

Frequently Asked Questions – Store – Pikes Peak Annual Pass Purchase

Category	Question	Answer
General	Do I need to wear a mask?	Yes, when in populated areas such as parking lots and gift shops a mask is required. Once you are isolated in your personal vehicle or social distanced from other employees and guests the mask is optional.
General	Is there social distancing requirements?	Yes, guests must follow all social distancing and health guidelines during their visit. This includes keeping a 6 foot distance from others, washing hands frequently or using hand sanitizer, keeping groups smaller than 10, and waiting to get access to gift shops since we will be minimizing the number of guests allowed in gift shops at one time.
General	Is there still construction on the summit?	Yes, due to the construction of the new visitor center parking on the summit limited. There will be restrictions and limits of access during the construction season. These restrictions may change so it is recommended you visit our website for the most current information.
General	What if I already purchased one of the printed passes for this year?	The paper punch passes and premier passes are still valid and can be redeemed as usual.
Product	Can I purchase an annual pass online?	Yes, visit our new virtual Pikes Peak Store .
Product	Will my pass be mailed to me or can I pick it up?	Neither, all purchased passes are now digital.
Usage	I have a punch pass, how can I see how many punches I have left since the pass is digital?	Guests can now track their online purchases and pass usage in the new Member Portal .
Usage	I purchased a punch pass that I can share with my family and friends, how do I share my digital pass?	It's easy to add family and friends to your account. Log into your Member Portal account and select the "Update Account Info" button, then select "Manage Members". Added family and friends will get their own unique bar code that they can provide to staff at the time of entry.

Member	Do I need to have my unique barcode with me to enter?	Yes, you will need to show the barcode to staff at entry. It is recommended that you download the barcode to your phone or print it. Due to the poor cell phone reception at the Gateway printing the barcode is highly encouraged.
Member	Where do I find my unique member barcode?	Log into the Member Portal and select the “Check Out Your Passes” button then select “Membership Passes” to see all of the barcodes associated with your account.
Receipt	I lost my receipt, how can I get another copy?	Log into the Member Portal and select the “Update Account Info” button, then select “Transactions and Receipts”.

