



Bogus Basin Mountain Recreation Area

## 2010-2011 SEASON PASS REFUND POLICY

(208-332-5162 or pass@bogusbasin.org)

Refunds on season passes are based on restricted conditions. Those conditions include medical or relocation from the Treasure Valley.

**Amount of the refund depends on: 1) date on documentation and 2) whether the pass was issued.**

- ❖ Season passes are non-refundable for adjustments to hours and days of operation based on snow conditions and/or skier visits.
- ❖ Bogus Basin's fiscal year is June 1 - May 31. Any refund requests made outside of the fiscal year will not be accepted. (For example, if you are requesting a refund for a season pass that expires in April 2007, then the request has to be made before May 31, 2007. A request made after May 31, 2007 would be denied.)
- ❖ Child passes are non-refundable once it has been issued.
- ❖ Any refund due to a medical condition is for that individual only. The refund does not extend to family members.
- ❖ Family passes are subject to a different refund process based on the number of members in the family and their ages.
- ❖ Season passes are not "rolled over" or "transferred" from one season to another.
- ❖ There is no refund for a "Passport" season pass.
- ❖ College student season passes (purchased at the \$239 rate anytime) are non-refundable if the student relocates.
- ❖ Change in employment status is non-refundable.

### MEDICAL CONDITION

- ❖ **Documentation required?** a letter from a physician showing date of medical condition
- ❖ **Bogus Basin season pass returned?** The Bogus Basin season pass has to be returned, if issued
- ❖ **How are you refunded?** (one of the following)
  1. Credit/debit card (2-3 week process) – please include VISA, MC, DISC number with the expiration date
  2. Check (4-6 week process) – please include mailing address
  3. Bogus Basin gift card (2-3 week process) – please include a mailing address

### RELOCATION

- ❖ **Documentation required?** (one of the following):
  1. Proof of relocation, such as a monthly statement (utility, bank, etc) or lease
  2. Copy of employment papers from hiring or transferring company
- ❖ **Other info?** Name(s) of individual(s) that is (are) relocating
- ❖ **Bogus Basin season pass returned?** The Bogus Basin season pass for the individual(s) who have relocated has (have) to be returned, if issued
- ❖ **How are you refunded?**
  1. Credit/debit card (2-3 week process) – please include VISA, MC, DISC number with the expiration date
  2. Check (4-6 week process) – please include mailing address
  3. Bogus Basin gift card (2-3 week process) – please include a mailing address

### OTHER

- ❖ **Documentation required?** A "letter" from pass holder requesting a refund. Refund is on a case-by-case basis; not all requests will be processed. Example of why we would issue a refund: single parent has been injured and minor child/children cannot ski/board without parent. There is no refund on a "child" pass if the pass has been issued.
- ❖ **Bogus Basin season pass returned?** The Bogus Basin season pass for the individual(s), has (have) to be returned, if issued
- ❖ **How are you refunded?** Bogus Basin gift card (2-3 week process) – please include a mailing address