



## Passholder Account Setup Guide

### Step 1: Signing the Season Pass Waiver

If you purchased a season pass online during the checkout process, you signed the season pass waiver for yourself. If you purchased a pass for more than one person, the waiver needs to be signed for everyone. If the person you purchased for is under the age of 18, you can do the next steps yourself. If the person is over the age of 18, they will need to sign the waiver themselves.

1. You can find the season pass waiver at the following link. [Season Pass Waiver 2027](#)
2. Click “Myself Only” if you purchased a single-season pass in person or over the phone. If you purchased online, you signed the waiver in the checkout process.
3. Click “Myself & Minor(s)” if you purchased a pass for more than one person, such as the Duo pass or Family Pass. If you purchased the Duo pass for you and your spouse, they will need to sign the waiver themselves.
4. After making your selection, “Myself Only” or “Myself & Minor(s)” in the next screen, when it asks for “email,” you will need to use the email of the account holder who purchased the season passes for each person, or they won’t go on your account.
  - a. Once entering the email that you purchased the pass with, it will prompt you to login to your account. The login uses your email and a pin, you will not have a pin if you just created your account. You can select “Email me a new PIN” under the login button.
  - b. You will receive an email from Swain Resort labeled “Waiver Pin.” Your temporary pin will be inside. Once entering the temporary pin, you will be prompted to create a new one.
5. You will now be prompted to make your Guest Selection for anyone needing the waiver signed. You will click each name to select them. If you do not see someone listed we will add them in the next step.
  - a. Once making the selection, you will see adults and minors listed out with their birthdates. Please review the information and make any corrections that you see.
  - b. Even though you signed the season pass for yourself during the purchase process online, you will need to leave yourself listed here as an adult must be on the waiver when signing for minors.
  - c. If you are missing a family member select “+ADD MINOR”, remember anyone over the age of 18 should sign for themselves.
  - d. You will add the minors first and last name, as well as their birthday. Once you have all family members select “continue”.

6. Read through the body of the waiver. You will then select “I acknowledge” and sign in the box where it says “sign above”. One signature will cover everyone on the previous screen that you added to your family.
7. Click “I’m Finished” a copy of your signed season pass waiver will be emailed to you.

### **Step 2: Uploading Season Pass Photos**

Season passes are printed cards that include a photo of the passholder and their name. You will need to upload photos of everyone receiving a season pass before it is able to be printed off.

1. Login to the “Member Portal” at this link [Aluvii Member Portal](#)
2. The email for the login will be the account holders email address used during the checkout process. If you do not know your password you can select “Forgot Password?” under the login button.
3. Once logged in you will select “Update Account Info” under Manage Account.
4. Select “Manage Members” in the left navigation bar.
5. In the drop down menu labeled “Select Account Member” you will go through each person and repeat the following steps to upload a photo.
  - a. In the image box you will select the pencil icon to upload your photo. If you already have an image you are welcome to upload a new one. The system will only allow a change of photo every 180 days.
  - b. Select the file from your computer or smart phone that you wish to upload.
    - i. Please make sure that you can easily see the members face and it is not obstructed by sunglasses or a hat.
    - ii. Crop your photo into a square for the best quality image.
6. Once done select “Save Changes”

### **Step 3: Picking Up the Season Pass**

Passes are available for pick up at the ticketing windows. If you are a first time passholder you will need to pick up your pass to ski the rest of this season. If you are already a season passholder you can pick up your printed pass in November.

1. To pick up your season pass the season pass waiver must be signed and a photo must be uploaded to your account.
  - a. To double check that you are ready to pick up your season pass you can login to you “Member Portal” at this link [Aluvii Member Portal](#)
  - b. Navigate to “Memberships” which can be found under the dropdown menu labeled “Memberships”.
  - c. You will see each family member with an image icon next to their name and a membership labeled “Season Pass Waiver - 2027” if you have completed all of your steps.
2. Once at the ticketing window you will indicate that you are a season pass holder and would like to pick up your season pass. Our staff can look you up by your name, no receipt needed.
3. If you purchased your pass with a payment plan you will not be able to pick up your physical pass until November when all payments are made. Until then you can get a daily lift ticket printed by coming to the ticket window.

4. If your season pass is lost during the off season it can be reprinted for a \$25 fee.

**If you're still having trouble, please call us at (607)545-6511**