



## SEASON PASS REFUNDABLE PASS OPTION 11-12

Mt Seymour Refundable Pass Option provides the assurance of a **partial refund** (pro-rated) due to medical reasons or employment transfers. **Without purchasing the refundable pass option, passes are completely non-refundable.**

### Terms and Conditions

The refund option commences with the purchase of a refundable pass. The Refundable Pass Option *MUST* be purchased at the same time the season pass is purchased. Refund requests will be subject to the **refund schedule** consistent with the date that Mount Seymour receives a completed refund request. **Please note that this is not the date that the injury occurs nor the date stated on the required documentation (ie: doctor or employer's letter) but the date that Mt Seymour receives a completed refund request.** Mt Seymour Resorts Ltd. will refund the cost of the season pass subject to the following terms and conditions:

1. The refund option must be purchased concurrently with the Season Pass.
2. The refund option fee (\$19 per pass) is not refundable under any circumstances.
3. Factors including the number of days the Full Season or the One Night pass were used and/or whether or not the pass(es) were issued to the refundable pass holder will not be considered in the claim.
4. The refund option is not applicable to pre-existing sickness or injury. Injuries or sickness of a refundable pass holder prevents his/her participation in skiing/snowboarding.
5. A refundable pass holder is transferred by his/her employer making it necessary to move his/her residence outside a 200 kilometer radius from the resort, provided that the date of transfer is at least 45 days after purchase of the season pass.
6. If a parent, spouse (legal or common-law), or child under 18 years of age of a refundable pass holder also chooses to cease participation, he/she is entitled to a refund. The refund is limited to one additional claimant.
7. Refundable pass options on a Family pass is as follows: if one member requests a refund, the entire Family pass is subject to refund requiring all members of the family to return and terminate their passes.
8. A \$25.00 administration fee will be deducted from all refund requests.
9. Refund requests will not be accepted after the end of the 2011/2012 season.
10. All refunds are subject to Mt Seymour Resorts Ltd.'s discretion and approval.



### Exceptions

The refund option does not cover non-participation:

1. Caused by or contributed to by intentional self-injury.
2. Due to emotional disorders or pre-existing conditions unless the refundable pass holder is hospitalized.
3. Due to any injury or sickness that does not prevent participation in skiing or snowboarding.

### Requesting a Refund

A completed refund request includes the following:

1. A covering letter of explanation.
2. The 2011/2012 Season Pass.
3. A Medical Certificate providing prognosis, stating that the refundable pass holder is unable to ski/snowboard the length of time the illness or injury will prevent participation.
4. In the event of job relocation, include a letter from your employer stating the date and length of the relocation.

### Refund Schedule

**If a completed refund request is received  
by Mt Seymour:**

**Your refund:**

Within 30 days of the official opening	100% of cost
31 to 60 days of the official opening	70% of cost
61 to 90 days of the official opening	40% of cost
91 to 120 days of the official opening	20% of cost

**Please direct your inquiries or requests to:**

**Mt Seymour Resorts Ltd.  
ATTN: Guest Services  
1700 Mount Seymour Road  
North Vancouver, BC V7G 1L3  
Ph (604) 986-2261  
Fax (604) 986-2267**