

## 2019-2020 PASS PROTECTION PLAN

### SEASON PASS PROTECTION PLAN

A Timberline Season Pass offers the best value with the most days of skiing and riding in Oregon. For a nominal fee of \$25 per season pass, the Pass Protection Plan (PPP) protects your investment from unforeseen circumstances that prevent you from beginning your season or cutting it short. PPP must be purchased at the same time the individual's season pass is purchased. PPP allows you to recoup a portion of the cost of your pass if you are unable to begin or finish the season for which the pass was purchased.

### EXAMPLES OF WHEN YOU MIGHT NEED THE PPP:

- You or an immediate family member becomes ill or suffers an injury
- Pregnancy
- You lose your job through no fault of your own after 1 year with an employer
- Your primary or secondary residence (in Oregon) is made uninhabitable due to fire, flood vandalism, burglary or natural disaster
- You are summoned to jury duty and cannot use your pass temporarily
- You relocate to an address more than 300 miles (by car) from Government Camp, Oregon
- You are called to active military service or military leave is revoked or reassigned

### WHO IS ELIGIBLE?

Any individual who buys a Timberline Season Pass from Timberline Lodge for the winter season may purchase the Pass Protection Plan for their Season Pass only. **Timberline Spring Pass holders are not eligible for PPP claims or refunds of any kind.**

### PASS PROTECTION IS NOT TRANSFERABLE AND CANNOT BE SOLD OR EXCHANGED.

### SEASON PASS CANCELLATIONS

Any individual who purchases PPP in conjunction with their pass will qualify for a full refund if they make their request prior to November 15th, 2019 and the pass has not been used for lift access. The cost of the PPP is not refundable.

### SEASON PASS TERMINATIONS

Any individual who has used their pass for lift access at least one day during the 2019-2020 season but is unable to finish their season due to a valid change in circumstances and who purchase the PPP in conjunction with their pass will qualify for a prorated rollover/refund according to the schedule below. All requests must be made prior to May 25, 2020. The cost of PPP is not refundable.

### ROLLOVER/REFUND SCHEDULE

The following amount will be deducted from total pass value for each day the pass is used:

Adult - \$50      Teen - \$40      Youth/Senior - \$35

	Purchase price credit
Prior to lower mountain opening	100%
Between 0-30 days of purchase date	80%
Between 31-61 days of purchase date	60%
Between 61-90 days of purchase date	40%
Between 91 days of purchase date and May 27, 2019	20%

## VALID CHANGES IN CIRCUMSTANCES

Rollover credits or refunds will be issued for the reasons defined below pending receipt of required documentation which provides sufficient information as determined by the Guest Services Manager or their designated staff. Requests for rollovers and refunds for other reasons will be reviewed and granted on a case by case basis at the sole discretion of the Guest Services Manager.

<b>Reason</b>	<b>Description</b>	<b>Verification required</b>
Injury or illness	Pass holder has developed an illness or suffered an injury which is so disabling that the pass holder cannot ski or snowboard for a period longer than 30 days. Date of change in circumstance is defined as the date the pass holder is diagnosed by a physician.	Original letter from diagnosing physician on official letterhead indicating date of diagnosis
Injury or illness of immediate family member	Pass holder has an immediate family member (parent, spouse, sibling or child) who has developed an illness or suffered an injury and the pass holder cannot ski or snowboard for a period longer than 30 days because the pass holder is directly involved with the care or comfort of the family member as certified by the family member's physician. Date of change in circumstance is defined as the date the family member is diagnosed by a physician.	Original letter from family member's physician on official letterhead
Residence becomes uninhabitable	Pass holders primary or secondary residence (secondary residence must be located within the state of Oregon) becomes uninhabitable due to fire, flood, natural disaster, vandalism or burglary as verified by a local authority or insurance adjuster. Date of change in circumstance is defined as the date of damage to the residence.	Original letter from local authority or insurance company or copy of local authority or insurance claim report indicating date of incident
Jury duty	Pass holder is required to serve on a jury for a period longer than 30 days. Date of change in circumstance is defined as the first date the pass holder is required to appear for selection.	Original court documentation showing length of service
Involuntary termination or lay off	Pass holder is terminated through no fault of their own from a full-time job which they have had for at least one full year and was not temporary. Independent contractors and self-employed persons do not qualify. Date of change in circumstance is defined as the day following the pass holders last day of work.	Original documentation from employer indicating date of layoff
Employment related move	Pass holder is required to move to an address located more than 300 miles from Government Camp, Oregon for a period longer than 30 days for employment related reasons. Date of change in circumstance is defined as the date the pass holder changes their legal address.	Original documentation showing change of legal address and original documentation from employer stating employment related move
Pregnancy	The pass holder becomes pregnant or the pass holder's significant other becomes pregnant and the pass holder is unable to ski or snowboard for a period longer than 30 days as they are needed to care for the newborn or expecting mother as verified by a physician. Date of change in circumstance is defined as the date a physician confirms pregnancy or date care is needed.	Original letter from diagnosing physician on official letterhead indicating date of confirmed pregnancy or date care is needed

## INVALID CHANGES IN CIRCUMSTANCES

Rollovers/refunds will not be provided for the reasons listed below. This list is not inclusive.

- Injury or illness caused intentionally by the pass holder
- Injury or illness that does not prevent participating in skiing or snowboarding for a period longer than 30 days
- Injury or illness as a result of skiing or snowboarding recklessly or on closed or out of bound terrain
- Incarceration where the pass holder pleads guilty or is found to be guilty
- Elective or cosmetic surgery
- Lack of snow or poor weather

## SUBMITTING A PPP CLAIM

All requests for rollovers/refunds must be made within two weeks of the date of change in circumstances to qualify. Requests may be made in person at the Guest Services Desk at Timberline Lodge during normal business hours, by emailing [mkersey@timberlinelodge.com](mailto:mkersey@timberlinelodge.com), or by mailing the season pass office at:

Timberline Lodge Season Pass Office 27500 E Timberline Road, Timberline Lodge, OR 97028

**REQUESTS FOR PASS CREDITS WILL NOT BE ACCEPTED AFTER MAY 25, 2020 OR FOR CHANGES IN CIRCUMSTANCES WHICH OCCUR ON OR AFTER MAY 1, 2020.**

## DEFINITIONS

- **Injury** – means bodily injury which is sustained as a direct result of an unintended, unanticipated accident that is external to the body and that occurs while the Pass Holder's coverage under Pass Protection is in force.
- **Pass holder** - means an individual who buys a Season Pass from Timberline Lodge.
- **Physician** - means a licensed practitioner of the healing arts acting within the scope of his or her license who is not the Pass Holder or a person who is related to the Pass Holder by blood, marriage, civil union partner or living arrangement.
- **Sickness** - means an illness or disease that requires treatment by a physician
- **Skiing/Ski** - means alpine, nordic or telemark skiing, snowskating, snowboarding and snowshoeing.