

2017-2018 REFUND PROTECTION PLAN

SEASON PASS REFUND PROTECTION

A Mt. Hood Fusion Pass offers the best value with the most days of skiing and riding in Oregon. For a nominal fee of \$25 per season pass, the Refund Protection Plan (RPP) protects your investment from unforeseen circumstances that prevent you from beginning your season or cutting it short. RPP must be purchased at the same time the individual's season pass is purchased. RPP allows you to recoup a portion of the cost of your pass if you are unable to begin or finish the season for which the pass was purchased.

EXAMPLES OF WHEN YOU MIGHT NEED THE RPP:

- You or an immediate family member becomes ill or suffers an injury
- Pregnancy
- You lose your job through no fault of your own after 1 year with an employer
- Your primary or secondary residence (in Oregon) is made uninhabitable due to fire, flood, vandalism, burglary or natural disaster
- You are summoned to jury duty and cannot use your pass temporarily
- You relocate to an address more than 300 miles (by car) from Government Camp, Oregon
- You are called to active military service or military leave is revoked or reassigned

WHO IS ELIGIBLE?

Any individual who buys a Mt. Hood Fusion Pass from Timberline Lodge and Mt. Hood Skibowl for the winter season may purchase the Refund Protection Plan for their Season Pass only.

REFUND PROTECTION IS NOT TRANSFERABLE AND CANNOT BE SOLD OR EXCHANGED.

SEASON PASS CANCELLATIONS

Any individual who purchases RPP in conjunction with their pass will qualify for a full refund if they make their request prior to November 13th, 2016 and the pass has not been used for lift access. The cost of the RPP is not refundable.

SEASON PASS TERMINATIONS

Any individual who has used their pass for lift access at least one day during the 2017 - 2018 season but is unable to finish their season due to a valid change in circumstances and who purchase the RPP in conjunction with their pass will qualify for a prorated refund according to the schedule below. All requests must be made prior to May 28, 2018. The cost of RPP is not refundable.

REFUND SCHEDULE

The following amount will be deducted from the refund amount for each day the pass is used:

Adult - \$50 Teen - \$40 Youth/Senior - \$35

	Purchase price refund
Prior to lower mountain opening	100%
Between 0-30 days of lower mountain opening	80%
Between 31-61 days of lower mountain opening	60%
Between 61-90 days of lower mountain opening	40%
Between 91 days and May 28, 2018	20%

VALID CHANGES IN CIRCUMSTANCES

Refunds will be issued for the reasons defined below pending receipt of required documentation which provides sufficient information as determined by the Ticket Sales Manager or their designated staff. Requests for refunds for other reasons will be reviewed and granted on a case by case basis at the sole discretion of the Ticket Sales Manager.

Reason	Description	Verification required
Injury or illness	Pass holder has developed an illness or suffered an injury which is so disabling that the pass holder cannot ski or snowboard for a period longer than 30 days. Date of change in circumstance is defined as the date the pass holder is diagnosed by a physician.	Original letter from diagnosing physician on official letterhead indicating date of diagnosis
Injury or illness of immediate family member	Pass holder has an immediate family member (parent, spouse, sibling or child) who has developed an illness or suffered an injury and the pass holder cannot ski or snowboard for a period longer than 30 days because the pass holder is directly involved with the care or comfort of the family member as certified by the family member's physician. Date of change in circumstance is defined as the date the family member is diagnosed by a physician.	Original letter from family member's physician on official letterhead
Residence becomes uninhabitable	Pass holders primary or secondary residence (secondary residence must be located within the state of Oregon) becomes uninhabitable due to fire, flood, natural disaster, vandalism or burglary as verified by a local authority or insurance adjuster. Date of change in circumstance is defined as the date of damage to the residence.	Original letter from local authority or insurance company or copy of local authority or insurance claim report indicating date of incident
Jury duty	Pass holder is required to serve on a jury for a period longer than 30 days. Date of change in circumstance is defined as the first date the pass holder is required to appear for selection.	Original court documentation showing length of service
Involuntary termination or lay off	Pass holder is terminated through no fault of their own from a full-time job which they have had for at least one full year and was not temporary. Independent contractors and self-employed persons do not qualify. Date of change in circumstance is defined as the day following the pass holders last day of work.	Original documentation from employer indicating date of layoff
Employment related move	Pass holder is required to move to an address located more than 300 miles from Government Camp, Oregon for a period longer than 30 days for employment related reasons. Date of change in circumstance is defined as the date the pass holder changes their legal address.	Original documentation showing change of legal address and original documentation from employer stating employment related move
Pregnancy	The pass holder becomes pregnant or the pass holder's significant other becomes pregnant and the pass holder is unable to ski or snowboard for a period longer than 30 days as they are needed to care for the newborn or expecting mother as verified by a physician. Date of change in circumstance is defined as the date a physician confirms pregnancy or date care is needed.	Original letter from diagnosing physician on official letterhead indicating date of confirmed pregnancy or date care is needed

INVALID CHANGES IN CIRCUMSTANCES

Refunds will not be provided for the reasons listed below. This list is not inclusive.

- Lack of snow or poor weather
- Injury or illness caused intentionally by the pass holder
- Injury or illness that does not prevent participating in skiing or snowboarding for a period longer than 30 days
- Injury or illness as a result of skiing or snowboarding recklessly or on closed or out of bound terrain
- Incarceration where the pass holder pleads guilty or is found to be guilty
- Elective or cosmetic surgery

REQUESTS FOR REFUND

All requests for refunds must be made within two weeks of the date of change in circumstances to qualify for a refund. Requests may be made in person at the Guest Services Desk at Timberline Lodge or Mt. Hood Skibowl during normal business hours, or by emailing mbland@timberlinelodge.com or by mailing the season pass office at:

Timberline Lodge Season Pass Office 27500 E Timberline Road, Timberline Lodge, OR 97028

REQUESTS FOR REFUNDS WILL NOT BE ACCEPTED AFTER MAY 28, 2018 OR FOR CHANGES IN CIRCUMSTANCES WHICH OCCUR ON OR AFTER MAY 1, 2018.

DEFINITIONS

- **Injury** – means bodily injury which is sustained as a direct result of an unintended, unanticipated accident that is external to the body and that occurs while the Pass Holder's coverage under Refund Protection is in force.
- **Pass holder** - means an individual who buys a Season Pass from Timberline Lodge and Mt. Hood Skibowl for a ski season.
- **Physician** - means a licensed practitioner of the healing arts acting within the scope of his or her license who is not the Pass Holder or a person who is related to the Pass Holder by blood, marriage, civil union partner or living arrangement.
- **Sickness** - means an illness or disease that requires treatment by a physician
- **Skiing/Ski** - means alpine, nordic or telemark skiing, snowboarding and snowshoeing.