

**Schweitzer Pass Protection Policy**

We understand that life is full of surprises and sometimes it's out of your hands. **Schweitzer Pass Protection** coverage offers credit or reimbursement for the pro-rated cost of the unused portion of your Schweitzer season pass. **Schweitzer Pass Protection** is not transferable or refundable. If you do not accept **Schweitzer Pass Protection**, you will not be eligible for a refund or credit toward your next season pass purchase and understand that passes are not transferable. **Schweitzer Pass Protection** is approximately 6% of the cost of the pass at the time that the Pass Protection is purchased, and can be added to a pass up to the mountain opening for the 2019/20 winter season, but will be added at the current pass rate.

If you become medically unable to ski or ride, or if you are transferred out of the area (300 miles or more) due to employment, a credit toward your next season pass will be determined based on the following pro-rated schedule. Refunds will not be given unless you will be unable to ski or ride in the future. **Only injured pass holder qualifies.**

**Pro-Rated Schedule for Season Pass Credits and Refunds:**

Prior to December 1	Up to 100%
December	up to 75%
January	up to 50%
February	up to 25%

**The above pro-rated schedule is based on date of notification/ documentation submission.  
All requests must be received prior to March 1, 2020**

**How do I request a credit or refund?**

Please provide all three of the following documents so that we can process your request.

1. **Letter** requesting a credit or refund **within 30 days of incident**. Please include first and last name, mailing address, telephone number, and a brief explanation of why you are unable to use your pass.
2. **Either a doctor's letter** on official letterhead stating the reason for nonparticipation and date of onset, or **a letter from your employer** on official letterhead certifying a transfer and an effective date.
3. Your **Season Pass**.

You may bring these documents to the Season Pass office, fax to (208) 263-0775, **e-mail to [guestservices@schweitzer.com](mailto:guestservices@schweitzer.com)**, or mail them. It does speed up the process to present all documents together.

Schweitzer Mountain Resort  
Attn: Season Pass Office  
10000 Schweitzer Mountain Rd.  
Sandpoint, ID 83864

**Credit towards future season pass purchase:** If a credit is granted, we will send you a gift card worth the amount of credit you will receive toward your pass for the next season. This gift card is what you will pay with, and must be presented in person or by phone. You will be responsible for any difference in price.

**Refunds:** If original payment for your season pass was by cash or check, and you are granted a refund, a check will be issued through our Accounts Payable department (allow 2-3 weeks). If original payment for your season pass was by credit card, the amount of refund will be credited to your credit card. You need to provide us with your credit card information in order for us to process the refund.