



Return / Refund Policy

In order to maintain a continued efficient and affordable bus service to Powder King, the following system has been created to service our customers better.

Reservation Refunds

- There are no refunds for bus seat purchases made within 48 hours of departure time.
- Only bus seat reservations cancelled more than 48 hours before the bus's scheduled departure time will be refunded.
- Bus seat reservation cancellations made more than 48 hours before scheduled departures will be fully refunded.
- All refunds shall be issued to the credit card on file used to purchase the bus seats. No cash refunds will be given.

Seat Forfeitures

- All reserved seats are forfeited 10 minutes before bus departure time. Any reserved passengers not on board or checked in 10 minutes before departure give up their seat to another passenger.

Seat Reservations

- All bus reservations must be made in the name of the customer travelling in the bus seat.
- Customers using the online service may make reservations for and pay for other customers by "adding family member" under profile services for the specific login.

Multiple Seat Passes

- *Multiple seat passes are only valid in the current season.*
- The passes are not transferrable to future seasons.

End-Of-Season Redemption

- There is no cash value to the bus seats not used by the end of the current season.
- If, due to circumstances beyond the customer's control, the customer ends up with multiple day passes for the bus, the Powder King staff will work with the customer on an individual case-by-case basis only. To receive this consideration, the Powder King staff must be made aware of the situation BEFORE the end of the season.

Late Reservations & Walk-Ons

- Bus seat reservation purchases can be made anytime online until 5pm (PST) of the evening before scheduled departure.
- Reservation "bookings" after 5pm the evening before the next day's departure, will be considered as "walk-on" customers, and will be placed on priority wait list. These "walk-on" reservations will be given priority seating in the order in which they were received. The "walk-on" customers on the wait list will be given priority seating over customers who are not on the wait list. **WALK ON CUSTOMERS WILL PAY THE WALK ON PRICE.**
- All walk-on passengers (those passengers who do NOT have a confirmed seat) must be prepared to pay cash to the bus host at the resort upon arrival. Again, the walk-on ticket price will apply.

Bus Cancellations

- Busses may be cancelled based on a minimum number of passengers reserved on that bus and/or route.
- If a bus is cancelled, that determination will be made before 8pm the night before the bus departure. In the event a bus is cancelled, an email will be sent to all customers reserved on that bus to the email in



the customer's profile. If the bus is cancelled, the customer will not be charged for that bus seat, and any monies paid to Powder King will be fully refunded.

One-Way Customers

- Powder King bus reservations are made for a round-trip ride, to Powder King and then return to the destination.
- Some customers only want to buy the bus seat for a one-way (either up to Powder King only, or only to the destination only). One-way customers are charged the full bus seat price, because the seat is reserved for them for both in and out service.
- If you desire a one-way ride only, you **MUST** indicate the one-way (morning ride to Powder King, or afternoon to the destination) on the reservation. Powder King busses are not released from the ski resort until all passengers are accounted for.

Bus Passenger Accounting

- In the event a passenger is not accounted for on the bus, the emergency contact phone numbers will be contacted, and search and rescue efforts from Powder King ski patrol will be dispatched. RCMP may also be notified.
- It is important that bus passengers communicate with Powder King - either through the bus driver or a staff member at the Pro-shop – to keep accurate counts of our bus passengers.

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