



2023/24 PASS REIMBURSEMENT & CREDIT POLICY

2023/2024 SEASON, “DATE OF CLAIM DEADLINES” WILL BE APPLIED TO ALL PASS REIMBURSEMENT REQUESTS

DATE OF CLAIM	MAX REIMBURSEMENT
On or Prior to December 31, 2023	100%
On or Prior to January 31, 2024	75%
On or Prior to February 28, 2024	50%
On or Prior to March 31, 2024	25%
NO CLAIMS ACCEPTED IN APRIL	0%

THE REIMBURSEMENT 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 (using 22/23 rates): WMR Passholder skis 3 days in December, 2 days in January and then has to relocate to Washington for work. 5 days of skiing at \$94 a day = \$470 value in day tickets. The pass was purchased for \$719, minus the \$470 for days used = \$249. The claim was submitted before the January claim deadline so the reimbursement would be 75% of \$249 or \$186.75.

PLEASE NOTE

- No reimbursements will occur when a pass is revoked for misconduct.
- **Non-use of pass, for reasons other than those stated above, does not qualify a pass/card holder for reimbursement.**
- Once qualified, the reimbursement can take up to 4 weeks to process. Once processed, refunds are **FINAL**. If your situation changes, you would need to repurchase a pass at the current rate. No early season pricing will be extended.
- All reimbursement/credit requests must be submitted by the passholder online at www.skiwhitefish.com/pass-reimbursement.
- WMR does not offer stored credit or gift cards as a reimbursement option.

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

SEASON PASSES

Season Passes with fewer than 8 uses* may be considered for reimbursement based on these 3 reasons:

1. If a passholder 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 Base Lodge Tickets & Information Office**, not the original date of injury. **We strongly recommend that you [submit a claim](#) as soon as possible if you are injured and waiting for medical evaluation.** All claims based on medical reasons **must** be accompanied by a letter or note from their attending physician.
2. If a passholder is called to active military service. Proof of deployment with a valid date 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 Base Lodge Tickets & Information Office**. **We strongly recommend that you [submit a claim](#) as soon as possible.**
3. If a passholder is required to move from their residence to a location outside of a 150-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 Base Lodge Tickets & Information Office**. **We strongly recommend that you [submit a claim](#) as soon as possible.** 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.
 - If a pass is purchased while already residing more than 150 miles from Whitefish, Montana (based on the address supplied at time of purchase), it will not qualify for reimbursement consideration.

* Pass reimbursement requests with more than 8 uses will be automatically denied.

FREQUENT SKIER 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.