

Pass Redemption Process

Before You Begin

Please note that any changes to account information can ONLY be made by the individual listed as "head of household (HOH)".

To complete the Pass Account creation process you will also need to have the following:

- Your Pass number which your travel advisor will supply to you
- Digital photo of the pass holder
- If applicable your previous login to epicpass.com
- You will NOT need a credit card. While there are sections for a card number this is NOT required

Once you have collected these items please follow the steps below. NOTE: the completion of the below steps will trigger the mailing of your pass. Please ensure that the address in your profile is correct.

Step 1: Creating An Account

1.1 Visit www.epicpass.com and select "Sign In" from either this header



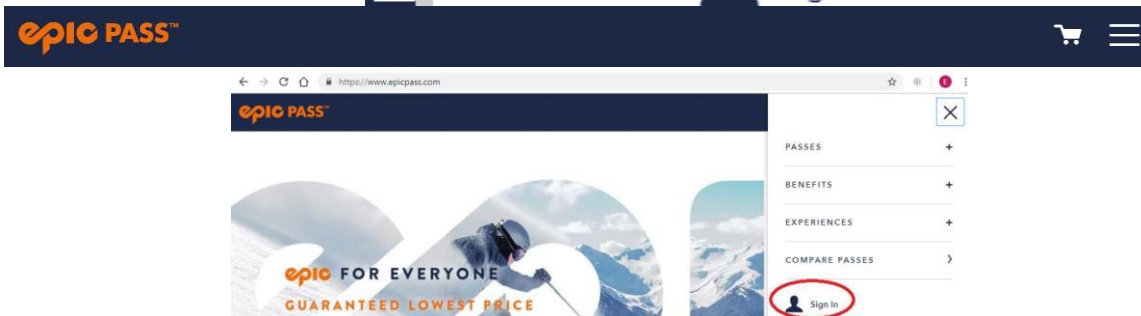
Or from this icon



selecting



Sign In



1.2 Regardless of if you have a physical pass (with a photo) OR have received a pass number you MUST check the below box to create an account and activate your pass. Make sure to check this box below as your first step.

Fields marked with * are required

CREATE ACCOUNT You Must Check This Box!

Already have an account? Sign in

Already have a card but never created an online account. If you have a card but do not have your number, please call 970-754-0007.

FIRST NAME* LAST NAME*

DATE OF BIRTH*

MM DD YYYY

GENDER EMAIL ADDRESS*

PASSWORD* CONFIRM PASSWORD*

Must be between 10 and 128 characters long; Must also contain at least 1 uppercase letter, 1 lowercase letter, 1 digit (0-9), and 1 special character.

CREATE ACCOUNT

1.3 Once you check the box proceed by entering the pass number that was supplied to you by your travel advisor.

CREATE ACCOUNT

Already have an account? Sign in

Enter pass number here

Already have a Pass/Lift Ticket card but never created an online account. If you have a card but do not have your number, please call 970-754-0007

