

# Banff Caribou Properties Ltd. Employee Ski Pass Program 2020-21



## Ski Big 3 Refund Policy 2020 – 2021

We are all planning for the return of another fantastic winter season, however we recognize the current world situation is uncertain and sometimes things just don't go as planned. To alleviate some concerns, we are providing all pass purchasers a No-Questions-Asked Refund Assurance, available until December 1, 2020. **Any pass holder who has no pass usage prior to December 1<sup>st</sup>, 2020, will have the option of receiving a refund of cost-of-pass-paid less a \$45+GST administration fee.** To access this refund, the pass holder must notify SkiBig3 in writing no later than December 1<sup>st</sup>, 2020.

If you would like to add an extended Refund Option, the cost of purchasing the refund option is **\$50 per individual pass**. The cost of the refund option is **non-refundable** and **must be purchased at the same time as the season pass**.

Refund Option requests must be in writing to SkiBig3, and will be considered only for the following reasons:

### Medical

A doctor's certificate must be presented stating the date of injury & first treatment, type of injury, and estimated time of recovery before alpine skiing/snowboarding can be resumed. Medical conditions and injuries must restrict the user from skiing/snowboarding for at least 30 consecutive days from the injury date. Pre-existing injuries or medical conditions and intentional self-injury are NOT covered by the Refund Option.

### Employment Transfer

The employment transfer must be within the same company. An employer's letter must be presented stating the location, start date, and length of transfer. The pass holder may not have changed employers between the date of season pass purchase and the date of application for refund. Employment transfers must restrict the user from skiing/snowboarding at SkiBig3 for 30 consecutive days. The pass holder must move their principal residence outside of Alberta. Pass holders who change employers, or voluntarily leave the area for work or travel are not covered under the Refund Option.

If for any reason over the course of the 20/21 season you request a refund on your 20/21 Season Pass purchase, you will receive a pro-rated refund as calculated below:

- Refunds will be made on *Purchase Price* multiplied by the maximum percentage available on the date the claim is received (see grid below) less the *Usage Value*.
- *Usage Value* is determined by the age-category, daily retail lift-ticket rate multiplied by the number of days skied, at each resort.

Date of Claim Received (Of Current Season)	Maximum Refund (As % of Purchase Price)
Prior to December 1, 2020*	100%
Prior to December 10, 2020	90%
Prior to December 21, 2020	75%
Prior to January 25, 2021	50%
Prior to February 28, 2021	25%
From March 1, 2021	0%

\*Please note, all refunds will be made out to the business that purchased the pass, not the individual pass holder.