

Pass Reimbursement/Credit Policy



Season Passes

Whitefish Mountain Resort Season Passes are sold on a non-refundable basis. However, we understand that unforeseen circumstances may prevent the full use of a Season Pass.

WMR will consider the following scenario's as reason for credit:

1. If a pass-holder becomes injured, ill, or develops a medical condition precluding the use of their pass, we will consider extending them a partial reimbursement based on the price they paid for their pass, the daily ticket rate for any days used, and the date the claim was filed with the GIS office. All claims based on medical reasons **must** be accompanied by a letter or note from their attending physician.
2. If a pass-holder is required to move from their residence to a location outside of a 100 mile radius from Whitefish for work or family related reasons. We will consider extending them a partial reimbursement based on the price they paid for their pass, the daily ticket rate for any days used and the date the claim was filed with the GIS office. If a pass is purchased while already residing more than 100 miles from Whitefish (Montana), it will not qualify for reimbursement consideration. All claims based on relocation **must** be accompanied by a letter or note from their employer or a copy of change of address notification through the United States Post Office.

17/18 Season, "Date of Claim Deadlines" will be applied to all pass reimbursement requests.

<u>Date of Claim</u>	<u>Max Reimbursement</u>
On or Prior to Dec. 31 st	100%
On or Prior to Jan. 31 st	75%
On or Prior to Feb. 28 th	50%
On or Prior to Mar. 31 st	25%
NO CLAIMS ACCEPTED IN APRIL	

The credit amount is calculated using the following formula:

Pass Purchase Price – Window Rate for Days Used (age appropriate) x (Date of Claim Deadline) = Reimbursement Amount

Example: WMR Pass holder skies 3 days in December, 2 days in January and then has to relocate to Washington for work. 5 days of skiing at \$76 a day = \$380 value in day tickets. The pass was purchased for \$645, minus the \$380 for days used = \$265. The claim was submitted before the January claim deadline so the reimbursement would be 75% of \$265 or \$198.75.

Frequent Skier Cards& Direct-to-Lift Cards

There are no refunds for Frequent Skier Cards& Direct-to-Lift Cards. Consideration for reimbursement will only be given for cardholders who were unable to activate their cards. The terms and conditions of reimbursement are as listed above.

Please note: *No reimbursements will occur when a pass is revoked for misconduct...**No exceptions!***

Non-use of pass, for reasons other than those stated above, does not qualify a pass/card holder for reimbursement.

Other reasons for Pass reimbursement may be considered on a case-by-case basis.

Once qualified, the credit can take up to 4 weeks to process.

Please direct any questions to the Guest Information & Services Center located on the second floor of the Whitefish Mountain Resort Base Lodge. Call (406) 862-2900, fax (406) 862-2922, or email us at info@skiwhitefish.com.