

2019/20 Okemo & Mount Sunapee Season Pass FAQs 3-5-19

**What Passes include access to Okemo and Mount Sunapee for the 2019/20 season?**

- **Epic Pass™**: For \$939 for adults and \$489 for children (ages five to 12), the Epic Pass offers the following access and benefits:
  - **Unlimited, unrestricted** access to: Whistler Blackcomb, Vail, Beaver Creek, Breckenridge, Keystone, Crested Butte, Park City, Heavenly, Northstar, Kirkwood, Stowe, Okemo, Mount Sunapee, Stevens Pass, Afton Alps, Mt. Brighton, and Wilmot in North America. The Epic Pass also includes access to Perisher in Australia, and is expected to include access to Falls Creek and Hotham, subject to close of the transaction and receipt of certain approvals.
  - **Limited access** to partner resorts, including: seven days at each of Telluride, Sun Valley, Snowbasin, and the Resorts of the Canadian Rockies; five consecutive days at Hakuba Valley, Japan’s ten ski resorts; five consecutive days at Japan’s Rusutsu Resort. The Epic Pass also grants limited access to Les 3 Vallées, Paradiski and Tignes-Val D’Isere in France; 4 Vallées in Switzerland; Arlberg in Austria and Skirama Dolomiti in Italy.
  - **Discounted Tickets**: 16 total discounted tickets for family and friends, including ten “Buddy” Tickets (up from six last year) at a flat discounted rate and six “Ski With A Friend” discounted tickets.
  - **\$49 Down**: For a limited time, a \$49 down payment guarantees the lowest price with the remainder due in the fall.
  
- **Epic Local Pass™**: For \$699 for adults, \$569 for teens and \$369 for children (ages five to 12), the Epic Local Pass offers the following access and benefits:
  - **Unlimited, unrestricted access** to: Breckenridge, Keystone, Crested Butte, Okemo, Mount Sunapee, Stevens Pass, Wilmot, Afton Alps, and Mt. Brighton.
  - **Unlimited access with holiday restrictions** to: Park City, Heavenly, Northstar, Kirkwood, and Stowe.
  - **10 total days** combined (with holiday restrictions) at: Vail, Beaver Creek, and Whistler Blackcomb
  - **Limited access to partner resorts**, including: two days (with limited holiday restrictions) at Sun Valley; two days (with limited holiday restrictions) at Snowbasin; and five total consecutive days with no blackout dates at Hakuba Valley’s ten ski resorts in Japan; and five total consecutive days with no blackout dates at Rusutsu Resort.
  - **Discounted Tickets**: 16 total discounted tickets for family and friends, including ten “Buddy” Tickets (up from six last year) at a flat discounted rate and six “Ski With A Friend” discounted tickets.
  - **\$49 Down**: For a limited time, a \$49 down payment guarantees the lowest price with the remainder due in the fall.
  
- **Military Epic Pass™**: For \$129 for Active and Retired Military and their dependents and \$529 for Veteran Military and their dependents, the Military Epic Pass offers the following access:

- **Unlimited, unrestricted access** to: Whistler Blackcomb, Vail, Beaver Creek, Breckenridge, Keystone, Crested Butte, Park City, Heavenly, Northstar, Kirkwood, Stowe, Okemo, Mount Sunapee, Stevens Pass, Afton Alps, Mt. Brighton, and Wilmot in North America. The Military Epic Pass also includes access to Perisher in Australia, and is expected to include access to Falls Creek and Hotham, subject to close of the transaction and receipt of certain approvals.
- **Epic Day Pass:** The Epic Day Pass provides the following access and benefits:
  - **Specified number of days to:** Vail, Beaver Creek, Whistler Blackcomb, Breckenridge, Keystone, Crested Butte, Park City, Heavenly, Northstar, Kirkwood, Stowe, Okemo, Mount Sunapee, Stevens Pass, Afton Alps, Mt. Brighton and Wilmot Mountain.
  - **Partner access:** For guests purchasing four or more days of access, they may also use days purchased to access Telluride, Sun Valley, Snowbasin and Resorts of the Canadian Rockies.
- **Additional Okemo/Mount Sunapee Season Pass Options:**
  - Mount Sunapee will also offer an Okemo/Mount Sunapee only Season Pass at a discounted rate for Seniors (65-69) and Super Seniors (70-79) and an Okemo/Mount Sunapee Midweek Pass sold only in-resort and through the Vail Resorts Call Center at 970-754-0049. 80+/6 & under Okemo/Mount Sunapee only Season Passes will continue to be sold in resort or through the call center. Children 4 & under are eligible for a FREE Epic Pass (no parent purchase necessary).

