

# PASS AND CARD CANCELLATION POLICY 2019–2020

Pass, Edge Card and Epic Pass 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 or snow conditions will not be accepted.

## NO EXCEPTIONS

### Injury/Medical – Must keep Pass or Card Holder out of action for the majority of the winter 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 winter season (November-May). Relocation due to personal reasons will not be accepted.

### 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 or Card 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 May 31st, 2020.
  - 1) Email: [wbpadmin@vailresorts.com](mailto: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, V0N 1B4

## 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 daily fixed rates as per below. Any value remaining will be refunded to the credit card initially used to purchase.

- Usage rates are the same for Passes and Cards. 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 early-season access will be accounted for.
- Days used will be calculated at the rates below (rates are subject to 5% GST).

## ADDITIONAL INFORMATION:

Daily Fixed Rate Schedule	Adult (19-64)	Senior (65+)	Teen (13-18)	Child (7-12)
Regular Season Pricing	\$96	\$96	\$96	\$45

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

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