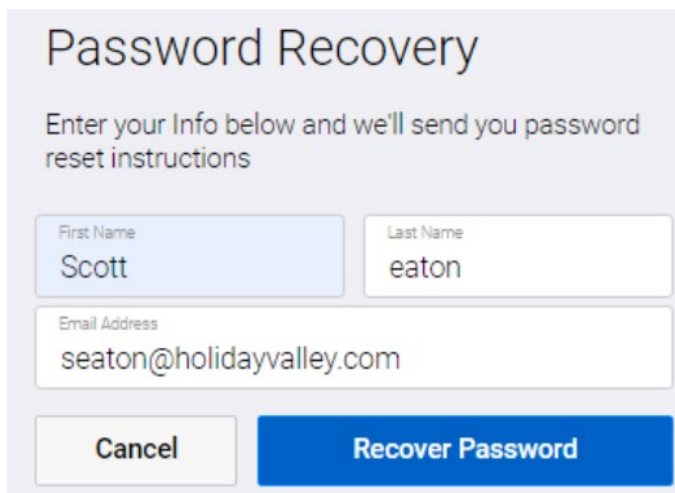


What to do if you have past profile issues when registering on-line

The following information was provided by Holiday Valley. Hope it helps:

Sean,

Yes, with a lot of folks having purchased passes in the past we already have them in the system and that is why the system is saying they already have a profile. If they click the forgot password option they get the screen below. If they plug in their information the system should be able to find their profile and email them a link to reset/setup a password. The issue I believe folks are running into is that the link they click take folks to the main Holiday Valley online store. So once they've reset their password, they are logged in but they are now seeing the normal pass prices and not the club discounted prices. So what they will need to do is reset their password through the main store then they would need to go back to the tab that says 'Shopland Affiliate Store' log back in and then they can finalize their purchase through your clubs store. I know it's a bit convoluted but that seems like the best way get people logged in.



Password Recovery

Enter your Info below and we'll send you password reset instructions

First Name Scott	Last Name eaton
Email Address seaton@holidayvalley.com	