



**Season Pass Refund Option**  
WINTER 2009 - 2010

The purchase of a Season's Pass Refund Option entitles you to a full or partial refund for certain circumstances that are beyond your control. In all other cases, no refunds or partial refunds will be available. **The season's pass refund option may only be obtained at the time of season's pass purchase.**

**To be Eligible for a Refund**

- The Refund Option must be selected and paid for at the time of purchase of the season's pass
- The season pass holder will have sustained an injury or sickness which prevents participation in skiing or snowboarding for at least 30 consecutive days. Kicking Horse Mountain Resort, Guest Services Department must be notified within 15 days of non-participation.
  - ✓ A medical note, signed by a doctor is required.
- In the case where only one member of a family becomes ill or injured under the above criteria, a partial refund may be provided.
- If moving due to employment reasons, to be eligible, you must be transferred by your immediate employer with whom you were employed at time of pass purchase, which necessitates the relocation of your principal residence to 200 km distance from Kicking Horse Mountain Resort. The transfer must take place at least 45 days after the purchase of a season pass and the employee must notify Kicking Horse Mountain Resort within 15 days of notification.
  - ✓ A letter of your employment offer must be provided.

**Exceptions**

The Refund Option shall **NOT** apply to the following circumstances:

- Intentional self-inflicted injury
- Emotional disorders or pre-existing conditions unless the pass holder is hospitalized
- Pregnancy
- Moving outside of the area for another employer or retiring

**Refund Schedule**

- ✓ 15 days of official opening            100% refund
- ✓ 16 – 30 days of official opening       70% refund
- ✓ 31 – 60 days of official opening       40% refund
- ✓ 61 – 90 days of official opening       20% refund
- ✓ 91 or more days of official opening    0% refund

**Other Terms**

Notification shall include a medical certificate from a recognized and licensed practitioner stating diagnosis, date of first medical treatment and prognosis including statement that the pass holder is not able to participate in skiing or snowboarding and length of time the pass holder will be prevented from participating. In the event of job transfer, there is a requirement for a letter from the employer stating the date and length of the relocation.

All refunds are subject to the discretion of Kicking Horse Mountain Resort.



**Kicking Horse Mountain Resort**

PO Box 839  
Golden, BC V0A 1H0  
1 866 SKI KICK



Email: [guestservices@kickinghorseresort.com](mailto:guestservices@kickinghorseresort.com)