

Kicking Horse Mountain Resort

Season Pass Refund Option

Winter 2011 / 2012

The Season Pass Refund Option provides you with a full or partial refund on your season pass in the event of injury or medical conditions which prevent you from riding or in the event of an employment transfer. Any refund requests will be considered and calculated based on the terms and conditions set out below.

Important:

- There will be NO refunds under any circumstance whatsoever on Season Passes unless the Refund Option is PURCHASED.
- The Refund Option can ONLY be purchased at the time of pass purchase.
- The Refund Option is **\$35.00** for individual pass holders, which includes the Parent Pass, and **\$70.00** for Family Passes.
- The Refund Option fee is non-refundable.

Terms and Conditions

- Refund Requests will not be accepted after April 1st of the applicable season
- All Refund Requests MUST be submitted in writing by the Pass Holder (or parent/legal guardian) within 15 days of non-participation
 - Refund Requests can be submitted by:
 - Email: guestservices@kickinghorsesort.com
 - Fax: 1.250.439.5401
 - Drop off in person to the Guest Services Desk
- **All Refunds are calculated based on the date the written claim is received**
- Refunds are calculated on the Pass Value before tax
- Additional Insurance must be purchased for the Student Add-on to the family pass. This is charged at the rate for individual pass holders.

Refund Guidelines

Refunds will only be made for the following circumstances:

- 1) Injury or Medical
 - The pass holder sustains an injury or sickness which prevents participation in skiing or snowboarding for at least 30 consecutive days.
 - A Doctor's Certificate must be presented stating the nature of the injury, date of injury, and how long you have been advised not to ski or snowboard.
 - Intentional self-injury, pregnancy, or pre-existing injuries or medical conditions are NOT covered by the Refund Option.

All Refund Requests are subject to the discretion and approval of Kicking Horse Mountain Resort. We reserve the right to change this policy at any time during the season. Refunds can only be authorized by Kicking Horse Mountain Resort Management.

2) Employment Transfer

- You must be transferred by your immediate employer, with whom you were employed at the time of pass purchase, making it necessary to move your principal residence outside a 200km (125mi) radius from Kicking Horse Mountain Resort.
- Employment Transfer Refund Requests must be supported by a letter from your employer stating the location, date and length of relocation.
- Voluntarily leaving the area for work or travel, or any other change in employment status other than an Employment Transfer as outlined above are NOT covered by the Refund Option.

REFUNDS WILL NOT BE PROVIDED UNDER ANY OTHER CIRCUMSTANCE

Refund Schedule for Individual Pass Holders

Refund amounts are based on the following formula:

The cost of your season pass, less the value of number of days used (multiplied by the **Daily Ticket Rate** for the age category applicable to the pass) to a maximum of the percentage listed opposite the Date of Claim.

Date of Claim	Refund (%)
Within 15 Days of Official Opening	100%
16 – 30 Days of Official Opening	75%
31 – 60 Days of Official Opening	50%
61 – 90 Days of Official Opening	25%
90+ Days of Official Opening	0%

Daily Ticket Rates

Ticket Type	Price (before Taxes)
Adult	\$75.00
Senior	\$63.00
Youth	\$63.00
Child	\$36.00
Tot	\$0.00

EXAMPLE – An adult pass holder, who purchased the refund option, skis 5 times at Kicking Horse Mountain Resort from opening day to January 15th, but it suddenly transferred by his/her employer. If the pass holder produces the proper documentation as outlined above, and files their claim within 15 days of non-participation, they would receive the following refund:

Cost of a Regional Adult Pass (when purchased at the Early Bird Rate) = \$839.00; 5 days of skiing x \$75.00 = \$375.00. The difference is \$464.00 (Pass Price – Value Used = Difference). This pass holder would qualify for a 50% refund on this amount. The total refund would be \$232.00.

If the Difference calculated is positive (Value Used is **less than** the Pass Price) as the above example shows, the applicable refund would be provided as outlined. If the Difference calculated is negative (Value used is **greater than** the Pass Price), the pass has been fully utilized and no refund will be provided.

* Individual Pass Holders include Adult, Senior, Youth, Child, Student Pass, Student Family Upgrade, and Parent Passes

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Refund Schedule for Family Pass Holders

The Refund Guidelines also apply to the Family Pass. In the event an individual covered by a Family Pass becomes sick/injured or as a result of employment relocation the Family Pass purchaser may be eligible for a full or partial refund for that individual.

A full refund is only available in the event that NO family members have used their passes whatsoever.

A partial refund for a family member may be available depending on the usage of ALL the family passes purchased. The maximum amount for a partial refund is 50% of the value of the Family Pass before tax.

The partial refund will be calculated as follows:

At the time Kicking Horse Mountain Resort is notified of the refund request, each family members pass within the Family Pass will be checked for usage. The total number of uses to date (on all passes) will be calculated and multiplied by the applicable daily ticket rate. This value will be subtracted from the Family Pass price that was originally paid at the time of purchase.

If this difference is positive, the final percentage of the refund will be based on the date the claim was received to a maximum value of 50% of the total pass price before tax. If this difference is negative, the value of the Family Pass has been used and there will be **NO REFUND**.

EXAMPLE – One parent in the Family Pass is being relocated by their employer. If the Family Pass purchaser provides the proper documentation as outlined above, including the names of all individual pass holders within the Family Pass, within 15 days of non-participation, the Refund Option would be calculated as follows:

Family Pass Includes:

1 Adult – 10 uses @ \$75.00 = \$750.00
1 Adult – 5 used @ \$75.00 = \$375.00
1 Youth – 15 uses @ \$63.00 = \$945.00
1 Child – 10 uses @ \$36.00 = \$360.00
Total uses = 40 @ \$2430.00

Regional Family Pass Purchase Price = \$1899.00, when purchased at the Early Bird Rate

Difference = \$1899.00 - \$2430.00 = - (\$531.00) – No Refund would be provided in this example.

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