

## Bike Park Pass Refund Policy 2023

All Whistler Bike Park Passes and products are non-refundable and cannot be transferred to another person, or to another season. A refund or credit, as applicable, may be issued under extenuating circumstances as described below. All requests 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.

**Requests due to weather and/or conditions will not be accepted – NO EXCEPTIONS –**

- ✓ Refund requests falling under medical/injury must be certified by a physician showing the date of your first medical treatment, prognosis and the length of time the injury/illness will prevent participation.
- ✓ Refund requests involving short term illness and pre-existing conditions will not be accepted.
- **Transfer out of the region - Due to employment.**
  - ✓ A letter from your employer stating the date you commenced employment will be required. Date of hire must fall within the summer season (June-October).
  - ✓ Refund requests will not be accepted due to relocating for personal reasons.
- **Receiving a complimentary or contractual Pass through Whistler Blackcomb or other company.**
  - ✓ Proof of alternate Pass product must be provided at time of refund request.
- **Pandemic (ex. COVID-19) – In the event of a full resort closure for the 2023 Summer Bike Season.**
  - ✓ A credit toward the 2024 Bike Park Summer season will be offered in the event of a government mandated closure of the entire resort that lasts longer than 30 consecutive days
  - ✓ A credit toward the 2024 Bike Park Summer season will be offered in the event of a Canadian or British Columbia border closure that prevents you from traveling to the resort and lasts greater than 30 consecutive days
  - ✓ Calculation of the credit amount will follow the credit calculation below; no cash refunds

### How to Apply for a Credit or Refund

- Application must be put in **writing** from the Pass holder (or Parent/ Legal Guardian).
- Provide an explanation for the reason you are requesting a credit or refund and supply supporting documentation (**requests will not be processed without supporting documentation**).
- Please let us know within 2 weeks of non-participation. **The deadline to submit requests is October 31<sup>st</sup>, 2023.**
  1. **Email:** [wbpadmin@vailresorts.com](mailto:wbpadmin@vailresorts.com) or **Fax:** 1.604.938.7066
  2. Drop off a completed request at Guest Services.
  3. Mail your request to: *Pass Administration, 4545 Blackcomb Way, Whistler, BC, V8E 0X9*

### Applicable Fees and Usage:

Should your application for a credit or refund be accepted, applicable usage will be calculated at the below rates.

- Usage rates are the same for all Bike Park Pass Products. Credit or refund will be calculated by taking cost of pass before tax, less cost of days used at the fixed daily rate, then tax is added and cancellation fee charged.
- Any usage on passes including Unlimited or Bonus access will be accounted for.
- Days used will be calculated at the rates below (rates are subject to 5% GST).

Adult (19-64)	Senior (65+)	Youth (13-18)	Child (7-12)
\$83	\$74	\$74	\$49

### Additional Information:

- All refunds and credits 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 Services cannot authorize or process cancellation requests. Please contact Pass Administration for information or questions regarding our policy.