



WHISTLER BLACKCOMB

2017.18 Down Payment Terms and Cancellation Policy

- Passes, Edge Cards and Snow School products are **non-refundable and non-transferable**.
- Your Season Pass or Edge Card is for your personal use only and cannot be refunded, resold or transferred to another person or to another season.
- The \$49.00 (+tax CDN) down payment for your 2017.18 product will be due on the day of purchase. The deposit is non-refundable under any circumstances. Please note that your down payment is treated as a commitment to purchase your Season Pass or Edge Card in full. **Note: Payment Plan purchasers are obligated to pay for their Season Pass or Edge Card in full by September 4, 2017.**
- A valid credit card will need to be provided at time of purchase. By doing so you have irrevocably authorized that card to be charged for the final payment of the 2017.18 product being purchased.
- Final payment will be charged to the credit card provided on or about **September 4, 2017**.
- If you wish to pay the final payment in another form (ie: debit, cash, mountain credit or gift card) we must be contacted prior to August 31, 2017. **Transactions will not be refunded to make payment changes.**
- If final payment declines, you will be contacted via email by Whistler Blackcomb. If final payment is not received within the deadline provided your deposit and 2017.18 product will be forfeited. Skiing privileges will also be suspended until your account balance has been paid in full.
- Upgrades are available but subject to certain terms and conditions. Requests need to be submitted in writing to passadmin@whistlerblackcomb.com.
- **Downgrades will not be accepted.** The downgrading of Season Pass or Edge Card products is not permitted under the Payment Plan. By making the \$49 (+tax CDN) initial payment, guests are committing irrevocably to the purchase of that product.

Cancellation Policy:

- A reminder that Passes, Edge Cards and Snow School products are non-refundable and non-transferable. In certain cases, we may be able to cancel a final payment.
- Cancellation requests will be reviewed on a case by case basis and only be accepted in writing from the Passholder (or Parent/ Legal Guardian). All cancellation requests are subject to an Administration Fee.
- If you wish to submit a request, please contact Whistler Blackcomb prior to August 31, 2017.
 - Provide your first name, last name and explain the reason you are requesting the cancellation.
 - Email: passadmin@whistlerblackcomb.com or Fax: 1.604.938.7066
 - Drop off a completed request at Guest Services for inter-office mail marked to the attn. of Pass Admin.
 - Mail your request to: *Pass Administration, 4545 Blackcomb Way, Whistler, BC, V0N 1B4.*

Additional Information:

- Guest Services cannot authorize or process cancellation requests. Please contact Pass Administration for information or questions regarding our policy.
- 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 without written notice.
- You will be required to sign a waiver and release agreement when purchasing your Pass, Edge Card or Snow School Product.
- The contract for the purchase of your Pass, Edge Card or Snow School Product is governed by the laws of the Province of British Columbia.

Whistler Mountain Resort Limited Partnership
Blackcomb Skiing Enterprises Limited Partnership
4545 Blackcomb Way, Whistler, BC, Canada, V0N 1B4
Phone 604.932.3141 Fax 604.938.7527
whistlerblackcomb.com

