

# *SafeGuard* Your Season Pass

Terry Peak Season Passes are sold as non-refundable and non-transferrable. Protect your investment by purchasing **SafeGuard**, an in-house refund program for loss of pass use due to injury or illness.

Through the **SafeGuard** program, Terry Peak will reimburse you a pro-rated portion of the cost of your pass should you be unable to use it due to a covered injury or illness. (Proof of covered medical reasons is required from your doctor.)

## Frequently Asked Questions

### **How much does *SafeGuard* cost?**

**SafeGuard** on a pre-season Adult pass is \$18 + tax.

On a pre-season Junior pass, it's \$12 + tax.

Full price passes purchased after Oct 31<sup>st</sup> are double.

### **What are covered medical reasons?**

Accidental injury and illnesses which occur after you have purchased **SafeGuard** and resulting in the inability to ski/board for more than 30 consecutive days are covered. **Pregnancy, pre-existing conditions, work-related transfers, moving/relocating, or the lack of snow are not covered.**

### **How do I file for reimbursement?**

You must complete a **SafeGuard Claim Form**. Please return the form to Terry Peak with documentation from your doctor stating that you are not allowed to ski/board for the remainder of the season, injury details, and injury date. **You must also return your season pass.** It will not be re-issued during the remainder of the ski season.

### **How is my refund calculated?**

Refunds are pro-rated from the date of injury, provided that your pass **was not used** after that date. For example: If there are 110 days in the ski season, you are injured on day 52, you will receive 53% (58/110 days) of your pass price back.

### **How soon will I receive my refund?**

With the proper reimbursement request form and doctor's documentation, you can expect your refund within 2 – 4 weeks from the date that we have **all** of your documentation.

Does **SafeGuard** cover Evacuation or Accidental Death and Dismemberment?

No