

## Bike Park Pass Cancellation Policy 2016

All Bike Park Passes and products are non-refundable and cannot be transferred to another person, or to another season. A 'Mountain Credit' (not a refund) may be issued under extenuating circumstances as described below. All cancellations are subject to the discretion and approval of Whistler Blackcomb and we reserve the right to change this policy at any time during the season.

**Requests due to weather and/or conditions will not be accepted – NO EXCEPTIONS –**

- **Injury/Medical – Must keep Pass holder out of action for the majority of the season.**
  - ✓ Requests falling under medical/injury must be certified by a physician showing the date of your first medical treatment, prognosis and the length of time the injury/illness will prevent participation.
  - ✓ Requests involving short term illness and pre-existing conditions will not be accepted.
- **Transfer out of the region - Due to employment.**
  - ✓ A letter from your employer stating the date you commenced employment will be required. Date of hire must fall within the summer season (May-October).
  - ✓ Requests will not be accepted due to relocating for personal reasons.
- **Receiving a complimentary or contractual Pass through Whistler Blackcomb or other company.**
  - ✓ Proof of alternate Pass product must be provided at time of request.

### How to Apply for a Credit

- Application must be put in **writing** from the Pass holder (or Parent/ Legal Guardian).
- Provide an explanation for the reason you are requesting a cancellation, complete the below 'Accelerated Expiry Consent Form' and supply supporting documentation (**requests will not be processed without supporting documentation**).
- Please let us know within 2 weeks of non-participation. **The deadline for cancellation requests is October 31 2016.**
  1. **Email:** [passadmin@whistlerblackcomb.com](mailto:passadmin@whistlerblackcomb.com) or **Fax :** 1.604.938.7066
  2. Drop off your request at Guest Services.
  3. Mail your request to: *Pass Administration, 4545 Blackcomb Way, Whistler, BC, V0N 1B4*

### Applicable Fees and Usage:

Should your application for a credit be accepted, the following cancellation fees will apply and applicable usage will be deducted at the below rates.

- \$30.00 for Passes costing under \$500.00 (before discounts & taxes).
- \$50.00 for Passes costing over \$500.00 (before discounts & taxes).
- Usage rates are the same for all Bike Park Pass products. Credit is calculated by taking cost of pass before tax, less cost of days used, then tax is added and cancellation fee charged.
- If a pass including an early-season bonus day is cancelled, usage will be accounted for.
- Days used will be calculated at the rates below (rates are subject to 5% GST):

Daily Usage Schedule	Adult (19-64)	Senior (65+)	Youth (13-18)	Child (4-12)
May 20 to October 10	\$51	\$45	\$45	\$31

### Additional Information:

- "Mountain Voucher Credit" will be valid 2 years at Whistler Blackcomb. This credit can be loaded onto a Gift Card (no expiry date) at Guest Services.
- All cancellations are subject to the discretion and approval of Whistler Blackcomb and we reserve the right to change this policy at any time during the season.
- Guest Services cannot authorize or process cancellation requests. Please contact Pass Administration for information or questions regarding our policy.



# WHISTLER BLACKCOMB

## Accelerated Expiry Consent Form

**TO:** Whistler Mountain Resort Limited Partnership and Blackcomb Skiing Enterprises Limited Partnership (collectively "**Whistler Blackcomb**")

Name of Guest: \_\_\_\_\_

Date of Birth (MM/DD/YR): \_\_\_\_/\_\_\_\_/\_\_\_\_

Office Use Only: Customer #: _____ WB Host Name: _____
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I, \_\_\_\_\_, request and agree to the accelerated expiration of my Whistler Blackcomb Season Pass, EDGE Card, or day ticket(s), whichever may apply (the "Pass Product"). The accelerated expiration of the "Pass Product" will be effective as of the date Whistler Blackcomb receives this document, fully filled in and signed. This accelerated expiration date will replace any pre-existing expiration date however not beyond the set expiry of the original product.

I consent to the accelerated expiration of my Pass Product on the terms and conditions set forth above.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

### INSTRUCTIONS:

1. Clearly print your full name, as it appears on your Pass Product, if applicable;
2. Sign your name in the signature line;
3. Date this document as of the date of your signature;
4. If submitting an **EDGE Card or Seasons Pass** fax this document to **1-604-938-7066 Attention: Pass Administration** or email [passadmin@whistlerblackcomb.com](mailto:passadmin@whistlerblackcomb.com) If submitting for a **ticket product(s)** send this document, your proof of purchase receipt as well as your ticket product(s) to:

Whistler Blackcomb Guest Relations Admin Department  
4545 Blackcomb Way, Whistler, BC, V0N 1B4

