

## **2023-2024 Pass Insurance**

**Price:** \$15 individual and \$50 family package.

**When:** Must be purchased at the time of passes.

**What is covered:** The season pass insurance protects your pass if you become injured or have any medical related reason that you cannot use your pass for the 23/24 season or the remainder of the 23/24 season. The insurance does NOT grant a refund, only a partial transfer to the next season for the same person or a partial transfer to another person in 23/24 season. The season is defined as the first day we open till the day we completely close. All approved partial transfers are subject to a \$50 transfer fee.

Definition: “injury or medical related reason” means an illness, disease, or injury, which requires treatment by a doctor.

### **How do I get my transfer?**

To complete your transfer for next season, the following guidelines must happen:

- Email [office@mtlacrosse.com](mailto:office@mtlacrosse.com) to start your claim within 15 days of injury/illness, etc. We do NOT accept claims for insurance outside of this time frame. Claims outside of this time frame will NOT be considered.
- Turn in your season pass card
- Obtain a signed letter from your medical practitioner stating you are not able to participate in skiing or snowboarding for the rest of the season. We do not accept claims that are short-term injuries or illnesses.
- Once all paperwork is in and the transfer has been approved you will receive a credit form that lists the credit amount. You will NOT receive cash back.

### **What would my credit be?**

Those who have not used the season pass would get a credit for the price they paid minus a \$50 transfer fee (this only applies if the claim is made before the first day of our season). If they have not used their pass but request a claim after our opening day they would receive a credit of the price they paid minus the \$50 transfer fee and a pro-ration for the season (details below). If they used their pass the credit will be the price they paid minus the \$50 transfer fee and minus the times they used. Some cases may not qualify for a credit at all -example below.

### **Pro-ration:**

Mt La Crosse typical ski season is about 90 days. We will subtract the number of days we have been open from the 90 days and issue the credit amount you paid minus the \$50 fee and the resulting percentage.

### **Exclusions:**

- Season Pass Holders (including Dependent passes) who are not currently enrolled in the Pass Protection Program.
- Staff, Volunteer, Industry, Trade Media, Complementary and Donated Season Passes.
- The cost of the Pass Protection Program.
- Any amount in excess of the purchase price of the Season Pass.
- Claims made after the established reporting date parameters (15 days from date of incident)
- The Pass Protection Program does not cover any medical, travel or lodging related expenses. This program only covers the cost of your 2023/2024 Mt La Crosse Season Pass.