

Refund Policy – Pandemic

The permit is non-refundable for any reason other than a qualifying Resort Closure Pandemic Event (as defined below).

- a) the Ski Lifts at the Resort are not operational for more than 21 days during the declared Snow Season because of a Pandemic; and/or the Authority Holder is prevented by a Pandemic from travelling to the Resort for more than 21 days during the Snow Season, then the Holder may claim a refund of a proportion of the Purchase Price of the Permit as determined in accordance with clause 14.e (other than the circumstances in clause 14.e.xii) in which case the Authority Holder is not entitled to any refund or credit of the Purchase Price.
- b) to claim a refund the Authority Holder must complete a refund form available from the Board and forward the completed refund form to the Board.
- c) the Authority Holder will not be entitled to a refund until the Board has received the completed refund form and any other information reasonably required by the Board.
- d) the Board will, acting reasonably but in its sole and absolute discretion, determine the eligibility of a Authority Holder for a refund pursuant to this clause 14.
- e) the refund to which an Authority Holder may be entitled to claim under this clause 14 is determined by the number of days the Permitted Vehicle was within the Resorts during the declared snow season. If the number of days the Permitted Vehicle was within the Resorts during the declared Snow Season is:
 - i. 0 days, the refund is 100% of the Purchase Price.
 - ii. 1 day, the refund is 90% of the Purchase Price.
 - iii. 2 days, the refund is 81% of the Purchase Price.
 - iv. 3 days, the refund is 72% of the Purchase Price.
 - v. 4 days, the refund is 63% of the Purchase Price.
 - vi. 5 days, the refund is 54% of the Purchase Price.
 - vii. 6 days, the refund is 45% of the Purchase Price.
 - viii. 7 days, the refund is 36% of the Purchase Price.
 - ix. 8 days, the refund is 27% of the Purchase Price.
 - x. 9 days, the refund is 18% of the Purchase Price.
 - xi. 10 days, the refund is 9% of the Purchase Price, or
 - xii. more than 10 days, the Authority Holder is not entitled to any refund of the Purchase Price.
- f) A refund claim under this clause 14 may only be made after the end of the declared Snow Season and may take approximately four (4) weeks from the date upon which the claim is received by the Board to process.