



2017/2018 SEASON PASS TERMS & CONDITIONS

Eastlink Park
100 Roszko Lane
Whitecourt, AB T7S 0A9
Phone: 780-746-3000

AGE QUALIFICATIONS

Your pass rate is determined as of December 31, 2017.

FAMILY PASS QUALIFICATIONS

Family Description: Up to 2 (two) parents or a combination of a parent and/or a legal guardian and their children 17 years and under living in the same residence. Must provide proof of dependents. You can also include foreign exchange students or foster children on the family season pass, provided you present a letter of proof from the sponsoring organization.

* Adult/children 18 and older must apply separately and are excluded from the family discount.

LOST & FORGOTTEN PASSES

- Try your best to avoid losing your season pass! But if you do, report it immediately to our guest service staff. We will replace your lost or stolen pass for a \$50.00 administration fee.
- If you forget your season pass we will issue a replacement pass for that day at our guest services. It will cost you a processing fee of \$5.00. Please note that there will be a limit to pass replacements.

TERMS & CONDITIONS

- Our insurers require that a liability waiver be signed before any pass can be issued. A parent or legal guardian must sign the waiver form on behalf of their children under 18 years of age. In order for waivers to be valid, they must be witnessed by a Guest Services staff member.
- Season Passes remain the property of Eastlink Park and may be revoked for foul language, misuse or violation of the Alpine Responsibility Code. Uses of this pass by anyone other than the registered pass holder, or alterations to the season pass will result in cancellation of that pass and may lead to legal prosecution.
- We may be requested identification to verify its validity.
- Season Passes are non-refundable and non-transferable.
- To be eligible for a pass refund you must be within the criteria.
- A family consists of parent(s)/legal guardian and/or children 17 and under living at home. Children 18 and over must apply individually.
- We require pass holders to show proof of age and address when picking up their passes, even if part of an existing family.
- Mail-in applications must provide full payment prior to deadline date and applications must be post marked prior to discount deadline dates. Mail to Eastlink Park 100 Roszko Lane, Whitecourt, AB T7S 0A9
- We can accept purchases over the phone. Though we will require your signature on the application form, we also accept faxed applications. Fax to the Allan & Jean Millar Centre: 780-706-2483

RELEASE OF LIABILITY (Completed when Season Pass is issued.)

- Our insurers require that a liability waiver be signed before any pass can be issued. A parent or legal guardian must sign the waiver form on behalf of their children under 18 years of age. In order for waivers to be valid, they must be witnessed by a Guest Services staff member.
- Please read the Release of Liability Agreement.
- Only the original Release of Liability Agreement is accepted (no faxes or photocopies).



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REFUND OPTION

Refund option provides the assurance of a pro-rated refund due to illness, injury or employment transfers.

*** All refunds are subject to Eastlink Park's management discretion and approval.

DESCRIPTION OF COVERAGE

Season Pass costs will be refunded according to the Schedule of Coverage below. In the event of:

- Injury, sickness or death of a pass holder prevents participation in the sport for the remainder of the season.
- A pass holder is involuntarily transferred by his/her local employer making it necessary to move his/her residence outside a 200 kilometer radius from Eastlink Park provided that the date of the transfer is at least 45 days after purchase of the seasons pass.

TERMS OF CONDITIONS

- Eastlink Park must be notified and the pass surrendered within 5 days of non-participation. Refer to Schedule of Coverage.
- If a parent or legal guardian, spouse (including common law) or children under the age of 17 of a participating pass holder qualifying for a refund is also covered by the Refund Option and chooses to cease participation, he/she is eligible to claim a refund.
- Refund Option Rate: The rate for the refund option is outlined below in the Schedule of Coverage. The refund option is not calculated on GST.

EXCEPTIONS

This option does not cover loss:

- Caused or contributed by the intentional self-injury.
- Pre-existing conditions;
- Due to any injury or sickness that does not prevent the participation in snow sports.
- Due to acts of God, fire, vandalism, labour disputes, weather conditions or mechanical failures.
- Due to change in employment status other than transfer by current employer.
- Normal pregnancy.

SCHEDULE OF COVERAGE

The pro-rated share of the cost of the Season Pass for non-participation commencing within:

- Before the official opening - 90% of cost
- The refund amount is not calculated on GST

HOW TO PRESENT A CLAIM

- Present a claim in writing in person at the Eastlink Park or mail to: 100 Roszko Lane, Whitecourt, AB, T7S 0A9.
- Provide the following:
 - Medical report from physician with
 - Complete diagnosis
 - Date of first medical treatment
 - Prognosis, including statement that insured is unable to ski or board
 - Return of current Season Pass
- OR in the event of a job transfer, provide a letter from your employer within 15 days of notification of transfer.