

# WINDHAM MOUNTAIN CLUB

## 25/26 SEASON PASS PROTECTION POLICY

19 Resort Drive PO Box 459 Windham, NY, 12496  
(518) 734-4300

We understand that life is full of surprises and sometimes it's out of your hands. Windham Mountain Club Pass Protection coverage offers credit or reimbursement for the pro-rated cost of the unused portion of your qualifying Windham Mountain Club season pass. Windham Pass Protection is not transferable or refundable. If you do not accept Windham Mountain Club 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. Windham Pass Protection is available for a small, fixed cost at the time of pass purchase.

The program must be purchased in conjunction with your season pass in the same transaction.

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.

### PASS PROTECTION COSTS

Double Diamond Passes - \$79

Double Diamond 6 & Under: - \$49

Summit Series Passes - \$49

### 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%

**ALL REQUESTS MUST BE RECEIVED PRIOR TO MARCH 1, 2026**

### 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. Official Documentation

Either a doctor's letter on official letterhead stating the reason for non participation 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 Tickets and Passes Desk in the Windham Mountain Resort Base Lodge or mail them.

Windham Mountain Club

Attn: Tickets and Passes

PO Box 459

Windham, NY 12496

Credit towards future season pass purchase:

If a credit is granted, we will apply the credit to the guest account. Credits are non transferable and may only be used for the next season's pass purchase. 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.