



SKI HILL DISCLAIMER



FAIRMONT HOT SPRINGS RESORT – SKI PASS REGULATIONS

Season Passes are **non-refundable and non-transferable** and are valid only for the **season in which they are purchased**.

Season Pass includes:

- Access to the hot springs pools for the ski season
- 10% Off **F&B (Weekends) & 20% Off **F&B (Weekdays) at Desperados and Sundance Café for the ski season

**F&B discounts do not apply to alcoholic beverages

Super Senior Season Passes include admission to the Mineral Pools. Super Senior day passes do not include pool admission.

DEFINITIONS

Family:

A group consisting of up to **two adults (ages 18–64)** and up to **two dependents (ages 17 and under)** living in the same household. Dependents who are **18 years of age or older at the time of use must purchase an adult pass**.

Adult: A person aged **18–64** at the time of use.

Senior: A person aged **65–74** at the time of use.

Super Senior: A person aged **75 years and older** at the time of use.

Youth: A person aged **13–17** at the time of use.

Junior: A person aged **6–12** at the time of use.

Child: A person aged **5 years and under** at the time of use.

PASS PICK-UP

Valid **photo identification showing date of birth** may be required at the time of pass pick-up for age verification.

Acceptable forms of identification include a **Care Card, driver’s license, or birth certificate**.

Any exceptions to these requirements are **at the sole discretion of Fairmont Hot Springs Resort**, and applicable **administration or usage fees may apply**.

Fairmont Hot Springs Resort – FHSR Promise & Season Pass Terms

FHSR Promise – Season Pass Protection

Your **Fairmont Hot Springs Resort (FHSR) Promise** is included with every Winter 2026/27 Season Pass. No additional purchase is required.

Under the **FHSR Promise**, a 2026/27 Winter Season Passholder may be eligible for a **full or partial refund** if they are unable to use their Season Pass due to qualifying circumstances, including:

- Medical reasons
- Employment transfer
- Resort closure

All claims must meet the **terms and conditions outlined below**.

To process any refund, the Season Pass must be **returned to the Fairmont Hot Springs Ski Hill Ticket Office**, at which point the pass will be **deactivated**. Refunds will only be processed once the pass has been returned.

The **FHSR Promise does not cover public health-related travel restrictions**. Travel restrictions may change during the ski and ride season. Passes should only be purchased if the Passholder is confident they can travel to Fairmont Hot Springs in accordance with government regulations.

Refunds will not be issued if a Passholder cannot visit due to new or existing travel restrictions.

General Terms & Conditions

All prices are **quoted in Canadian dollars per person**, and applicable taxes will be added.

- Special pass offers cannot be combined with any other promotion or discount.
- Conditions apply to all promotional offers.
- Rates are subject to change or cancellation without notice.
- Facilities, lifts, trails, and programs are subject to **seasonality, availability, and operational changes**.

Season Passes:

- Are non-refundable and non-transferable
- Cannot be resold, exchanged, or credited toward other products
- Are valid only for the season in which they are purchased

Upon purchase, the credit card used will be **charged the full amount**, regardless of whether the pass is used.

Fairmont Hot Springs Resort Ltd. **does not guarantee weather conditions, snow conditions, lift operations, or trail availability**.

Fairmont Hot Springs Resort reserves the right to **revoke skiing or snowboarding privileges without refund** if a Passholder misuses their pass or violates resort policies.

Refunds issued under the **FHSR Promise** is at the discretion of Fairmont Hot Springs Management and are based on the date the requested is received and will **not be processed until after the completion of the 2026/27 winter season (April 2027)**. All refunds are **subject to review and approval by Fairmont Hot Springs Resort**.

Medical Claims

In the event of injury or illness:

1. A **doctor's certificate** must be provided stating the date of injury, type of injury, and estimated recovery time before skiing or snowboarding may resume.
2. The medical condition must prevent the Passholder from skiing or snowboarding for **at least 30 consecutive days**.

Employment Transfer

In the event a Passholder must relocate for employment:

1. A **letter from the new employer** must be provided stating the company name, location, and start date.
2. The employment change must prevent the Passholder from skiing or snowboarding at Fairmont Hot Springs Resort for **at least 30 consecutive days**.
3. The new primary residence must be located **more than 350 km from Fairmont Hot Springs Resort**.

Passholders must **contact Fairmont Hot Springs Resort and complete the required refund request form**.

Only requests submitted **by February 28, 2027** will be considered.

If the Season Pass is **used after the claim date**, the refund request will be **void**.

Refund amounts are at the discretion of Fairmont Hot Springs Management and are based on the date the requested is received and will **not be processed until after the completion of the 2026/27 winter season (April 2027)**. All refunds are **subject to review and approval by Fairmont Hot Springs Resort**.

Resort Closure

Fairmont Hot Springs Resort Ltd. shall not be liable for, nor shall any refund or compensation be issued for, late openings, intermittent closures, or early season closures arising from circumstances beyond its reasonable control, including but not limited to mechanical failures, adverse weather conditions, insufficient snow conditions, acts of God, government regulations, or other unforeseen events.

Fairmont Hot Springs Resort Ltd. makes no representation or guarantees regarding the number of operating days, lift availability, terrain access, or snow conditions during the ski season.

Travel Restrictions

The FHSR Promise does not apply to, and Fairmont Hot Springs Resort Ltd. shall not be liable for, any inability of a Passholder to access the resort due to travel restrictions, advisories, or requirements imposed by Federal, Provincial, or local governments.

A Winter 2026/27 Season Pass should only be purchased if the Passholder reasonably expects to be able to travel to Fairmont Hot Springs Resort between December 2026 and April 2027 in accordance with all applicable government regulations.

No refunds, credits, or compensation will be issued if a Passholder is unable to travel to the resort due to travel restrictions or advisories affecting their home province, country, or travel within the Province of British Columbia.

Pass Usage Policy

- Season Passes are **for personal use only** and may not be transferred or resold.
- Passholders are responsible for **any misuse of their pass**.
- Lost or stolen passes must be **reported immediately** to the Fairmont Hot Springs Ski Hill.

Replacement passes:

- Replacement fee: **\$10 per card**
- Valid photo identification is required.

Fraudulent use:

If a pass is used by anyone other than the named Passholder:

- A **\$250 fine** will be issued
- The pass will be **invalidated and held by the Ticket Office**
- The pass will be returned only after the fine has been paid

Fairmont Hot Springs Resort reserves the right to **revoke skiing or snowboarding privileges** for misuse.

Release Agreement

All Season Passholders must complete and sign a **Release of Liability, Waiver of Claims, Assumption of Risk and Indemnity Agreement** each season.

- If purchasing online, the agreement is completed electronically.
- If purchasing in person, the Release Agreement must be completed **when picking up the pass**.

For Passholders **under 19 years of age**, the agreement must be signed by a **parent or legal guardian**.

Rules of Play

- Respect the Mountain. Respect Others. Respect Yourself.
- Season Passholders must carry their pass at all times when accessing lifts or ski terrain at Fairmont Hot Springs Ski Hill.
- All passholders must follow the [Alpine Responsibility Code at all times](#).

Failure to comply may result in:

- Temporary suspension of privileges
- Permanent revocation of the Season Pass
- Removal from the mountain

A Season Pass may also be revoked for **conduct detrimental to Fairmont Hot Springs Resort Ltd.**, including but not limited to:

- Theft of property or services
- Violations of Federal, Provincial, or local laws