



## MOUNTAINCREEK

# Ticket/Pass Cancellation Policy

### Day Tickets:

- Day Tickets are non-refundable.

### Triple Play Passes:

- Triple Play Passes are non-refundable. Credit will not be extended to subsequent winter seasons.
- Triple Play Passes are non-transferrable.
- Unused days left on a Triple Play Pass are non-refundable, have no cash value, and are void after the winter season the card was sold in.

### Season Passes:

There is a NO REFUND policy in effect once a Season Pass has been purchased. At its discretion, Mountain Creek may approve a credit towards a Season Pass for the next winter season or in some cases allow for a monetary refund (credit card or check only). Reasons to request a credit are limited to: any debilitating injury/illness that prevents participation in the sport of skiing/riding or relocation/transfer due to employment/education more than 100 miles from Mountain Creek.

A written letter must be mailed or delivered to Guest Services (to the attention of the Guest Services Manager) by the Passholder stating their reason for a request of credit on or before March 31<sup>st</sup>. In cases where the Passholder has sustained injuries or illness, a physician's letter describing the ailment and length of time the Passholder is unable to participate must accompany the request; only injuries/illnesses that prevent the Passholder from participating will be considered for a credit.

Note – credits will not be issued for injuries/illnesses sustained after February 15<sup>th</sup> of the current winter season.

In the event of relocation/transfer due to employment or education, a letter from the employer or institution (on valid stationary) stating the new location and effective dates, is required at the time of request, along with the contact information of the individual of the employer/institution if further verification is needed.

- Requests will not be considered complete until all supporting documentation and the Season Pass has been submitted to Guest Services.
- Awarded credits are only valid for the following winter season and will not be extended beyond that season.
- Requests for pass transfer to a family member or friend will not be considered without the proper documentation for a credit/refund request.
- Credits will be pro-rated based upon the date of injury subject to review by management.
- Any pass usage after the injury date voids rollover eligibility.