**What dates are included as part of “Holiday Restrictions”?**

November 29-30, 2019; December 26-31, 2019; January 18, 2020; and February 15-16, 2020.

**Do I have the option to put \$49 down in the spring?**

Yes, for a limited time, guests can pay \$49 down in the spring and the remaining balance will be charged in early September 2019.

**What is the refund policy for pass products?**

All pass products are non-transferrable and non-refundable. Insurance is available upon purchase to be eligible for a refund with a qualifying reason.

**How does Epic Season Pass insurance work?**

All pass products, including the Epic Pass, Epic Local Pass, Epic Day Pass, and Okemo/Mount Sunapee only passes are non-transferrable and non-refundable. Refunds are available only when a guest purchases pass insurance and has a valid claim under the insurance policy. Any refund is based on the cost of the pass minus a daily rate for every day used up to the face value of the pass.

**How does the Auto Renew program work?**

Auto Renew is the most convenient way to automatically renew your pass every year, while guaranteeing next season's lowest price and best benefits. When you sign up for Auto Renew with the purchase of a 2019-20 pass, your pass will automatically be renewed for the 2020-21 season. You will be charged \$49 down in mid-March of 2020 and the remaining balance in mid-September 2020. For more information on how the process works and which passes qualify, visit the benefits section of [epicpass.com](http://epicpass.com).

**Will I be able to purchase Season Passes all year?**

No, Season Passes will only be sold for a limited time. Purchase today for the best price guaranteed.

**I have purchased my Epic Day Pass online. What happens next?**

After you have completed the purchase online, create or login to your existing account. Visit the "My Account" page and upload a photo of yourself used to identify you as the pass holder. Once the photo has been approved, you will receive your Season Pass in the mail. Passes will be shipped beginning in summer 2019.

**What happens if I do not receive my Season Pass access card before the season starts?**

You may pick up your access card at any resort's Season Pass office. Please bring valid photo identification for verification.

**If I am renewing my Season Pass from the 18/19 Season do I need a new access card?**

If you are purchasing the same pass for 19/20 that you had for the 18/19 season your RFID access card will be automatically reloaded and you will not need a new one. If you are purchasing a different pass for 19/20 or if you had a season pass from the 17/18 season or earlier, you will need a new RFID access card.

**What is the Turn in your Ticket Program?**

The Turn in your Ticket program allows you to apply the amount you paid for one lift ticket toward a 2019-2020 season pass or an Epic Day Pass with four or more days. Lift tickets purchased and used on or after March 5, 2019 through closing day are eligible for this offer. For additional information, please visit guest services or any lift ticket window or season pass office

**What are Buddy tickets and Ski with a Friend tickets (SWAF)?**

For a limited time, The Epic Pass and Epic Local Pass now include a total of 16 discount tickets to share with family and friends: 10 Buddy tickets (up from six last year) and 6 SWAF tickets. For a full list of passes that are eligible for Buddy tickets and Ski with a Friend tickets, please visit [epicpass.com](http://epicpass.com). The Epic Day Pass does not include Buddy or SWAF tickets.

**As a Season Pass holder, what benefits will I receive during winter 2019/20?**

Season Pass holders receive exclusive benefits and perks through the Epic Pass Club including discounts on lodging, food, rentals, and more! Visit the benefits section of [epicpass.com](http://epicpass.com) to learn more.

**If I purchase my Season Pass in the spring, when will I be eligible for summer discounts?**

Summer benefits are effective for the summer prior to the winter season. Guests who purchase a 2019-2020 Epic Pass, Epic Local Pass, Epic Day Pass, or Okemo/Mount Sunapee only Passes will receive unlimited sightseeing access during summer 2019. For additional benefits please visit [epicpass.com](http://epicpass.com) to learn more.

**The Season Pass I had for the 18/19 season is no longer available, how do I know which pass is right for me?**

Please visit [epicpass.com](http://epicpass.com) to find your best option or call the Vail Resorts Call Center at 970-754-0049.

Have additional questions? Please call 970-754-0049 to speak to a Season Pass expert.