



2020-2021 Season FAQ's  
Updated Dec 26, 2020

**Q: What is the website for all the season information for this year?**

A: [https://www.traversecitymi.gov/hickory\\_hills.asp](https://www.traversecitymi.gov/hickory_hills.asp)

**Q: What is the website for purchasing passes?**

A: <https://hickory-hills.square.site/>

**Q: How does buying a pass online work?**

A: Please follow the steps below:

1. Go to the website at the link provided for purchasing passes.
2. Find the pass you are looking for (Resident/Non-Resident, Family/Individual, Nordic/Alpine, etc. and add it to your shopping cart.
3. Once you have the passes you want to buy in your cart, click "check out".
4. Enter your personal information and payment information.
5. Check out.
6. Check your email for your receipt to make sure the transaction went through. Also, the receipt will have details for you on how to send in your photo digitally so we can print up your passes and have them ready for you without having to wait in line.
7. Take a headshot photo of yourself and send to the email on your receipt.
8. Once you receive notification that your pass is complete, stop by during business hours for a contactless pickup at the ticket windows.
9. When the snow flies, wear your pass each time you come to Hickory Hills. No need to stop in the lodge each time you ski if you have a pass

**Q: My address says Traverse City. Am I a City resident or non-City Resident?**

A: City Residents are individuals who live within the city limits of Traverse City and pay city taxes. Non-Residents are individuals who live just outside the city in a Township, such as Garfield, Elmwood, East Bay, Long Lake, etc. If you are unsure if you are a resident or non-resident you can check your property tax bill, or verify your address on the City of Traverse City website. If you need help, please call the Hickory Hills Lodge during business hours and someone can help you.

**Q: Why is the non-resident rate more expensive than the resident rate?**

A: City of Traverse City property tax dollars go to support Hickory Hills. Non-residents that live in other municipalities (Garfield Township, Elmwood Township, etc.) do not

contribute financially towards Hickory Hills operations, so the discounted resident rate is not applicable. However, all of our season pass rates are low compared to industry standards, regardless of residency status.

**Q: What if I pay for a resident rate but I'm actually a non-resident?**

A: If you pay for a resident rate but are actually a non-resident, you will have to pay the difference before your pass is issued.

**Q: Did rates increase this year?**

A: No, 2020/2021 rates are the same as last year!

**Q: If I buy an online pass, when can I pick it up?**

A: Lodge office hours for early Pass pickup or appointments are 10a.m. to 4:00p.m. Monday - Friday. Once the season begins, passes will be available for pickup during operating hours.

**Q: I'm not interested in buying a pass online. Can I buy another way?**

A: If you'd like to schedule an appointment to get your photo taken with us or to buy your pass in person, please email us at [hickoryhills@traversecitymi.gov](mailto:hickoryhills@traversecitymi.gov) to set up an appointment.

**Q: Why should I buy a pass before the season starts?**

A: Purchase your Pass early so you don't have to wait in line when we open! Once you have your pass you can go straight to the slopes or trails each time you visit Hickory Hills. Our opening week tends to be very busy and this year more than ever we're trying to limit lines, so buying ahead of the season is the safest, quickest way to get your pass.

**Q: When are you going to open?**

A: We are opening for alpine skiing on January 2, 2021. We are currently open for Nordic skiing.

**Q: Will my Season Pass guarantee access to the mountain?**

A: Yes, season passes will be honored and be able to access the mountain. We may at times have to limit daily pass sales.

**Q: Can I buy tickets in person at the ticket window?**

A: Yes, you can buy daily tickets or Season Passes at the window. There may be a wait line.

**Q: Will the lodge be open?**

A: At this time, the lodge will only be open for limited pass sales, restroom use, and for equipment rentals. The lodge is not available to warm up, to sit and eat, or to hang out with friends.

**Q: Do I have to wear a mask at Hickory Hills?**

A: Yes- Masks are required of everyone age 5+.

**Q: Will you have food sales this season?**

A: At this time we are not planning on offering food sales, and we cannot offer indoor seating either. We suggest bringing your own snacks and sitting by one of our new outdoor fire pits to warm up quickly while you take a break from skiing.

**Q: Will you rent skis this season?**

A: We are planning on renting skis this season.

**Q: Are there any other changes we should know about?**

- We are requiring social distancing guidelines to be followed in all areas.
- We have built two new outdoor fire pits that will be helpful to warm you up on cold days, but social distancing guidelines are still required in these areas.
- We have an exterior restroom and will have extra porta-johns on site in addition to the lodge restroom.