

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



## Sunshine Village Refund Policy 2020 – 2021

In light of the unprecedented times that we find ourselves living through, we at Banff Sunshine Village will be offering three refund options, based on scenarios. To allow you to purchase your 2020/21 Sunshine Season Pass with confidence.

### Our three potential refund options are:

1. A No Questions Asked refund policy, for ALL UNUSED 2020/21 Sunshine Season Passes
2. Our \$50 refund option, that protects passholders if they get sick, injured, or are required to move
3. Forced Closure Refund

#### 1. No Questions Asked Refund Policy

For our 'No Questions Asked' Refund Policy, we at Banff Sunshine will refund ALL UNUSED Sunshine Season passes, less a \$45 admin fee. This option will be applied to all-season passholders if we do not open; to passholders who are unable to visit Banff Sunshine due to travel restrictions, and to passholders who decide they are uncomfortable skiing or snowboarding during the 2020/21 season.

#### 2. \$50 Refund Option

The refund option must be purchased at the time of pass purchase and cannot be purchased separately later. Our \$50 Sunshine Refund Option (\$90 for Sunshine Family Season Passes) will remain available to all 2020/21 Sunshine Season Pass Holders. This option is unchanged from previous ski season and offers protection for skiers and snowboards who are forced to miss out on the season due to medical or work relocation reasons. With the \$50 Sunshine Refund Option, pass holders will be issued a refund which is calculated based on passholder usage and the month in which the pass is refunded.

With the \$50 Sunshine Refund Policy, a refund will be calculate based on subtracting the number of days skied at Banff Sunshine at our regular priced window rate of \$127 from the passholders purchase price times a season percentage.

Date of Refund Request	Option %
Prior to Opening Day	100%
Prior to December 15, 2020	80%
Prior to January 20, 2020	60%
Prior to February 25, 2021	40%
Prior to April 1, 2021	20%
After April 1 and Closing Day	0%

For example, see <https://www.skibanff.com/explore/news-blog/202021-season-pass-refund-policy>.

#### 3. Forced COVID Closure Refund

Our forced closure refund will be applicable to all 2020/21 Sunshine Season Passholders and will be applicable if we are forced to close due to COVID-19 before March 21st. In the case of another mandated closure, all 2020/21 Season Passholders will be eligible for a refund on their season pass that will be calculated based on subtracting the passholders usage at our regular priced window rate of \$127 from the passholders purchase price.