2023/2024
SEASON PASS REFUND OPTION

Season passes are non-refundable unless the Pass Refund Option is selected and paid for at the time of pass purchase.

The cost for purchasing the Pass Refund Option is 5.5% of the pass purchase price. The cost of the plan is non-refundable and non-transferable.

REFUNDS WILL ONLY BE CONSIDERED FOR THE FOLLOWING REASONS:

1. **INJURY/ILLNESS/DEATH:** If you are unable to ski/snowboard due to injury or illness, we require a letter from your physician for a refund. In the case of a death, a copy of a certified death certificate will be required.
2. **TRANSFER OF EMPLOYMENT:** If you are moving a minimum of 300 miles away from your current residence for employment, we require a letter from your employer for a refund. This includes deployment/transfers for active duty military.
3. **PREGNANCY:** If you are unable to ski due to pregnancy, a letter is required from your physician for a refund.
4. **GOVERNMENT ORDERED CLOSURE:** In the event the passholder's home resort is closed as a result of a federal, state, or local executive order (as during the COVID-19 pandemic), a refund can be requested while the government order IS IN EFFECT. Home Resort is defined as the resort where you purchased your pass.

HOW REFUNDS ARE CALCULATED:

Once the ticket or business office receives the refund request and required documentation (in writing), your refund amount will be calculated based on the following:

- **PRIOR TO SEASON OPENING:** If you request a refund for a covered incident that occurs prior to the start of the season, you will be reimbursed 90% of the cost of your pass. If you purchased the summer pass option along with your winter pass, and you request a refund before the winter season begins, please note that any days the pass was used during the summer will be charged against your total refund amount.
- **IN SEASON (PRO-RATED):** For covered incidents that occur after the winter or summer season begins, we will refund 90% of the cost of your pass less the current retail day rate for each of the days your pass was used.
- **REFUND REQUEST DEADLINE:** The deadline to submit a refund request is February 28, 2024. Requests received after this date will not be considered.

For guests who elect to participate in our pass payment plan, refunds will not be processed until the full amount of the pass product sale has been collected.

HOW TO SUBMIT A CLAIM:

Please send the required documentation to customerservice@snowbowl.ski to the resort where the pass was purchased.

POWERPASS

SkiPurg.com	Pajarito.ski	Snowbowl.ski	Sipapu.ski	BrianHead.com	NordicValley.com	SpiderMountain.com	Ski-Hesperus.com	WillamettePass.com
(970) 385-2168	(505) 662-5725		(800) 587-2240	(435) 677-2035	(801) 745-3511	(512) 756-4878	(970) 385-2199	(541) 345-7669