancillary lift for busy days
- T Bar Express: NEW Detachable quad. Operates daily.
- Top Notch (Lift 3): Beginner double lift. Operates daily.
- Wilderness Quad (Lift 4): Operates midweek Wednesday through Friday for school groups and weekends.
- Tubing Magic Carpet: Operates weekends and holidays exclusively for the Tubing Park

Tubing:

- Operates weekends and holidays from 10-4 out of the West Lodge. Will open midweek for Groups
- Sessions are 10:30, 12:00, 1:30 and 3:00.
- Sessions typically sell out - buying in advance online is highly recommended.

Patrol:

- Ski Patrol is here in case you have an injury or medical needs.
- Ski Patrol First Aid is located in the base area below the lodge next to Customer Service
- If you need Ski Patrol or to report an incident please call: X1111 or 413-214-7167

Snowmaking and Grooming

- Our small, committed team is responsible for creating and maintaining great conditions across the mountain.
- Snowmaking occurs whenever weather conditions allow from November into February
- Grooming occurs nightly. We take pride in our grooming, while also recognizing that folks want a variety of terrain (moguls, whales, glades, and natural snow conditions).

Human Resources:

- See the separate employee benefits sheet with discounts
- June Roy-Martin is on site Tuesday, Thursday and Friday with some weekend days throughout the winter. Her email address is employment@berkshireeast.com