



Season Pass Refund Policy & Requirements

The purchase of a Season Pass allows you the ultimate in convenience. You'll never have to wait in line for a lift ticket and you can ski and snowboard on your schedule. Please consider when purchasing your Season Pass that we operate under a snow willing policy and the season schedule is subject to operating day changes. Mt. Ashland retains the right to change the schedule of operations without notice. All passholders must agree to "Terms and Conditions Agreement and Release of Liability" and parent or guardian is required to sign on behalf of a minor. **A season pass is non-refundable, non-transferable and may not be rolled over from one season to the next.**

DID YOU FORGET YOUR PASS?

During the season, pass holders will be issued one lift ticket, per season, per pass holder, if a Season Pass is forgotten. After that, a ticket must be purchased. Use of the complimentary ticket by any other person constitutes pass fraud*.

DID YOU LOSE YOUR PASS?

Please report all lost Season Passes to the Ticket Desk in the main lodge. There is a \$25.00 charge for the replacement of any lost Season Pass. The undersigned agree(s) to notify the ski area immediately if a Season Pass is lost. The ski area will issue one complimentary lift ticket, per season, per pass holder, if a Season Pass is forgotten. After that, replacement season pass or daily lift ticket must be purchased.

***ARE YOU CONSIDERING PASS FRAUD?**

Nobody but the pass holder can use the season pass! Committing pass fraud is considered theft of services and a civil fine will be issued; and authorities will be called. This or any violation of the *Terms & Conditions Agreement* will result in suspension or revocation of Season Pass for the remainder of the season. Under no circumstances will violator be allowed to purchase a "discounted" pass until after the season closes.

SEASON PASS REFUND POLICY

Season passes are non-refundable, but exceptions may be made under limited circumstances. A \$50 processing fee is applied to all refund requests.

Relocation: If the season pass has not been issued, a refund may be given upon receipt of documentation regarding transfer to an out of area location. Unissued passes will receive a refund of the amount paid. If pass has been issued, the season pass must be returned before the refund will be approved; a pro-rated calculation will start from date the pass is returned and documentation received.

Injury/Pregnancy: All refund requests based on medical circumstances must be in writing. Unissued passes will receive a refund of the amount paid, minus the \$50 processing fee. If pass has been issued, the season pass must be returned before the refund will be approved; a pro-rated calculation will start from date the pass is returned and documentation from physician is received. The documentation must state that you are not able to use the pass this season and this must accompany request.

Unissued passes will receive a refund of the amount paid. If pass has been issued, the season pass must be returned before the refund will be approved; a pro-rated calculation will start from date the pass is returned and proper relocation or medical documentation is received. The cost of (1) All Lift Day ticket will be deducted from the season pass amount paid for each day a season pass has been scanned prior to refund request and documentation receipt. If total cost of lift tickets exceeds the amount paid for the season pass, zero credit will be issued.

***All pass refunds are at the discretion of Mt. Ashland. Season Passes will not be transferred
No refunds, for any reason, will be considered after February 15th.***

All Season Pass holders have a "3-day grace period." Any pass will be fully refunded, for any reason, if written request is received within three (3) business days of purchase of the pass.