

UTAH OLYMPIC PARK

Sport Event Ticket Refund Policy

The below policy defines the process and conditions under which refunds can be given for lift or venue access tickets that were for a specific winter sport events, or program training activity being held at the Utah Olympic Park.

Participant Initiated Cancellations

If a participant chooses not to attend for personal reasons the following applies:

- **No refunds** will be issued for lift tickets or event fees when the venue has *not* canceled onsite activities.
 - Participation may be transferable when allowed by event organizer.
 - UOP and event organizer may consider medical exceptions.
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Pre Event Cancellations

If the event that UOP or the Event Organizer cancels **onsite activities prior to starting** the event and the participants do not access the lift: (e.g., ski/snowboard competitions, training sessions, or any event requiring lift access), the following applies:

Lift Ticket Refunds

- Lift Tickets will be **Credited** to a future date during the same season if possible
- If future date is not possible due to venue closure, or inability to use in the same season **ticket will be refunded** (less 3rd party credit card processing fees).
- If the tickets were purchased directly through the Utah Olympic Park contact mterwilligar@uolf.org to request a refund. Must have proof of purchase.
- If tickets were part of the event registration fees, refunds must be processed through the event organizer.
- Multi-Day or Series Tickets are assessed independently. Refunds may be prorated based on unused/no-access days.
- Unused Multi-day or series tickets **NOT** due to venue closure or event cancellation are **not eligible for refund**.

Mid Event Cancellations

If the event that UOP or the Event Organizer cancels **the event after it has started and participants have accessed the lift** (e.g., ski/snowboard competitions, training sessions, or any event requiring lift access), the following applies:

Lift Ticket Refunds

Lift tickets will be:

- UOP will not refund if lift access was used by event participants
- Host/organizer can at its discretion and expense refund participant tickets

Event Fee Adjustments

Event registration fee adjustments or refunds are at the discretion of the event organizer and not the Utah Olympic Park unless the Utah Olympic Park is the event organizer.

Communication Procedures

When a competition or training activity is cancelled onsite sport activities:

- Notifications will be issued via email, SMS, and/or the venue's official channels.
- Communication will occur as early as possible, typically 2 hours before the 1st booked activity of the day or event.

Weather Conditions

Weather conditions are inherently variable. The venue does **not** guarantee specific conditions or terrain availability. Safety decisions during operations override all other considerations.