PASS NUMBER*

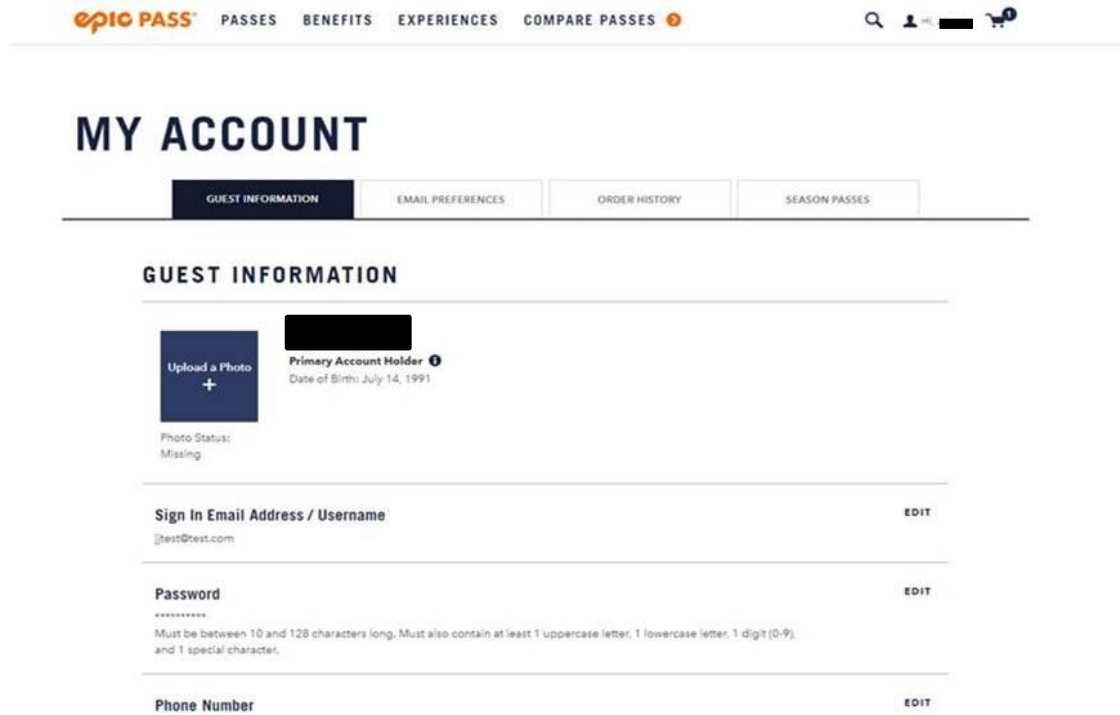
LAST NAME*

DATE OF BIRTH*

CREATE ACCOUNT

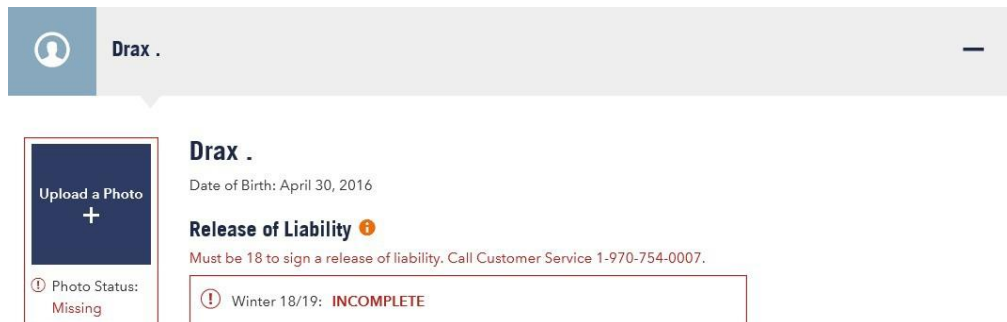
* Required

Once created, you will see the below under “My Account”.



1.4 Go into My Account My Account

Scroll to the specific individual who the pass was purchased for. You should see notifications of required items with an outlined box around them. The guest below, "Drax", must sign the Release of Liability (ROL) and upload a pass photo.



If you don't see Release of Liability or the rest of your party listed at this step, stop here and go back to your Travel Advisor for assistance (please provide them with your email address, the other guests in your party and their pass numbers).

1.5 Check your Address

On the My Account page, select Edit in the Primary Address section in order to confirm or update your mailing address. You will see the below page.

The screenshot shows a modal window titled "UPDATE PRIMARY ADDRESS" with a close button (X) in the top right corner. The form contains the following fields and options:

- COUNTRY***: A dropdown menu with "UNITED STATES OF AMERICA" selected.
- ADDRESS LINE 1***: A text input field.
- ADDRESS LINE 2**: A text input field with the placeholder text "OPTIONAL".
- CITY/TOWN***: A text input field.
- STATE/PROVINCE/COUNTY***: A text input field.
- POSTAL CODE***: A text input field.

