

## Season Pass FAQ

### How do I choose from the wide range of passes on offer?

Treble Cone Season pass holders ski an average of 35 days a year and are some of the most avid in the country. We are aware that everyone has differing expectations of how long a winter season is. Our range of passes offer a wide choice for people to tailor their season passes to how often they intend to ski or board. If you're not sure what's best for you or would like some advice to make the most of your season then email [seasonpasses@treblecone.com](mailto:seasonpasses@treblecone.com).

### What benefits do I get as a Season Pass holder?

We are busy confirming a range of benefits for our 2011 unlimited season pass holders, more information coming soon.

### Where do I pick up my Season Pass?

There are several options for receiving your Season Pass.

1. Pick it up from our town office from 1st March. Our new year round office is on the ground floor at 24 Dunganon Street. Directly opposite the Pembroke Park car park.
2. Pick up from the mountain at the sales office (from 23rd June).
3. Have it posted to you (NZ & Aus addresses only, valid photo and ID must be provided).

Please note your application will be delayed if we do not receive all necessary information. When ordering your pass please check that you have provided proof of eligibility as requested. Further information is available below.

Due to postal delays and processing time, if you purchase your pass after 15th June you will need to collect your pass from the town office or from the mountain.

### Is my photo suitable?

All photos must meet the following requirements:

- Digital size (35-45KB) preferably jpeg
- Taken within the last 12 months
- Full front view of face, head and shoulders
- Head must fill most of photo and must be good likeness of you
- No sunglasses or hats to be worn
- Please note that children MUST update their photo annually.

Photo ID must be shown when collecting your pass

### What type of ID is acceptable?

- Seniors must show a photo ID with proof of age such as a driving license or passport. Treble Cone defines a senior as aged 65-69 years inclusive.
- Child must show photo ID showing their age, passport, driving licence or school photo ID
- Families must provide proof of family upon request; copies of birth certificates or proof of legal guardianship, as well as joint utility bills or bank statements may be requested.

If you would like your passes posted out please email scanned copies of the necessary ID to [seasonpasses@treblecone.com](mailto:seasonpasses@treblecone.com) quoting your name and order number.

### Can I get a refund?

Please read the following information carefully as it is part of our terms and conditions of sale. Please read our full **terms & condition** of sale

Subject to any rights you may have under the Consumer Guarantees Act 1993 and otherwise there will be no refunds on season passes except in the following cases:

- (a) We will provide you with a full refund of the cost of your season pass if the ski area does not open for the 2011 season.
- (b) We may provide you with a partial refund of the cost of your season pass if you suffer an injury or other medical condition that severely limits your ability to use the pass. To apply for a refund you must submit a written application to us with supporting medical certificate. Refund applications will not be accepted more than 4 weeks after the pass holder's first day on snow. Any refunds will be calculated based on the number of days used (if any) from the pass holder's first day on snow until the date the refund application is made as follows:

Number of days	Maximum refund
6 days or less	50% refund
7 to 9 days	40% refund
10 to 12 days	30% refund
More than 13 days	no refund

Where a person named on a Family Season Pass suffers an injury or other medical condition that severely limits their ability to use the family pass, any refund will be pro-rated according to the number of people named on the Family Season Pass.

All refunds are at the discretion of Treble Cone Management and our interpretation of this clause is final.

Any refund granted to passes purchased via the Instalment Plan will be issued less any credit or administration fees incurred as outlined above.

### Am I eligible for a Tertiary Student Pass?

All applicants must be enrolled in and attending a full time course at an Australasian institution to be eligible for the student season pass. Treble Cone's terms and conditions define a student as:

Tertiary students must be enrolled full time with an Australasian tertiary institution; we define full time study as a minimum of 25 hours per week for the duration of the course (minimum of 32 weeks). To uplift your pass all students must supply valid student photo ID issued by your place of study for the current year and proof of enrolment and attendance in a full time course. ISIC cards are not accepted.

### What is a Family Season Pass?

Tertiary students must be enrolled full time with an Australasian tertiary institution; we define full time study as a minimum of 25 hours per week for the duration of the course (minimum of 32 weeks). To uplift your pass all students must supply valid student photo ID issued by your place of study for the current year and proof of enrolment and attendance in a full time course. ISIC cards are not accepted.

When you apply for a Family Season Pass you must provide adequate proof of the required family relationships. Such proof may include birth or marriage certificates, guardianship or adoption orders, utilities bills etc.

If it is discovered that your Family Season Pass was obtained as the result of false information in your application the pass will be revoked and no refund given or claimable.

This greatly discounted rate is to provide affordability to families with children. Each person will be issued with an Unlimited Season Pass.

**What is the Family Mountain Package?**

The Family Mountain Package includes season passes for each member of the family, free childcare for children aged 3-6 years and Riders & Sliders 6 week snow sports programme for children aged 4-12 years. Ideal for families based full time in Wanaka over the winter.

**What are the differences between a 5 day Multi Day Pass and the 5 day Powder Pass?**

The 5 Day Powder Pass is only available for purchase until 31st May 2011 at a discounted rate and has the additional benefit of adding extra days during the season at a special rate. A photo will need to be supplied before the pass can be issued. Additional days can be added at any time through out the season, simply go to the sales desk or online

A 5 day multi day Pass is available from the ticket windows through the season. It is a flexible 5 day ticket that can be used on any day throughout the season; however they do not have the additional benefit of adding extra days.

The 10 Day Powder Pass is now available through out the season and offers all the benefits of the 5day Powder Pass, extra days can be added a discounted rate. A photo will need to be supplied before the pass can be issued. Additional days can be added at any time through out the season, simply go to the sales desk or online.

**Can I pay by instalment plan?**

We introduced instalment payment terms in 2010. This is available on EARLYBIRD Adult, Family and Mountain Packages only. These passes must be purchased online in order for the instalment plan to be selected as an option.

**Who do I contact if I have a query about my pass?**

If you would like any more information on our season passes and other products or have a question about your order then please email: [seasonpasses@treblecone.com](mailto:seasonpasses@treblecone.com) or phone +64 3 443 1406.