



2024-25 Play It Forward Guarantee and Cancellation Policy

Deferral requests received by 11/15/2024:

- Season Pass and other seasonal products are non-refundable and non-transferable.
- Any qualifying 2024-25 seasonal product can be deferred for a resort credit to use during the 2025-26 season.
- Deferrals requested by 11/15/2024 for any reason will receive a **resort credit for value paid**, less the onsite ticket or program rate per day, for any days used from date of purchase through 11/15/2024.
- Any pass usage recorded after 11/15/2024 invalidates a deferral request.
- Resort credit will not be applied to a 2025-26 product until **May 1, 2025**. Resort credit cannot be redeemed for cash value and refunds will not be given for 2024-25 products of lesser value.
- The Play It Forward Guarantee is available for seasonal products purchased for the 2024-25 season only and is not applicable for any extended products.
- If you choose to use your resort credit during the 2024-25 season, original purchase price **will not** be honored. Prices are based on the current rate at time of re-purchase, and you will be responsible for any price difference incurred. Refunds will not be given for a lesser value product.

Deferral requests received AFTER 11/15/2024:

- Season Passes and other seasonal products are non-refundable and non-transferable.
- In the case of documented medical reasons (a physician's statement is required) that prevent the product holder from skiing/riding for the remainder of the season, a resort credit may be issued. Medical conditions must occur prior to March 15, 2025, and Season Pass must not have been used after the initial symptoms to be eligible for any credit.
- Days used will be charged at the onsite ticket rate per day plus a processing fee of \$50. Resort credit is valid for a 2025-26 season pass only and can be used starting **May 1, 2025**.
- Cancellation requests do not extend to family members.
- **Cancellation requests must be received prior to 04/01/2025.**

No refunds or credits will be given on seasonal products which are not picked up or used. All rates subject to change without notice. 2024-25 Season Pass product eligibility is determined by passholder's age as of November 1, 2024.