

Season Pass Payment Plan FAQs

- Payment plans require a \$50 deposit when purchasing your pass in-person or online.
- The credit or debit card you use when paying for your deposit will be the card that is debited on the 15th of each month through November 15th.
- Once you pay the \$50 deposit, the payment plan will be activated, and you will be charged for the remaining balance of the season pass on the 15th of each month through November 15th starting the following month.
- Payments will be automatically debited from your account on the 15th of each month, there is no need to log into your account to pay yourself.
- To update the card associated with your payment plan, please email info@bousquetmountain.com

Season Passes are non-transferrable.

You are required to keep your season pass on you each day you ski or ride. Your pass needs to be available to be scanned by staff at all times. Forgot or lost your pass? No problem, we can reprint your pass for \$5. **Letting someone else use your pass will result in the revocation of the pass without a refund.** Ski Patrol and other Mountain Ops personnel may ask to see your Pass. Please kindly accommodate them.

Season passes are non-refundable unless you purchase Pass Protection

We understand that life is full of surprises and sometimes it's out of your hands. Bousquet Mountain Pass Protection coverage offers credit or reimbursement for the pro-rated cost of the unused portion of your qualifying season pass. Bousquet Mountain pass protection is not transferable or refundable. If you do not accept the Bousquet Mountain Pass Protection, you will not be eligible for a refund or credit toward your next season pass purchase and understand that passes are not refundable. Pass Protection is available at the time of pass purchase. **The program must be purchased in conjunction with your season pass in the same transaction.**

If you become medically unable to ski or ride for the remainder of the season, or if you are transferred out of the area (300 miles or more) due to employment, a credit toward your next season pass will be determined based on the following pro-rated schedule. Refunds will not be given unless you will be unable to ski or ride at Bousquet Mountain in the future. Only the injured/transferred pass holder qualifies.

Pro-Rated Schedule for Season Pass Credits and Refunds:

Prior to December 1st – 100% Credit
December 1st – December 31st – 75% Credit
January 1st – January 31st – 50% Credit
February 1st – February 28th (or 29th) – 25% Credit

All requests must be received prior to March 1, 2024.

How do I request a credit or refund?

Please provide all three of the following documents so that we can process your request:

- **Letter** requesting a credit or refund **within 30 days of incident.** Please include first and last name, mailing address, telephone number, and a brief explanation of why you are unable to use your pass.
- **Either a doctor's letter** on official letterhead stating the reason for nonparticipation and date of onset, or a **letter from your employer** on official letterhead certifying a transfer and an effective date.
- Your **Season Pass.**

You may bring these documents to the Guest Service Desk at Bousquet.

Credit towards future season pass purchase: If a credit is granted, we will apply the credit to the guest account. Credits are non-transferable and may only be used for next season's pass purchase. You will be responsible for any difference in price.

Refunds: If the original payment for your season pass was by cash or check, and you are granted a refund, a check will be issued through our Accounts Payable department (allow 2-3 weeks). If the original payment for your season pass was by credit card, the amount of refund will be credited to your credit card. You need to provide us with your credit card information for us to process the refund.