

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.

There is something for everyone; our online season pass shop lists our complete range, simply click on the pass you are interested in to see full details. 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.

What benefits do I get as a Season Pass holder?

We are busy confirming a range of benefits for our 2010 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 (Locations Building, corner Dunmore & Helwick) 1) until 6th June 2. Pick up from the mountain at the Season Pass helpdesk within the Snow Sport Sales Office (from 24th June). 3. Have it posted to you (NZ & Aus addresses only, valid photo and ID must be provided). When purchasing your pass with an application form, please select which option you want by ticking the appropriate box. Please allow 10 working days for your pass to arrive when you select the post out option. NB We are waiting for a new printer to be delivered and hope to start producing passes from 20th April. If you have not received your pass by the 31st May please contact our office.

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 helpdesk on the mountain.

Is my photo suitable?

Your photo must be between 35kb and 45kb in a jpeg file format. Photos larger than this will distort when we print your pass and can not be used. All photos must meet the following requirements:

Passport size (35x45mm)

Digital size (35-45KB)

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: 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.

Youth 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 quoting your name, pass number.

Am I eligible for a Tertiary Student Pass?

All applicants must be enrolled in and attending a full time course at a NZ tertiary 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 a NZ tertiary institution; Treble Cone defines full time study as attending such institution for a minimum of 25 hours per week for a minimum of 32 weeks in a calendar year. To uplift your pass all students must supply valid NZ Photo Student ID issued by your place of study for the current year and proof of full time status. We do not accept ISIC cards. This offer is available to New Zealand Students only.

What's a Family Season Pass?

The Family Season Pass is available to families comprised of [one adult or] two adults who live together and are either married to each other or in a relationship in the nature of marriage and their children aged 17 or under or still at school at 31st May 2010. All of the children must reside with the adult or adults and one or both of the adults must be the legal guardian of each of the children.

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 are the differences between a multi day Pass and a Season Pass?

The 5 Day Powder Pass is only available for purchase until 31st May 2010 at a discounted rate and has the additional benefit of adding extra days during the season at 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 Season Pass helpdesk in the Snow Sports Sales Office.

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 Season Pass helpdesk in the Snow Sports Sales Office.

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.

Can I get a refund?

Please read the following information carefully as it is part of our terms and conditions which you must agree to before your pass can be issued.

Subject to any rights you may have pursuant to the Consumer Guarantees Act 1993 and otherwise under the law there will be no refunds on Season Passes except in the following cases: a) the ski area does not open for the 2010 season or b) you suffer an injury prior to the opening of the ski area. Application for a Season Pass refund must be made in writing no later than 11th July 2010 and must have supporting medical documentation. **All refunds will incur a 10% administration fee.** All refunds are at the discretion of Treble Cone Management.

Refunds are not available on partially used passes or on unused days on a 5 or 10 day powder pass.

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 or phone +64 3 443 7443.