



## Pass Protection Policy 2019-2020

We understand that life is full of surprises and sometimes it's out of your hands. Windham Mountain Resort Pass Protection coverage offers credit or reimbursement for the pro-rated cost of the unused portion of your qualifying Windham Mountain Resort season pass. Windham Pass Protection is not transferable or refundable. If you do not accept Windham Mountain Resort Pass Protection, you will not be eligible for a refund or credit toward your next season pass purchase and understand that passes are not transferable. Windham Pass Protection is available for a small fixed cost at the time of pass purchase. **The program must be purchased in conjunction with your season pass in the same transaction.**

If you become medically unable to ski or ride, or if you are transferred out of the area (300 miles or more) due to employment, a credit toward your next season pass will be determined based on the following pro-rated schedule. Refunds will not be given unless you will be unable to ski or ride in the future. Only injured pass holder qualifies.

### Pass Protection Costs:

Any season pass product that is priced less than \$300 will not qualify for pass protection coverage.

Adult Double Diamond	<b>\$60</b>
Millennial, Youth or Senior Double Diamond	<b>\$30</b>
Sunday through Friday Summit Series	<b>\$25</b>
College Summit Series	<b>\$25</b>

### Pro-Rated Schedule for Season Pass Credits and Refunds:

Prior to December 1	up to 100%
December	up to 75%
January	up to 50%
February	up to 25%

**All requests must be received prior to March 1, 2020**

### How do I request a credit or refund?

Please provide all three of the following documents so that we can process your request.

1. **Letter** requesting a credit or refund **within 30 days of incident**. Please include first and last name, mailing address, telephone number, and a brief explanation of why you are unable to use your pass.
2. **Either a doctor's letter** on official letterhead stating the reason for nonparticipation and date of onset, or a **letter from your employer** on official letterhead certifying a transfer and an effective date.
3. Your **Season Pass**.

You may bring these documents to the Tickets and Passes Desk in the Windham Mountain Resort Base Lodge or mail them.

**Windham Mountain Resort**

**Attn: Tickets and Passes**

**PO Box 459**

**Windham, NY 12496**

**Credit towards future season pass purchase:** If a credit is granted, we will apply the credit to the guest account. Credits are non-transferable and may only be used for the next season's pass purchase. You will be responsible for any difference in price.

**Refunds:** If original payment for your season pass was by cash or check, and you are granted a refund, a check will be issued through our Accounts Payable department (allow 2-3 weeks). If original payment for your season pass was by credit card, the amount of refund will be credited to your credit card. You need to provide us with your credit card information in order for us to process the refund.