



Refund and Termination Option 2026-27 Sun Peaks Alpine Peaks Cards

Early Termination and Refund Option (“The Refund Option”):

In consideration of the payment of the required fee (the “Fee”) and subject to the exceptions, limitations and other provisions of this Agreement, an Alpine Peaks Card holder who has purchased the Refund Option (the “Card Holder”) may, by exercising the Refund Option, terminate his or her Alpine Peaks Card rights and obtain a refund of the amounts paid by the Card Holder in the event of any of the following (each a “Refundable Circumstance”):

1. Injury, death, pregnancy or onset of a sickness or disability prevents the Card Holder from participating in skiing or snowboarding for the remainder of the season.
2. The Card Holder is involuntarily transferred by their employer, making it necessary to relocate their permanent residence to a location more than 200 kilometres’ driving distance from Sun Peaks Resort, provided that the date of transfer is at least 45 days after the purchase of the Alpine Peaks Card.
3. The Card Holder is unable to use his or her Alpine Peaks Card because the municipality, state, province, or country in which your Permanent Residence is located is subject to a “quarantine,” “stay at home”, “shelter in place”, or other comparable mandatory government order lasting thirty (30) or more consecutive days. Your “Permanent Residence” refers to your fixed, permanent and principal home for legal and tax purposes.
4. The Card Holder is required to relocate their permanent residence to a location more than 200 kilometers’ driving distance from Sun Peaks Resort. If the Card Holder already resides beyond this distance, they must relocate even farther away from Sun Peaks Resort, in order to:
 - i. Provide ongoing care for a parent or child due to a serious illness, injury, or medical condition; or
 - ii. Maintain ongoing parenting responsibilities for their child, including circumstances where parents do not reside in the same household and the Option Holder relocates to reside near the child due to a change in custody or the child’s primary residence.

The right to exercise the Refund Option commences on the date the Fee is paid for the Refund Option and terminates on April 4, 2027.

A Card Holder is not eligible for refunds for personal schedule conflicts, weather or snow conditions, or dissatisfaction with operations.

Sun Peaks Resort LLP Alpine Peaks Card Refund Non-Refundable Fees as:

The following refund fees will be deducted from any refund provided under this Agreement:

- 3-Day Peaks Card: \$25 refund fee*
- 5-Day Peaks Card: \$30 refund fee
- 10-Day Peaks Card: \$35 refund fee

** The Option does not apply for the March 2027 3-Day Peaks Card sales period.*



Early Termination Refund Schedule (Applicable to Refundable Circumstances):

Upon a valid exercise of the Refund Option by the Card Holder, the refund will be calculated as follows:

- Formula: $(\text{Unused Days} / \text{Total Days Purchased}) \times \text{Purchase Price} - \text{Refund Fee} = \text{Refund}$
- Refunds are available from winter opening day through to April 4, 2027 (end of day). The refund is pro-rated based on the formula above and applies only to Refundable Circumstances.
- Example based on an Adult (19-64) 5-Day Peaks Card refund request:
 - The guest purchases a 5-Day Peaks Card for \$731.50
 - The guest has used 2 days, leaving 3 days unused
 - Refund purchase fee for the 5-Day Peaks Card is \$30
 - Refund calculation: $(3 \text{ unused days} / 5 \text{ days purchased}) = 0.6 \times \$731.50 - \$30 \text{ refund fee} = \$408.90 \text{ refund issued}$
- The Option is not available for the March 2027 3-Day Peaks Card sale period.

If you purchase the Refund Option, you may request a refund up until April 4, 2027. Refunds are calculated based on the unused days remaining on your Alpine Peaks Card at the time of request, pro-rated against the purchase price. Refunds are only available if the Fee has been paid.

Early Termination and Refund Procedure:

To exercise the Refund Option and obtain your refund, please complete our online [Alpine Peaks Card Refund and Termination Request Form](#).

Alternatively mail your request in writing to:

Attention: Guest Services Manager
Sun Peaks Resort LLP
1280 Alpine Road
Sun Peaks, BC V0E 5N0

When presenting your notice to terminate, please provide the following information:

- Covering letter of explanation, outlining the specific details of the Refundable Circumstance(s).
- Current year's Alpine Peaks Card pass number.
- In the event of physical injury, pregnancy, sickness, or disability, written confirmation of such physical injury, pregnancy, sickness, or disability from a medical doctor or nurse practitioner, providing:
 - a. Date of first medical treatment or diagnosis; and
 - b. Prognosis, including a statement from the attending physician confirming that the refundable Card Holder is unable to ski or snowboard for the remainder of the season, including the expected duration of the illness or injury.



- In the event of a job transfer, a letter from the employer specifying date and length of transfer, and location of transfer.
- Relocation to provide ongoing care for a parent or child. Provide documentation confirming:
 - a. The Card Holder's new permanent residence;
 - b. The reason for the relocation, including written confirmation from a physician or nurse practitioner that the parent or child has a serious illness, injury or medical condition requiring ongoing care; and
 - c. Documentation demonstrating the Card Holder's responsibility to provide ongoing care.
- Relocation to maintain ongoing parenting responsibilities. Provide documentation confirming:
 - a. The Card Holder's new permanent residence;
 - b. The reason for the relocation, including documentation demonstrating a change in custody, parenting arrangements or the child's primary residence; and
 - c. Documentation demonstrating that the relocation is required to maintain ongoing parenting responsibilities.
- In the event of the Card Holder's death, a copy of the death certificate and documentation confirming the individual submitting the request is authorized to act on behalf of the Card Holder.

Conditions:

The following conditions apply to the Refund Option:

- The Refund Option must be purchased concurrently with the current Alpine Peaks Card.
- The Refund Option must be exercised prior to the end of April 4, 2027, to be eligible for a refund.
- The Fee is not refundable in the event the Refund Option is exercised.
- A refund may only be claimed for the current ski season.
- The Bonus Day promotion, running from July 31 to August 16, 2026, includes one complimentary bonus day. This bonus day is not covered by the Refund Option and will not be included in any refund claim calculation.
- If the current Alpine Peaks Card is used for any reason after the date claimed for the Refundable Circumstance, no refund will be issued.
- Alpine Peaks Card usage will be determined through Sun Peaks Resort LLP electronic data collection equipment and will not be determined by the Card Holder.
- All refunds will be issued within thirty (30) days of refund approval.
- No refund will be issued outside the above guidelines.

**Exceptions:**

Exercise of the Refund Option on the grounds of an inability to ski:

- Caused by or contributed by intentional self-injury;
- Due to emotional disorders or pre-existing conditions; or
- Due to any injury and sickness that does not prevent a Card Holder from skiing is not valid and does not entitle the Card Holder to a refund.

Contact:

For more information, please contact Guest Services.

By Phone: 250.578.5474

By Email: guestservices@sunpeaksresort.com

In Person: Guest Services, located in the Village Day Lodge