

EPIC Coverage

All Pass products, including Epic, Epic Local, Epic Day Pass, Whistler Blackcomb Day Pass & the regional Epic Passes, are non-refundable and non-transferrable unless they qualify for a full or partial refund under the [T&C's of Epic Coverage](#).

Coverage types include **Personal Coverage** and **Qualifying Resort Closures**. For full details on each type, visit the [T&C's](#) on the epicpass.com website.



PERSONAL COVERAGE

Coverage includes:

- Job loss and job furloughs over six months
- Mandatory stay-at-home order from County, State or Country
- Injury, sickness or death
- Student transfer
- Pregnancy
- Visa rejections
- Jury duty
- Military transfer
- And more

Guests who submit a Personal refund request will no longer be able to use their Pass to access any resorts or receive any other ancillary Pass benefits.

BETWEEN DECEMBER 7, 2023 - APRIL 17, 2024

QUALIFYING RESORT CLOSURES

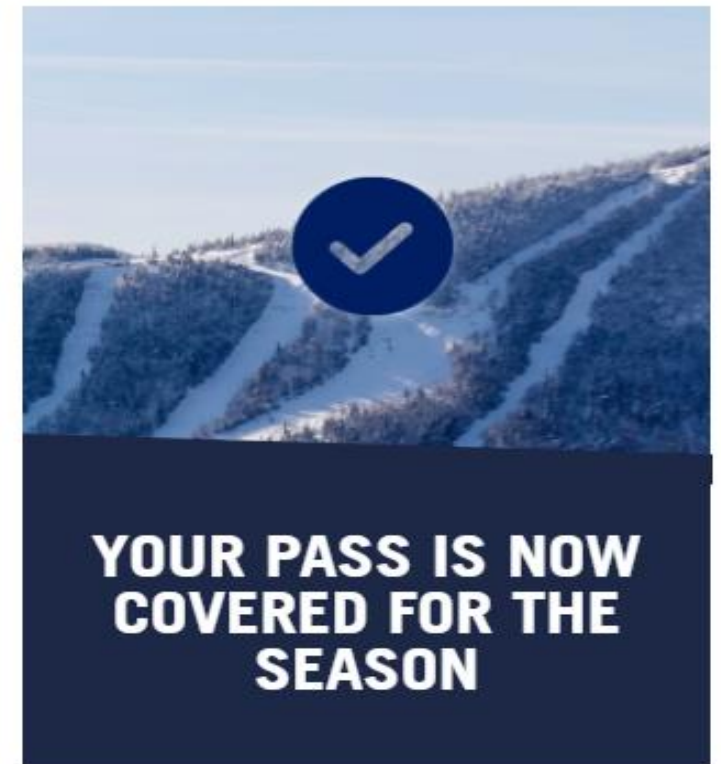
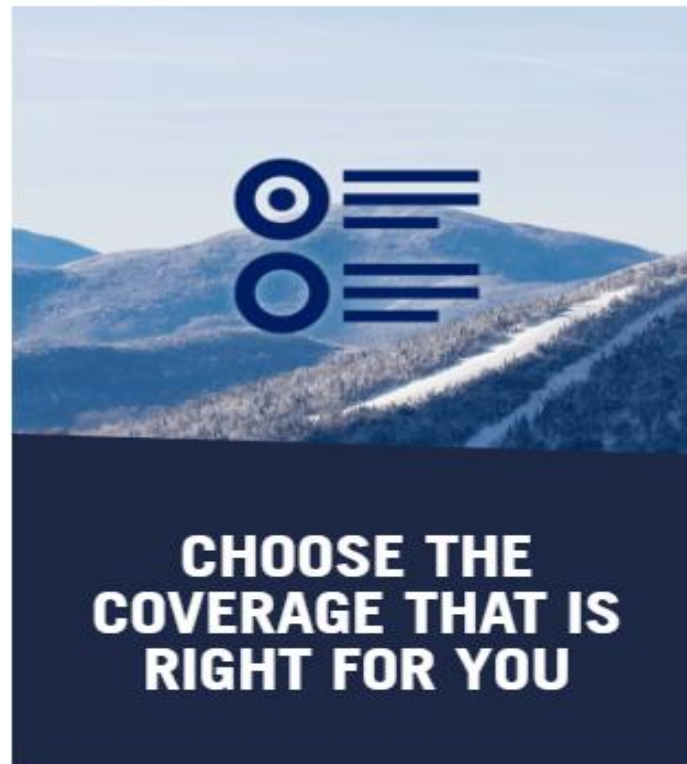
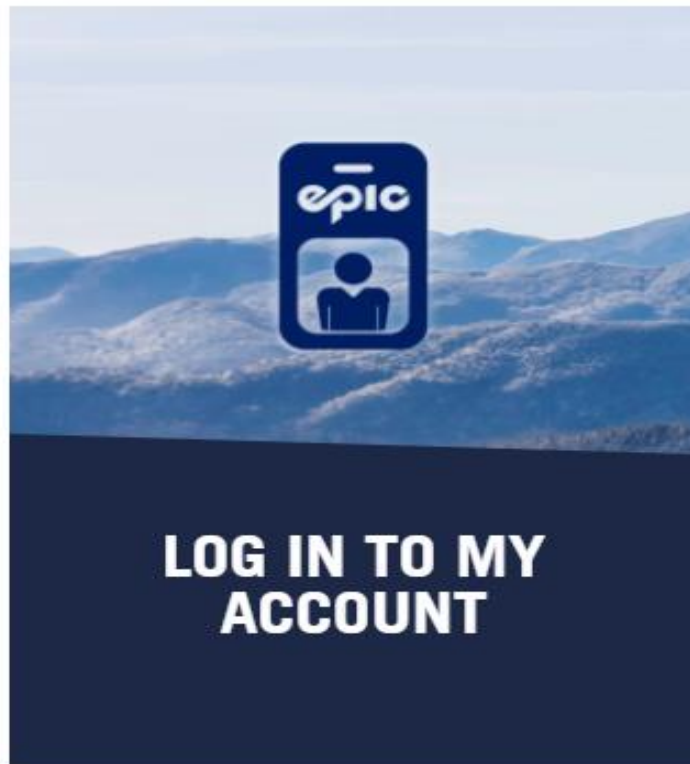
Coverage includes:

- Disease (e.g. COVID-19)
- War
- Terrorism
- Natural disaster (Specifically defined in your Terms & Conditions)

EPIC Coverage Elections

Choose “Core Season” or “Priority Days”

You may make your EPIC Coverage elections through the “[My Account](#)” section online at epicpass.com or by calling +1.970.754.0057, between 20 Sep, 2023, and 6 Dec, 2023.



EPIC Coverage Elections, cont.

The purpose of making EPIC Coverage elections for your pass, is to help you protect either a specific timeframe, or a season-long use of your pass.

In the event of a Qualifying Resort Closure, whether you are eligible for a refund, and how your refund is calculated will be affected by your EPIC Coverage elections.

Full details on the different refund calculation methods can be found in the [T&C's](#) on epicpass.com.

EPIC Coverage elections do not impact when you can use your pass, and do not have any bearing on a Personal Event Refund.

EPIC Coverage Elections, cont.

After, September 20th, 2023, choose the **Priority Days** you would like to protect for the upcoming Core Season by December 6th, 2023. You can protect up to seven Priority Days, or the number of days of access on your pass, whichever is less. Selecting this may be the best option for protecting a specific timeframe in the event of a Qualifying Resort Closure Event occurring while you are planning to use your pass. The days selected need to be during the Core Season dates of December 7th, 2023 and April 17, 2024.

OR

If you plan to ski or ride all season long without specific dates in mind, then **‘Core Season’** may be the best option to select. You’ll then select either ‘Primary Resort’ or ‘All Resorts’ depending on your preferences to ski/ride this season. Elections default to Core Season, All Resorts if you do not make a selection prior to December 7th, 2023.

How To Submit A Refund Request

Refund request for a Qualifying Personal Event Refund

Submit requests online via <https://intake.sedgwick.com/u/Vail>. Please contact us at EpicCoverage@sedgwick.com or 1-877-895-1297 if you require additional assistance to file your EPIC Coverage refund request.

You must submit your refund request within 30 days of the occurrence of your qualifying personal event to be eligible for a refund.

Once you have submitted the request, contact the Travel Advisor that you purchased your pass through, and provide the case number plus the date of the request to ensure you receive your full entitled refund.

If you receive a Personal Event Refund, the Pass for which you received the refund will cease to be valid, and you will no longer be able to use the Pass or receive any other benefits for the 2023/24 season.

Refund request for Qualifying Resort Closure (“C&C” Refund)

No action is required of you if you are eligible to receive a “C&C” Refund.

Vail Resorts will calculate, process, and notify you of your C&C Refund between May 1, 2024, and May 31, 2024.

IMPORTANT REMINDERS



EPIC Coverage only applies to Vail Resorts owned and operated resorts, not to [Partner Resorts](#).

Australian and European resorts owned by Vail Resorts are not included under EPIC Coverage for the North American Pass products.

The days skied/ridden at Vail Resorts owned and operated resorts, as well as days skied/ridden at partner resorts, and Australian or European resorts, will count towards your number of days used for refund eligibility calculation purposes.

Personal Event Refund Requests should be made within 30 days of the event occurrence date. Always notify your Travel Advisor of any submitted requests immediately.

Before submitting a request, read through all T&C's carefully to understand if your situation is covered as a Personal Event Refund, and have all relevant proof available for inclusion.