

## Pass and Card Cancellation Policy 2009.2010

Passes and Cards are not refundable and cannot be transferred to another person, or to another season. We will however issue a 'credit' (not a refund) in special cases. These are described below.

### Cancellations for the 2009.2010 season will not be accepted after 31<sup>st</sup> May 2010

- **Injury/Medical** – keeps you out of action for the **majority** of the season (min. 2 months).
  - ✓ Please submit a letter from your doctor stating the nature and date of your injury and how long you have been advised not to ski or snowboard.
- **Transfer out of the region** due to employment. (Transfer must be outside of BC/WA area.)
  - ✓ Please forward a letter from your new employer stating the date you commenced employment.
- **Employment with Intrawest** where a Pass is provided as part of your Employment. (Usage will be charged prior to your date of hire).
  - ✓ For WB Staff, please complete Staff Refund Request form. You will be charged usage prior to hire date, but no fee.
- Receiving a complimentary or contractual Pass through Whistler Blackcomb or other company.
  - ✓ Contact Pass Administration by email.

### How to Apply for a CREDIT:

- Applications will only be accepted in **writing** from the Pass or Cardholder (or Parent/ Legal Guardian). You will receive a response within 30 days.
- Please let us know within 14 days of non-participation and *before 31<sup>st</sup> May 2010*.
- Provide your first and last name, pass number, email address and **explain the reason** you are requesting a credit (see acceptable reasons above).
- Provide documentation to support your request as described above – failure to provide documentation will delay your application. Credits can take up to 30 days for us to process after we have received your supporting documentation.
  1. **Email:** [passadmin@intrawest.com](mailto:passadmin@intrawest.com) (this is the quickest way to get a refund)
  2. Fax : 1.604.938.7527
  3. Drop off a letter at Guest Relations for inter-office mail marked for the attn of Pass Admin.
  4. Mail your request to:  
*Pass Administration, 4545 Blackcomb Way Whistler, B.C. V0N 1B4 Canada*

### Applicable Fees

- \$50 for each pass/card - for Passes and Cards costing \$500+ (before discounts & taxes)
- \$30 for each pass/card - for Passes and Cards costing under \$500 (before discounts & taxes)
- For 1 Day Edge Cards the cancellation fee is \$25 per card.
- If an exception is made for a refund back to a credit card or cheque the fee will be \$100. (This will only be offered in extreme cases)
- Usage rates are the same for Passes and Cards.
- Rate for days used: Adult \$74 Youth/ Senior \$63 Child \$37 (Credit calculated by taking cost of pass before tax, less cost of days used at rates listed, then tax is added and cancellation fee charged.)

### Additional Information

- "Mountain Money Credit" will be valid 2 years at Whistler Blackcomb. This credit can be loaded onto a Gift Card at Guest Relations which is then valid for 10 years.
- Payment Plan and Spirit Fees are not refundable under any circumstances.
- Edge Card Vouchers that have not been redeemed for the current season can be used for the following season with an upgrade fee of \$25. Guests are allowed one Edge Card per person, per season.
- Unused days on Edge Cards and 15 Day Passes can be used during the summer directly after the winter season for the Bike Park, Sightseeing/ Peak Adventure or Glacier Skiing.
- 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 Relations cannot authorize or process cancellation requests. Please contact Pass Admin for information or questions regarding our policy.

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Whistler Blackcomb is proud to be a venue for  
the 2010 Olympic and Paralympic Winter Games.

INTRAWEST

[whistlerblackcomb.com](http://whistlerblackcomb.com)

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