

December 29th, 2020

**Information – Guaranteed Season Policy
(2020-2021 season)**

**This program is valid for seasonal pass holders, who bought their pass before
November 29th, 2020.**

The Guaranteed Season option will be offered for free with all seasonal passes bought during pre-sales or before November 29th, 2020.

This option allows you to:

1. Defer the use of your seasonal pass to next year (season 2021-2022).
2. Get a full refund for their seasonal pass if requested before the start of the 2020-2021 season, as per OPC rules (Office de Protection du Consommateur).

The request to defer your seasonal pass or to get a refund must be made before December 19th, 2020.

The seasonal pass must not have been used for any ski day.

Valid for any type of seasonal pass.

Season interruption caused by a government decree linked to Covid-19

In case of a temporary or permanent interruption of the ski center services caused by a government decree, kindly see below the process for a credit or refund.

In case of a temporary interruption, the compensation will be processed at the end of the season and will be calculated in proportion to the number of days of operation offered compared to the number of days of operation that the resort could have offered or according to the number of days of use of the pass.

Kindly note, in case of a permanent interruption, the compensation process will start upon official announcement.

The refund or credit will be calculated according to the number of days of use of the pass.

Temporary or permanent interruption announcement	Refund or credit
Before opening date	100 %
10 first days of the season	80 %
From 11th to 20th day of the season	60 %
From the 21st to 30th day of the season	30 %
After 30 days	None

**Refunds will only be processed if public health authorities or Quebec Government announce a season interruption.