At the bottom of the modal, there are two buttons: a "Cancel" button with a left-pointing arrow and a "SAVE" button in orange. The background shows a portion of the user's account page with fields for "Sign In Email Address", "Password", "Phone Number", and "Primary Address", each with an "EDIT" link to its right.

IF HOUSEHOLD MEMBERS ARE MISSING PLEASE CONTACT YOUR TRAVEL ADVISOR

Manually adding household members yourself does not add them to your profile. Please refrain from utilizing the below Family/Household Members section.

epic PASS PASSES BENEFITS EXPERIENCES COMPARE PASSES

Phone Number EDIT

Primary Address EDIT

YOUR PAYMENT INFORMATION

Primary Credit Card EDIT

FAMILY / HOUSEHOLD MEMBERS

Add Another Guest
* Required

FIRST NAME*

LAST NAME*

DATE OF BIRTH*

MM DD YYYY

< Cancel ADD

Step 2: Signing the Electronic Release of Liability

- 2.1 Click the red box where the Release of Liability is noted as "incomplete" to access the RELEASE OF LIABILITY (REQUIRED) screen:

RELEASE OF LIABILITY (REQUIRED)
DRAX . - WINTER 18/19

Please read the below terms before agreeing to continue.

RELEASE OF LIABILITY, WAIVER OF CLAIMS, ASSUMPTION OF RISKS AND INDEMNITY AGREEMENT

**WARNING: PLEASE READ CAREFULLY BEFORE SIGNING!
THIS IS A RELEASE OF LIABILITY & WAIVER OF CERTAIN LEGAL RIGHTS INCLUDING THE RIGHT TO SUE OR CLAIM COMPENSATION**

1. Each person participating in the Activity (defined below) or purchasing a Season Pass is referred to as "Participant." I, the undersigned, am a Participant and, if a Participant is under 18 years old (US) or 19 years old (Canada), I am the minor/child/infant Participant's parent or legal guardian. I understand that participating in ski and snowboard school, skiing, snowboarding, racing, competing, ski simulation, training, snowshoeing, snowmobiling, cross-country skiing, uphill access and skinning, snow biking, tubing, ice skating, pond skimming, sledding, taking sleigh rides, hiking, sightseeing, cycling, trail running, riding the alpine coaster, zip lining, using the ropes/challenge courses, trampoline, climbing wall, taking resort and vehicle tours, use of bus or van transportation, using freestyle or terrain park

By clicking 'I AGREE', I represent that I read and accept all the terms of the Release of Liability and I am Drax . to whom the product is assigned; in the case of a minor, I am the parent or legal guardian of Drax .; or I am otherwise legally authorized to accept and sign on behalf of Drax ..

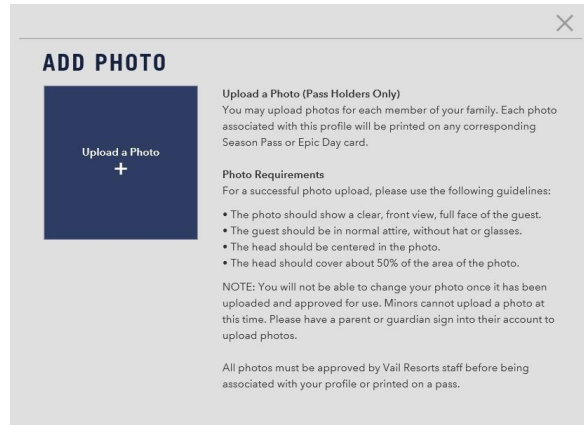
I have read and agree to the terms of the Release of Liability.

< I DO NOT AGREE I AGREE

- 2.2 Read through the release of liability by using the scroll bar to the right of the form and select "I AGREE". If an individual is a minor, the HOH must complete the form for them.

