

Pass and Card Cancellation Policy 2010.11

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

Cancellations for the 2010.11 season will not be accepted after May 31, 2011

- **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.*
- **Receiving a complimentary or contractual Pass through WhistlerBlackcomb 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 May 31, 2011*.
- 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@whistlerblackcomb.com (this is the quickest way to get a response)
 2. Fax : 1.604.938.7527
 3. Drop off a letter at Guest Relations for inter-office mail marked to the attn of Pass Admin.
 4. Mail your request to: *Pass Administration, 4545 Blackcomb Way, Whistler, BC V0N 1B4*

Applicable Fees

Should your application for a credit be accepted, you will need to sign an Accelerated Expiry Consent Form and upon the processing of that form, the following cancellation fees will apply;

- \$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)
- \$25 per Edge Card for 1 Day Edge Cards.
- If an exception is made and WhistlerBlackcomb agrees to refund back to a credit card or cheque the fee will be \$100. (This is offered at WhistlerBlackcomb's discretion and only in very exceptional circumstances).
- Usage rates are the same for Passes and Cards and are as follows: Adult \$76 Youth/Senior \$65 Child \$39. Bonus days will be charged if used.
- Rate for days used: Adult \$76 Youth/ Senior \$66 Child \$39 (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 Voucher Credit" will be valid 2 years at WhistlerBlackcomb. This credit can be loaded onto a Gift Card (no expiry date) at Guest Relations.
- 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 or Glacier Skiing.
- All cancellations are subject to the discretion and approval of WhistlerBlackcomb 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 Administration for information or questions regarding our policy.



WHISTLER BLACKCOMB

TO: Whistler Mountain Resort Limited Partnership and Blackcomb Skiing Enterprises Limited Partnership (collectively "Whistler Blackcomb")

Name of Guest: _____

Office Use Only:

Customer #: _____

WB Host Name: _____

I, _____, request and agree to the accelerated expiration of my Whistler Blackcomb Season Pass, Edge Card, or day ticket(s), whichever may apply (the "Pass Product"). The accelerated expiration of the "Pass Product" will be effective as of the date Whistler Blackcomb receives this document, fully filled in and signed. This accelerated expiration date will replace any pre-existing expiration date however not beyond the set expiry of the original product.

I consent to the accelerated expiration of my Pass Product on the terms and conditions set forth above.

Signature

Date

INSTRUCTIONS:

1. Clearly print your full name, as it appears on your Pass Product, if applicable;
2. Sign your name in the signature line;
3. Date this document as of the date of your signature;
4. If submitting an **Edge Card or Seasons Pass** fax this document to **1-604-938-7527 Attention: Pass Administration** or email passadmin@intrawest.com
5. If submitting for a **ticket product(s)** send this document, your proof of purchase receipt as well as your ticket product(s) to:

Whistler Blackcomb Guest Relations Admin Department
4545 Blackcomb Way
Whistler, BC
V0N 1B4