

2021/22 Alyeska Resort Lift Ticket Refund Policy

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All weather-related refunds will be determined by full or partial resort closures. **No Cash Refunds.** If partial credit back for a refund needs to happen, it will be in the form of a gift card. Lift tickets sold online are refundable with a 24 hour notice.

To Qualify for a Weather-Related Refund

For a day ticket user from 10:30 am - 5:30 pm

If both the Tram and Glacier Bowl Express go down before 2pm then guests can request a refund of 20% of their full priced lift ticket. Guests may also choose to continue skiing on open chairs by exchanging their ticket and will be receiving credit in the form of a gift card, for the difference between the full mountain ticket and the weather day ticket.
Wind holds do not count as closures.

Forgotten, Lost, or Stolen Season Passes

1. If an employee or guest forgets or loses their season pass, their old pass will be deactivated and a new pass will be issued for **\$10**.
2. Under no circumstance will a lift ticket be given for forgotten, lost, or stolen season passes.
3. If a guest reports a lost or stolen pass the ticket office staff will immediately deactivate the season pass.

Theft of Services

Use of Alyeska facilities without a pass or with a non-transferable pass belonging to another person is a criminal offense under *state law*. See AS 11.46.200 (Theft of Services); AS 11.46.320 (Criminal Trespass). Alyeska Resort will work with the Alaska State Troopers to ensure appropriate prosecution, but reserves the discretion as to whether reporting any particular offense is appropriate under the circumstances. Such actions are also a violation of Alyeska's rights under civil law. The following guidelines apply to all instances of theft of services, subject only to the discretionary authority of the supervisor.

- a. When a person is caught stealing lift services, Ski Patrol will escort that person to the ticket office, where the person will be held pending an interview with the supervisor or an individual designated by the supervisor. Based on the results of that interview, the supervisor (or the supervisor's designee) will determine whether it is appropriate to report the offense to the Alaska State Troopers and refer the person for prosecution. Troopers should generally be called when dealing with violent, abusive, or difficult violators, or with repeat offenders.

- b. Any person caught stealing lift services will be charged a \$150 administrative fee and will have to purchase a day lift ticket. <----I find that to be a bit confusing as below it states that lift privileges are revoked for 30 days - maybe It could say "Any person caught stealing lift services will be charged a \$150 administrative fee plus the daily lift ticket price"
- c. In addition to the \$150 administrative fees described above, offenders will have their lift privileges revoked pursuant to the following guidelines:
 - 1. 1st offense other than employees: Revocation of lift privileges for 30 days. In addition, successful completion of the mountain education test is a required step to be allowed back on the mountain.
 - 2. 1st offense for employees: Revocation of lift privileges for 365 days and completion of the mountain education test.
 - 3. 2nd offense: Revocation of lift privileges for 365 days.

Rentals

Once rental gear is in the possession of the skier or snowboarder, it is considered non-refundable. Reservations made online can be canceled 48 hours in advance.

Mountain Learning Center

MLC reservations are considered refundable 48 hours out. Within 48 hours ½ amount resort credit will be refunded in the form of a gift card.