



## **Lost or Stolen Pass Policy 2017/2018 Ski Season**

### **Season Passes, Frequent Skier Cards, & Direct-to-Lift Cards**

Pass/Card holders are responsible for knowing where their pass/card is at all times. Whitefish Mountain Resort is not responsible for lost or stolen passes. In the event that your card is lost or stolen, please notify the Guest Information & Services department immediately. Pass/Card holders will be held accountable for misuse if lost pass/card is not reported. Once reported, the pass/card will be void for the balance of the season. A Guest Service Representative will immediately issue you a replacement pass for a cost of \$10.00 (50% of which is donated to a local charity), making the original pass invalid and unscannable for lift access or resort charges.

***Please note:*** Once a card is reported lost or stolen, the original pass will be invalid and any attempt to use it will be considered Pass Fraud. In the event of Pass Fraud, Whitefish Mountain Resort will revoke all pass privileges for the remainder of the season, and will file a report of Theft of Services with the Sheriff's office and be charged a fee. Pass/Card holders who knowingly let someone else use their pass/card will lose lift privileges for the remaining part of the season. No refunds will occur when a pass is revoked for misconduct...**No exceptions!**

**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 (option 2), fax (406) 862-2922, or email us at [Info@skiwhitefish.com](mailto:Info@skiwhitefish.com).**