



2025/26 PASS REPLACEMENT AND FRAUD POLICY

THIS POLICY APPLIES TO ALL WHITEFISH MOUNTAIN RESORT SEASON PASSES, UPHILL PASSES AND FREQUENT SKIER CARDS.

As a pass holder or frequent skier card holder, you are responsible for knowing the whereabouts of your pass or card at all times. Passes and Frequent Skier Cards are for the use of the individual only and are non-transferable. Attempted use by anyone other than the pass holder is considered Fraud.

FORGOTTEN PASS OR CARD

We understand that sometimes pass/card holders arrive at the resort without their pass and for this reason:

- **Season passholders** are entitled to receive up to two single-day lift tickets per season in the event they forget their pass. These tickets are to be used by the passholder only and can't be transferred to another person. On the day a passholder uses a "forgotten pass" ticket, their season pass will be temporarily deactivated. Any attempt to use the pass the same day it will be considered fraud.
- **Frequent Skier cardholders** are entitled to receive up to two paper tickets per season that will function in the same manner as their frequent skier card, charging the credit card on file upon the first scan of the day. These tickets are to be used by the cardholder only and can't be transferred to another person. On the day a cardholder uses a "forgotten ticket", their card will be temporarily deactivated. Any attempt to use the card the same day it will be considered fraud.

LOST OR STOLEN PASS/CARD

- If you lose or misplace your pass or card for any reason, **REPORT IT IMMEDIATELY** to the Tickets & Information desk on the second floor of the Base Lodge or by calling 406-862-2900 so we can deactivate your pass.
- Once a pass or card is reported lost or missing, we will deactivate the original pass or card and any attempt to use it will be considered fraud. In such an event, we may charge the offender a fraud fee, revoke chairlift privileges for the remainder of the season, and file a report of theft of services with the Flathead County Sheriff's Office.
- The fee to reprint a lost or stolen pass/card is \$10.

PASS OR CARD FRAUD

If your pass/card is caught being used by anyone other than yourself, and the pass/card has not been reported as lost or stolen prior to the incident, the pass/card holder will:

1. Lose chairlift privileges for a minimum of 2 weeks and up to the remainder of the season
2. Will be charged a Fraud Fee.
3. Fraud fee must be paid prior to the pass/card being reactivated even if the suspension of chairlift privileges time has lapsed.
4. We may also file a report of theft of services with the Flathead County Sheriff's Office.
5. The fee to reprint a pass/card is \$10.

Please direct any questions about this policy to:

Base Lodge Tickets & Info; 406-862-2900, option 1; info@skiwhitefish.com