

## **2020/2021 Corporate Pass Program FAQ**

Q. What is this year's corporate pass options and pricing?

A. Go to <https://www.sugarbush.com/season-passes/corporate-season-pass-program/> for complete pricing details. You can also reach out to Sugarbush Vacation Sales at 802-583-6160 or email [reservations@sugarbush.com](mailto:reservations@sugarbush.com) with any questions. Please note, for this season, we are solely offering Sugarbush Value Passes for all ages as well as an All Mountain young adult (13 to 29) pass.

Q. How do I know I am getting the best deal? What are other Sugarbush Pass options?

A. You can view & compare all Season Pass options at <https://www.sugarbush.com/plan/season-passes/>

Q. How do I purchase the Corporate Pass?

A. Simply follow this link: <https://www.sugarbush.com/season-passes/corporate-season-pass-program/> Once you have decided which passes to purchase for yourself and family hit the Verify and Purchase button. From there you will enter in your company, personal information, and mailing address. Click the verify and continue button, this will activate the validation you are a current employee at the company you listed. Check your work email for the link to continue to purchase your passes. It is that easy and convenient. If you have any difficulty, please contact Sugarbush Vacation Sales at 802.583.6160.

Q. Do my spouse and children qualify?

A. Yes, immediate family members are eligible. Immediate family is limited to spouses, partners in a civil union, parents, and dependent children ages 18 and under living in the same household. Grandparents, brother-in-law, your favorite aunt, second cousins once removed, etc., etc. are not eligible.

Q. I am a repeat corporate pass holder. Why do I have to requalify/verify every year?

A. We need to confirm that you are still employed by a participating organization.

Q. Why won't the Corporate Pass portal work with my personal email address?

A. You must use your company email so that we can confirm you are employed by a participating organization. If you do not have a company email address, you will be promoted to scan in a current pay stub. You could also call Vacation Sales to assist you.

Q. My spouse is the corporate pass holder source. Why won't it let me log-in to purchase?

A. All Corporate Passes must be purchased by an eligible employee and use that eligible employee's company email address. This includes purchases for immediate family members.

Q. What is a SugarXpress Card and why do I need one?

A. Sugarbush Resort has gates at our lifts and the SugarXpress Card is an RFID card you carry that has your season pass product loaded onto it. Your SugarXpress Card is your pass, and you can also add resort charge, scan into the Sugarbush Health and Recreation Center, and more.

Q. Are there any season pass refunds/ policies in place with Covid-19 this winter?

A. Yes, of course we do! We have you covered with our Sugarbush Adventure Assurance plan. Please visit the link here for all the details. <https://www.sugarbush.com/plan/season-passes/adventure-assurance/>

**Remember the deadline to purchase these passes this year is Wednesday, October 28<sup>th</sup>, 2020**