

SKI & SNOWBOARD

Q. How much is a slope ticket?

A. Since there are a variety of prices based on day, time, age, open runs, etc we recommend you view all pricing at [Winter Sports - Bartlett Park District \(bartlettsparks.org\)](http://Winter Sports - Bartlett Park District (bartlettsparks.org))

Q. Where do I make an advance reservation

A. [Please click here to book your tickets online.](#)

Q. How far in advance can I purchase tickets?

A. Once we are confident the ski hill will open (based on temperatures, natural snow and snow making capabilities) we will begin to sell tickets. The whole season will not be available at one time but tickets will be released in increments based on weather and the foreseeable future.

Q. If I am taking a group lesson do I need to purchase a slope ticket?

A. Yes, your lift ticket and rental is an additional fee and not included in the group lesson fee.

Q. Do you offer terrain park lessons?

A. We do but since this is a unique skill set instructor availability is limited. Please call Ryan at [630-540-4183](tel:630-540-4183) to discuss.

Q. Can I be put on a waitlist for a group class that I booked online?

A. Unfortunately, we do not offer a wait list for our online group lessons. If a booked lesson is cancelled by a guest, it will appear online to be re-booked by another guest. If lessons appear fully booked you are encouraged to check back to see if lessons may have become available.

Q. Can I bring my own equipment?

A. Yes, absolutely! If you'd like to bring your own equipment, just go ahead and purchase a slope ticket online in advance or upon arrival.

Q. Where can I go to get information for daily updates on opening/closing, run availability and conditions?

A. Please call our Snow Phone at 630-540-4199 to listen to a recorded message with daily information and check our website villalivia.com for daily updates. Follow us on Facebook [@VillaOlivia](#) and Instagram [@villalivia_wintersports](#) for frequent news, behind the scenes action, and more.

Q. Is equipment rental a separate fee from a slope ticket?

A. Yes, rental equipment is an additional cost to your slope ticket. Prices for rental equipment can be found at Winter Sports - Bartlett Park District (bartlettsparks.org)

Q. Can I reserve rental equipment online?

A. No, rental equipment is only available onsite (first come, first served).

Q. Can I buy a gift card to use at Villa Olivia?

A. For slope and snow tubing tickets, group, and private/semi-private lessons, please call [630-540-4161](tel:630-540-4161) to redeem. For Snow Kids programs, lesson packages, Family Fun Nights, and Learn to Turn Nights, gift cards can be redeemed online when registering at through the [Bartlett Park District](#).

Q. Where do I check-in for my lesson?

A. Please check in for your lesson in the Lodge towards the far end where you will meet the Coordinator and your instructor.

Q. What time do I need to arrive for a lesson?

A. Please come at least one hour before your lesson is scheduled to begin. This will allow enough time to check in, be fitted with your rental equipment, meet your instructor, etc. Coming early means we can get out on the hill right on time to maximize the full lesson.

Q. Why are the classes in the Bartlett Park District winter brochure full already?

A. Our ski classes are very popular and fill up fast! We accept registrations on a first come, first serve basis until each class is filled. We do have a waitlist, and participants will be added to the class if someone drops out.

Q. Why don't you take more on the waitlist? If there are enough people, can you open/make another class?

A. Final class registration is based on the number of instructors hired and available to teach. Since ski and snowboarding are unique skills, we don't always have enough instructors to make classes available to everyone who is interested. We want to be sure participants have quality experiences so creating new classes based on interest is not always possible.

Villa Olivia Frequently Asked Questions

SKI & SNOWBOARD continued

Q. What if Villa Olivia does not open due to cold temperatures?

A. If tickets are reserved online in advance and Villa Olivia does not open guests will be informed by e-mail and automatically issued a full refund. Villa Olivia staff will determine a closure based on weather conditions and guests will not be able to request a refund if they personally feel it is too cold.

Q. Who do I contact for questions regarding my online reservation?

A. For the quickest response questions regarding reservations should be e-mailed to kaulisio@bartlettparks.org

TUBING

Q. Is snow tubing free?

A. No, there is a fee for snow tubing and online reservations are highly encouraged due to popularity.

Q. Is the snow tube included in the ticket price?

A. Yes, the snow tube is included in the ticket for snow tubing. Only Villa Olivia snow tubes can be used on the tube hill. Please do NOT bring your own tube.

Q. How long can I tube for?

A. 2 hours unlimited riding. Fee includes two hours of snow tubing, use of the conveyor lift (also known as the magic carpet) and a snow tube.

Q. What are the requirements to snow tube?

A. Participants must be 42 inches tall to ride. Unfortunately, we are no longer able to permit ride share due to tube manufacturers and risk management guidelines.

Q. How do I cancel a tubing reservation?

A. All ticket sales are final. Questions about reservations can be sent to kaulisio@bartlettparks.org

Q. Is there a viewing area if I choose not to purchase a tubing ticket?

A. If you are not tubing, you are welcome to stand at the bottom of the hill to watch at no charge. For safety reasons you will be asked to stand away from the hill, but you will be able to see!

Q. Are group rates available?

A. No, we do not offer group rates. You are welcome to purchase an unlimited number of tickets online (based on ticket availability) for your group. Please remember, all ticket sales are final. For groups of 20 or more please contact Kevin Aulisio at Kaulisio@bartlettparks.org

Q. Does my whole family or group need to check-in for tubing?

A. No, just one representative can check in and pick up tubing tickets for everyone.

GENERAL

Q. Do you offer sledding?

A. No, sledding is not allowed on any of the Villa Olivia property, but the park district does have two sled hills for you to enjoy. One is located at Apple Orchard Community Park and the other at Leiseberg Park.

Q. Are food and drink available at Villa Olivia?

A. Yes! We have a Ski Café serving hot and cold food, snacks and drinks and a full bar. Please visit [Ski Cafe - Bartlett Park District \(bartlettparks.org\)](http://BartlettParkDistrict.bartlettparks.org) for the menu and open hours.