

Cancellation/Change Information for Spirit Passes 2011.12

Spirit Passes may be cancelled for the following reasons:

1. Injury/medical reason that puts the staff member out of action for the majority of the winter season (min 2 months).
 - ◆ *A medical note is required to support requests of this nature.*
2. Receiving a complimentary or contractual Pass through Whistler Blackcomb or other company.
 - ◆ *Contact Pass Administration by email.*

Cancellation requests will only be accepted until May 31, 2012 (no exceptions).

- Passes cannot be cancelled because people 'don't get around to using them', regardless of whether the Pass has been issued or not.
- Cancellations will not be accepted for terminations or "quits". The employee should be responsible for reimbursement of their pass to the company.
- Using the lift to get to Base 2 staff housing will result in a charge if the Pass is cancelled.
- **NOTE – if an employee is leaving your company, but wants to keep their Spirit Pass – they should buy out their pass, and then re-register with the Chamber through their new employer.**

How to Apply:

- All cancellation requests must be submitted in **writing**, with the reason for the request, to Pass Administration.
 - ◆ Refunds will take the form of a '**Mountain Voucher**' credit or credit to a company account.
 - ◆ You can email requests to passadmin@whistlerblackcomb.com or by fax to 604.938.7527.
 - ◆ Please allow up to 30 days for processing.
- If the **Employer** has paid for the Pass **only the Employer** can request a cancellation of the Pass:
 - ◆ The credit will be applied to the employer.
 - ◆ Whistler Blackcomb will not accept requests that come directly from the employee – they must be made by the employer.

Applicable Fees:

- Days used will be calculated at the rates below:
 - ◆ Adult (19-64) - \$ 79.00 / Youth (13-18) - \$67.00
- Rates are subject to 12% HST.
- A **\$50.00** cancellation fee will be charged per Pass cancelled regardless of usage.
- **\$25.00** Spirit Fee is not refundable under any circumstances.

Additional Information:

- Pass changes (upgrades or downgrades) will be subject to a \$25 administration fee.
 - ◆ Changes are at the discretion of Pass Administration and are **not** guaranteed.
 - ◆ When your employees sign up for their Pass please make sure they are aware of the commitment they are making and that the Pass needs to be used in the season in which it was purchased.
- "Mountain Voucher Credit" will be valid 2 years at Whistler Blackcomb. This credit can be loaded onto a Gift Card (no expiry date) at Guest Relations.
- All cancellations are subject to the discretion and approval of Whistler Blackcomb and we reserve the right to change this policy at any time during the season.
- Guest Relations cannot authorize or process cancellation requests. Please contact Pass Administration for information or questions regarding our policy.