

## EDGE CARD POLICY 2020-2021

This policy applies only to 2-day, 5-day, and 10-day Edge Cards sold for the 2020-21 winter season, and is supplemental to Epic Coverage, which terms and conditions are available here: <https://www.epicpass.com/info/epic-coverage.aspx>.

**EXCEPT AS PROVIDED IN THIS POLICY OR UNDER EPIC COVERAGE, EDGE CARD PRODUCTS ARE NON-REFUNDABLE AND CANNOT BE TRANSFERRED TO ANOTHER PERSON, OR TO ANOTHER SEASON.** An Edge Card holder has the right to cancel the Edge Card, and a refund issued, under extenuating circumstances as described below. Cancellation requests due to weather or snow conditions, or other causes outside of the control of Whistler Blackcomb (other than COVID19-related closures addressed by Epic Coverage) will not be accepted or covered by this Policy. An Edge Card purchaser may elect to cancel their Edge Card pursuant to this policy or seek a refund under Epic Coverage, but an Edge Card holder may not seek refunds under both.

### **Injury/Medical – must keep Edge Card holder out of action for the majority of the winter season.**

☐ Requests falling under medical/injury must be certified by a physician showing the date of your first medical treatment, prognosis, and the length of time the injury/illness will prevent participation or that participation is likely to endanger the participant's health. Covered medical/injury may include death, or physical, medical, or mental disability.

☐ Requests involving short term illness and pre-existing conditions will not be accepted.

### **Transfer out of Region.**

☐ Relocation to a new residence more than 30km further from Whistler Blackcomb than prior residence for the remainder of the 2020/21 season.

### **Substantial Material Change in Whistler Blackcomb's Winter Operations.**

☐ Requests under this category must be substantiated by documentary evidence of the material change and must establish that the material change prevented the Edge Card user's access to Whistler Blackcomb. Qualified refunds will not include weather-related or similar events outside of Whistler Blackcomb's control.

### **10-Day Cancellation Period.**

☐ An Edge Card purchaser may also request to cancel their Edge Card within ten (10) days after the date that the purchaser receives a copy of the Edge Card contract and terms.

### **HOW TO CANCEL YOUR EDGE CARD AND RECEIVE A REFUND:**

- A notice and request for cancellation must be supportable by evidence from the Edge Card holder (or Parent/ Legal Guardian).
- Provide an explanation for the reason you are requesting a cancellation and supply supporting documentation as identified above (requests will not be processed without supporting documentation).
- Please let us know within two weeks of your becoming aware of your need to cancel the Edge Card purchased. The deadline for all cancellation requests is May 31, 2021. Cancellation requests should be made on one of the approved forms that can be found here: <https://www.consumerprotectionbc.ca/wordpress/wp-content/uploads/2017/06/To-cancel-your-contract-because-of-your-change-in-circumstances-fill-out-this-form..pdf> or here: <https://www.consumerprotectionbc.ca/wordpress/wp-content/uploads/2017/06/To-cancel-your-contract-because-of-changes-in-the-business-fill-out-this-form..pdf> . These forms should be submitted by one of the following three methods:

- 1) E-mail to: [wbpasadmin@vailresorts.com](mailto:wbpasadmin@vailresorts.com)
- 2) Personal delivery to: Guest Services at Whistler Blackcomb
- 3) Send via registered mail to: Pass Administration, 4545 Blackcomb Way, Whistler, BC, V0N 1B4

### **APPLICABLE FEES AND USAGE:**

Should your application for cancellation be accepted, usage will be deducted for each day the Edge Card was used (if any). A cancellation fee may apply under some circumstances. Any value remaining will be refunded to the credit card on file.

- Usage rates are the same for all Edge Cards. Refunds will be calculated per a standard formula.
- The refund amount will equal the days unused on the Edge Card divided by the total days on the Edge Card, multiplied by the purchase price. The refund amount will then subtract any applicable cancellation fee.
- Any usage on the Edge Card, including all days on which a guest skied or rode (including early-season access) with their Edge Card, will be accounted for.

### **ADDITIONAL INFORMATION:**

Pass Sales and Services offices cannot authorize or process cancellation requests. Please contact Pass Administration for information or questions regarding our policy.

Whistler Mountain Resort Limited Partnership  
Blackcomb Skiing Enterprises Limited Partnership  
4545 Blackcomb Way, Whistler, BC, Canada, V0N 1B4  
Phone 604.932.3141 Fax 604.938.7527  
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