



## 2017 - 2018 Season Pass Refund Terms & Conditions

**All season passes are non-refundable unless the refund option is paid for at the time of pass purchase.**

If you purchase the refund option, the amount of the refund will be based on the time of the claim when it is received in the ticket or business office. **Refunds will only be considered for the following reasons:**

1. **Medical conditions:** If you are unable to ski due to an unforeseen injury or illness, we require a letter from your physician for a refund.
2. **Transfer of employment:** If you are moving out of state or a minimum of 300 miles away, we require a letter from your employer for a refund.
3. **Pregnancy:** If you are unable to ski due to pregnancy, we require a letter from your physician for a refund.

The cost of purchasing the refund option is 4% of the pass purchase price. The cost of the refund option is non-refundable and non-transferable.

### **How Refunds are Calculated:**

Once the ticket or business office receives the refund request and required documentation, your refund amount will be based on the following:

#### ***Prior to Season Opening:***

If you submit the required documentation before the season opening, you will receive a maximum of 90% of your total purchase price.

#### ***In Season:***

The maximum refund amount is 90%. We will also deduct the value of the days you've used your pass – days used will be calculated based on the retail day rate of the resort skied for the specific dates used. Holiday rates will be used in calculations when applicable.

#### ***After February 24, 2018:***

All refund requests must be submitted by February 24, 2018. Refund requests submitted to our office after February 24, 2018 will not be accepted.

### **How to Submit a Claim:**

Please present the required documentation to the ticket or business office at the resort where the pass was purchased. For guests who elect to participate in our payment plan, refunds will not be processed until the full amount of the pass product purchased is collected.

No refunds will be honored if the refund option is not purchased.

**For more information, please contact your home resort.**



SkiPurg.com  
(970) 385-2168



ArizonaSnowbowl.com  
(928) 779-1951



SipapuNM.com  
(800) 587-2240



SkiPajarito.com  
(505) 662-5725



Ski-Hesperus.com  
(970) 259-3711