

Bike Park Pass Cancellation Policy 2020

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

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

- **Injury/Medical – Must keep Pass or Cardholder out of action for the majority of the season.**
 - ✓ 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.
 - ✓ 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).
 - ✓ 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 request.

How to Apply for a Credit

- Application must be put in **writing** from the Pass holder (or Parent/ Legal Guardian).
- Provide an explanation for the reason you are requesting a cancellation and supply supporting documentation (**requests will not be processed without supporting documentation**).
- Please let us know within 2 weeks of non-participation. **The deadline for cancellation requests is October 31st, 2020.**
 1. **Email:** wbpadmin@vailresorts.com or **Fax :** 1.604.938.7066
 2. Drop off a completed cancellation 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 be accepted, a \$50 cancellation fee will apply and applicable usage will be deducted at the below rates.

- Usage rates are the same for all Bike Park Pass Products. Credit is 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).

Daily Fixed Rate Schedule	Adult (19-64)	Senior (65+)	Youth (13-18)	Child (7-12)
June 29 to October 12	\$74	\$65	\$65	\$43

Additional Information:

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