



MOUNTAIN CREEK

Ticket/Pass Cancellation Policy

Day Tickets:

- Day Tickets are non-refundable and non-transferrable.

Triple Play Passes:

- Triple Play Passes are non-refundable and non-transferrable.
- Unused days left on a Triple Play Pass are non-refundable, have no cash value, and are void after the winter season in which the card was sold.

Season Passes:

Season Passes are non-refundable and non-transferrable unless a SNOW Guarantee is added at the time of purchase (Winter Passes).

SNOW Guarantee holders are entitled to a credit. The credit can be used the following season after the season in which the Season Pass was purchased, only if the following conditions are met:

- Season Pass is used for lift access less than 5 times.

AND

- Passholder experiences a debilitating injury/illness that prevents participation in the sport of skiing/riding. Documentation from a medical professional may be requested as proof; or
- Passholder experiences a life-changing event including but not limited to: loss of employment, a relocation/transfer due to employment/education more than 100 miles from Mountain Creek Resort, pregnancy, military service or government mandated stay at home or quarantine orders which continue for more than one month.

If these conditions are met, Passholder must notify the Guest Experience team via email (info@mountaincreek.com), no later than March 31st of the season in which the pass was purchased. The email must include supporting documentation to prove the qualifying event.

Please Note:

- Requests will not be considered complete until all supporting documentation and the Season Pass has been submitted to and approved by the Guest Experience Team.
- Awarded credits are only valid for the following Winter season and will not be extended beyond that season.
- Any pass usage after the injury date voids rollover eligibility.
- Final determination of any qualifying events are at Resort's sole and absolute discretion.