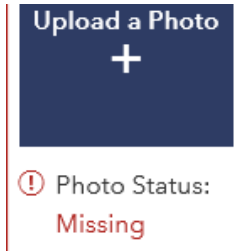
Step 3: Uploading a Photo

3.1 Click on the “Upload a Photo” to upload a pass photo.



3.2 Follow requirements closely for the photo to be approved and printed (similar to a driver’s license or passport photo images not meeting the requirements will be rejected). The preferred format is JPEG, less than 1mb, or 400x400 pixels. Photos will be rejected if the photo resolution is too small, the guest is wearing glasses or a hat, or if the subject is less than 50% of the photo area.

3.3 Once you have uploaded the photo the status will change from “Missing” to “Pending”



3.4 When the photo has been approved the status will change to “Approved” and you will see the photo in your account. Please note that it can take up to one week for your photo to be approved.

3.5 If you already have a photo on your account it can only be changed in person at a ticket window or a pass office with additional photo identification.

3.6 Photo on file or an approved photo will trigger your pass to be mailed. If you do not receive your pass, check with your travel advisor (up to 6 weeks after photo approval).

Step 4: Epic Coverage

You will need to decide if you would like to keep your Priority Reservation Days covered, or change to 'Core Season' coverage.

We will provide more information on these steps once our Reservation system is open November 6th.

Troubleshooting

If your page does not allow you to make any changes to your Epic Coverage, shown below, it is for one of the following reasons:

- HOH that is 18 years of age or older can only save/edit visitation selections for themselves, as well as child dependents (under 18) on the account
 - HOH cannot edit another adult(s) on the account (18 years of age or older). Default selections will be displayed. Will not include an option to "Edit/Save" for other adults on the account
 - A HOH who is 17 years of age and younger can only save/edit visitation selections for themselves
- A non-HOH can only save/edit visitation selections for themselves

The screenshot shows the Epic Pass website interface. At the top, there is a navigation bar with the Epic Pass logo and menu items: PASSES, BENEFITS, EXPERIENCES, and COMPARE PASSES. On the right side of the navigation bar, there is a search icon, a user profile icon labeled "Hi, Julia", and a shopping cart icon.

HOUSEHOLD SEASON PASSES

The main content area displays a card for the "20/21 Epic Pass" with the user ID "testjrb testjrb". Below this card, there is a "Photo Missing" notification and a "Pass Status" section indicating the pass is "INACTIVE" with a "View action" link.

Below the pass card, there is a section for "Epic Coverage" which is currently "ACTIVE". Underneath, there is a "PASS PREFERENCES" section with a message: "You cannot edit the pass preferences below due to one of the following:" followed by four numbered reasons:

1. Pass holders 18+ years old must create an account or log in to their account to select pass preferences.
2. You are not the HOH on the account and can only select pass preferences for yourself
3. You have used your pass or November 21, 2020 has passed, if you purchased your pass on or before November 21, 2020.
4. You have used your pass or pass sales have ended on epicpass.com, if you purchased your pass after November 21, 2020.

Below the list, there are two sections:

- Which resort(s) would you like covered?** (with an information icon) - ALL RESORTS
- When do you plan to visit?** (with an information icon) - Core Season, 11/26/2020 - 4/4/2021



Step 5: Receiving & Activating Your Pass

- 5.1 If you purchased the same product as in a prior year, completing the above steps will re-activate your existing physical pass.
- 5.2 If you purchased a different pass product this year, completing the above steps will activate mailing of your new pass product to the home address listed on your profile.
- 5.3 Passes can be reprinted at any Vail Resorts owned destinations. You can go to a ticket window if you have completed the above steps (rather than a pass office). However, if you are visiting one of our partner resorts please complete the above steps to ensure your pass is active and mailed to you prior to your travel.
- 5.4 A maximum of 4 passes will be mailed at once, so if you have a larger order, please note it may come in multiple envelopes.

For questions or assistance with the account creation process contact +1-970-754-0007 or comments@vailresorts.com. Please allow up to 21 days for a response due to high volume.