



Pass Reimbursement, Credit Policy 2009/2010 Ski Season

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 and are prepared to consider the following options:

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, less the full daily ticket rate for any days used.

A refund request must be received in writing on or before **April 4, 2010** and 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, less the full daily ticket rate for any days used.

A refund request must be received in writing on or before **April 4, 2010** and 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.

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 refunds 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.

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.