

WOLF MOUNTAIN 2011/2012

*****PLEASE NOTE CHANGE OF WOLF MOUNTAIN HOURS 2011/12-WOLF MOUNTAIN WILL CLOSE AT 4 PM ON ALL SUNDAYS THROUGHOUT SEASON (SOME HOLIDAYS MAY BE EXCLUDED FROM CLOSING EARLY-CALL FOR DETAILS)**

INSTRUCTIONS FOR ONLINE PURCHASE

1. Pass Information
 - a. Passes may be picked up after NOVEMBER 15th at WOLF MOUNTAIN located at 3567 EAST NORDIC VALLEY WAY in EDEN, UTAH
 - b. SEASON PASSES WILL NOT BE PROCESSED DURING HOLIDAYS
 - c. Avoid the weekend rush and pick-up your season pass before opening day or during weekdays-call for current hours (801-745-3511).
2. **Please print your PayPal receipt. – You must have your receipt to redeem your season pass.**
3. If you are purchasing a pass for someone other than yourself, please remind them to give YOUR name (as this will be the name in our records) and bring your receipt upon redemption.
4. Children under **18 WILL NOT** be issued their pass without a parent or guardian present to sign the release of liability waiver.

** Hours are subject to change so please call 801-745-3511 for current hours to avoid making a trip for nothing – we'd hate to miss you!*

WOLF MOUNTAIN SEASON PASS POLICIES

NO REFUNDS OR EXTENSIONS WILL BE GIVEN DUE TO SNOW CONDITIONS

Wolf Mountain management may adjust hours and days of operation at any time based upon snow conditions, skier visits, and /or unexpected mechanical issues. The operation of lifts may adjust at times based upon snow conditions, skier visits and/or unexpected mechanical issues. All lifts are not guaranteed to be running at all times.

Pass compensation may be considered for the reasons listed below. Please see definition of reasons below.

Reasons for consideration of pass compensation:

1. Medical Extensions (**CREDIT ONLY**) include injury, illness, and/or pregnancy.
2. Relocation.

A **\$25 processing fee** will be charged for pass extensions and/or refunds whether pass has been issued or not.

Documentation must be presented to Wolf Mountain Office within two weeks of the disability/relocation. If the customer does not come in within two weeks, the credit/refund will be based on when the pass holder presents the information according to the following schedule.

THE SEASON PASS MUST BE RELINQUISHED AT THE TIME OF REQUEST

SCHEDULE OF CREDIT TERMS

Amount of credit will be based on the following schedule, assuming the appropriate documentation has been provided.

- Full credit will be issued for injuries/relocations presented through December 31 (including off-season injuries)
- 50% credit will be issued for injuries/relocations presented January 1 through January 31. No refunds for relocation will be given after January 31.
- 25% credit will be issued for injuries/illnesses presented February 1 through March 1.
- No credit will issued for injuries presented after March 1.

DEFINITION OF REASONS:

MEDICAL EXTENSION (credit only): Medical extensions (rollovers) may be issued due to injuries (including off-season injuries) illness and/or pregnancy. A doctor's note must be presented within two weeks of injury/illness stating the date of the injury and expected recovery time. There will be a \$25 processing fee for all medical extensions. Medical extensions will be presented in the form of CREDIT only. Credit may **only** be applied the consecutive years season pass. If a season pass is not purchased the consecutive year, the pass holder will forfeit the credit. Pass must be relinquished at the time of the request and will be based on the above-listed schedule of credit terms.

The medical extension will be for the injured person only and cannot be credited to anyone else. The credit will not extend to additional passes. For example, children, parents, friends, etc., of the injured will not be issued an extension due to the injury.

RELOCATION: A refund will be issued for pass holders who are relocating, with the exception of student passes. Refunds will be based on the above schedule. The last day for a refund request is January 31. Refund checks will be mailed within 4-6 weeks. A \$25 processing fee will be assessed for all refund checks. The season pass must be relinquished at the time of the request and will be based on the above listed schedule of credit terms. **STUDENT PASSES ARE NOT REFUNDALED DUE TO RELOCATION.**

STUDENT PASSES

1. Students in grades 9 through 12 and college students enrolled in 12 or more credit hours are eligible for the student season pass.
2. University students must present photo ID along with current class schedule of at least **12 credit hours**.
3. High School students must present current high school ID with photo. All students under the age of 18 must have a parent or guardian signature.

4. There will be no refund or compensation if a student relocates.

LOST PASS

There will be a \$50 fee to reissue a lost season pass. Season passes will only be reissued once.

SEASON PASS FRAUD

If season pass fraud is suspected, season pass privileges will be revoked for the remainder of the season with no refund/reimbursement. Pass holder will be charged the price of an all-area, all-day lift ticket as well as a \$50 recovery fee. The pass holder will NOT be eligible to purchase a discounted season pass for the following season but will be welcome to purchase a pass at full price.

PASS FRAUD IS ILLEGAL. IT IS "THEFT OF SERVICES." WE RESERVE THE RIGHT TO PROSECUTE TO THE FULL EXTENT OF THE LAW.

SEASON PASS TRANSFER

A season pass may be transferred only if the pass has NOT been issued. The person requesting the transfer must do so in writing giving the name of the person the pass is to transfer to. There will be a \$25 processing fee for all season pass transfers.

ACCESS SEASON PASS -Access Passes DO NOT have blackout dates

1. FAMILY

- a. Means two-four dependent family members living in the same household
- b. Additional children (six and older) must be purchased with a Family pass
- c. Additional children five and younger (with purchase of a Family pass) are free*
- d. Child Add-On passes may only be purchased in conjunction with corresponding Family Season Pass

*There will be a \$10 PRODUCTION Fee for each five and under pass upon receipt.

2. STUDENT (K-Full-Time graduate student)

- a. College students must provide proof of full-time status equaling 12 or more credits

3. SENIOR (70 and older)

* There will be a \$10 PRODUCTION Fee for each five and under pass upon receipt.