

# REFUND REQUEST FORM

## 2020-2021 SKI CITY SUPER PASS

Refunds will be issued by check or credit card within (60) days of presentment of unused ticket stock or print vouchers which have not been activated (presented for one or more uses at any resort) under the following terms and conditions:

1) Ski City Super Pass refund requests must be presented on or before June 1 following the conclusion of the ski season for which the pass was issued.

2) Notwithstanding paragraph (1) above, refunds for activated Super Passes may be issued when: 1) both Cottonwood Canyons were closed for a full ski day during the dates the Super Pass was active, and the total number of ski days available on the Super Pass were not consumed; or 2) in the case of a debilitating injury or sickness to your guest and provided proof of same is evidenced in writing by a medical physician. **Any refund requested under the conditions provided in (1) or (2) herein must be claimed within ten (10) business days of the occurrence.**

### CHOOSE ONE

I AM A

HOTEL EMPLOYEE If a hotel employee: name of Hotel \_\_\_\_\_  
hotel address \_\_\_\_\_

OR

CUSTOMER If a customer:  
NAME OF PURCHASER \_\_\_\_\_  
EMAIL ADDRESS \_\_\_\_\_  
PHONE NUMBER \_\_\_\_\_  
STREET ADDRESS \_\_\_\_\_

### PAYMENT INFORMATION

Today's Date: \_\_\_\_\_ Original Purchase Date: \_\_\_\_\_

Original Credit Card Number: \_\_\_\_\_ Exp | \_\_\_\_\_

Or \_\_\_ select for refund by check, for original purchase by check

Number of Passes To Be Refund \_\_\_\_\_

Total Refund Amount: \$ \_\_\_\_\_

### REFUND REASON

- Medical Emergency - Documentation required, please include with form.
- Both Cottonwood Canyons were closed on \_\_\_\_\_ (enter date).
- Other (booking error or bulk order refund) Describe: \_\_\_\_\_

### PASS INFORMATION

ENTER: \_\_\_\_\_ EMAIL FORM TO: **tickets@visitsaltlake.com**  
Voucher Number OR Pass Numbers \*REQUIRED\* with subject line "refund"

OR

MAIL CARD(S) WITH THIS FORM TO: Visit Salt Lake / Ski City  
Attn: Mary Grimes  
90 South West Temple  
Salt Lake City, UT 84101

OFFICE USE ONLY:  Usage verified  Cancelled in Axess date: \_\_\_\_\_  Refunded date: \_\_\_\_\_