



Q: How do I make ski or snowboard rental reservations?

A: (1) Reserve online at skipurg.com

A: (2) Call the on-mountain shop at 1.970.385.2182

*Reservations are recommended, especially for weekends, holidays and other busy times.

*Reservations **MUST** be made at least 48 hours prior to your arrival date and should be made as early as possible. Equipment may be unavailable if you try to pick up within the 48hr window.

Q: What do I need as proof of payment to pick up my rentals?

A: All you need is a form of identification & your Confirmation Number.

Q: When should I get my rentals?

A: We open at 8AM. If you have a lesson, you should be here as close to 8AM as possible if not the day before.

Q: Can I pick up my rentals the day before?

A: Yes – We highly recommend picking up your equipment between 2:00 and 4:30PM at our on-mountain location the day before your first rental day and avoid the morning rush especially during the busy Christmas and spring break seasons. It is more relaxing to stand in line in the afternoon when you are not sweating in ski gear, hurrying to ride the first chair or trying to get to lessons on time. There is no extra charge for this convenience.

Q: Where do I pick up my equipment?

A: If you made a reservation for your equipment then it must be picked up at our on-mountain location on the 2nd level of the Village Center building or enter slopeside by lift 4. Walk-ins are accepted at the downtown location at 2615 Main Ave., the Expert Edge and the Burton Store.

Q: What time do the rental locations close in the evenings?

A: The on-mountain rental shop does afternoon fittings until 4:30PM. You MUST be in the door by 4:30PM. We accept rental returns until 5PM. The Expert Edge and Burton are open until 5PM.

Our downtown location is open from 8AM to 6:30PM on a daily basis. During the holidays it is open from 7:30AM until 8 PM.

Q: Do I rent the boots, bindings and poles separately?

A: No, they come as a package with the skis and snowboards (snowboarders don't get poles)!

Q: Can I pick up equipment for my family?

A: No, we personally fit each person with their equipment so we need each person in the shop.

Q: I have my own boots/skis/board. Can I rent just skis/board or boots?

A: Yes, at a slightly discounted rate. Just bring in your boots or skis/board and we will fit our equipment to yours.

Q: My boots are 20 yrs old but I've only skied in them 5 times. They are so comfy! Are they still good?

A: No matter how boots have been treated, after 10yrs the plastic starts to degrade. They can fall apart on you as you are skiing down the hill. We've seen it happen numerous times. For your safety, we recommend that you (but don't force you to) rent newer boots. The technology has also changed for the better and your feet and knees will thank you.

Q: Can I reserve a specific model of ski or snowboard?

A: No, you can only reserve the category of skis/boards. We only have one option in our basic and sport ski categories. If you are renting from the performance category, then you can discuss with your ski tech and choose which ski would be the best ski for you. All performance skis are the previous years' demo skis. You can request a specific model at The Expert Edge demo shop. They do not accept reservations until 24hrs in advance of your 1st ski day and must be made with a phone call to 970.385.2181. Our downtown store does not accept reservations either.

Q: Can I trade my snowboard in for skis (or vice versa) if I want to switch?

A: Yes, simply return your rental to the location you picked it up at & we will be more than happy to help based on availability. If you rent from the Expert Edge Demo shop, you also have the added perk of being able to swap out your equipment any time you like.

Q: Can I store my rental equipment overnight at the base of the mountain?

A: Yes. We offer overnight ski and snowboard storage conveniently located outside the on-mountain rental shop. We recommend that you take your boots back to your lodging with you so they can stay warm and dry overnight.

Q: Where can I put my street shoes and lunch while I'm skiing?

A: We have baskets for rent in the rental shop that you can put a lot of stuff in. They can be accessed anytime and numerous times during the day. They are not locked but they are in a secure area. (We haven't lost anything yet and we will try to refrain from eating your lunch!) There are lockers in the foyer area outside of the shop that are available in different sizes and prices. Many people leave their shoes and bags under benches but, there is no guarantee they will be there when they get back.

Q: What type of clothing should I wear?

A: Layering is the key. The weather can change at a moment's notice. Come prepared for anything. Start with long underwear, ski socks (only one pair), then a warm, comfortable layer, all covered with waterproof, insulated coat, pants, gloves, hat and goggles or sunglasses. It's a good idea to have an extra pair of socks, sweater, neck gaiter or scarf on hand. Try not to allow yourself to get too cold or too hot and sweaty. Jeans are a definite no-no. You may even be ridiculed!

Q: Do you rent ski clothing and accessories?

A: No, we do not rent ski clothing or accessories such as goggles or gloves. They can be purchased at Purgatory Sports one level below us.

Q: Can I get sunburned during the winter?

A: YES- sunscreen is your friend. Don't be caught without it! The sun reflects off of the snow worse than water. New research confirms that the higher the altitude- the quicker the burn. Sunglasses or goggles are also a must in order to avoid snow blindness.

Q: I always feel nauseated my first ski day. What can I do to prevent this?

A: This suggests a mild form of altitude sickness. It will help to drink plenty of water in the days prior to your arrival at higher altitudes. There is an oxygen bar located in the lower level of Purgatory Lodge that can be helpful for some people.

Q: What happens if I damage my rental equipment?

A: When you purchase a damage waiver, you are covered within reason for any accidental damage caused to your equipment. If you do not purchase a damage waiver, you are then liable for the repair cost of the equipment.

Q: Do you offer an in-room rental service?

A: Sorry, not yet.