



Season Pass Protection Policy 2019-2020

We understand that life is full of surprises and sometimes it's out of your hands. Cooper Season Pass Protection coverage offers credit towards next season's pass (or refund in certain scenarios) for the pro-rated cost of the unused portion of your qualifying Cooper season pass. Cooper Season Pass Protection is not transferable or refundable. If you do not accept Cooper Season Pass Protection, you will not be eligible for a credit or refund toward your next season pass purchase and understand that passes are not transferable. Cooper Season 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, 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:

All Adult, Child, Military, Senior, Senior+ Passes – **\$15**

Family Pass – **\$60**

Pro-Rated Schedule for Season Pass Credits and Refunds:

Prior to December 1st – 100%

December 1st through December 31st – 75%

January 1st through January 31st – 50%

February 1st through February 29th – 25%

All requests must be received prior to March 1st, 2020. Occurrences on March 1st and after are not eligible.

How do I request a credit or refund?

Please provide all three of the following documents so that we can process your request. **All 3 must be provided.**

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. **A doctor's letter** on official letterhead stating the reason for nonparticipation and date of onset.
3. **Your Season Pass**. You may bring these documents to the Ticket Window or Guest Services Desk in the Cooper Base Lodge, or you can mail them to the address below.

Ski Cooper

Attn: Tickets and Passes

PO Box 896

Leadville, CO 80461

Credit towards future season pass purchase: If a credit is granted, we will apply the credit to the guest account. Credits are nontransferable 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 the 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.