

GTR Ticketing Refund Policy for IFSA Events

2025-2026 Winter Season - Junior and Qualifier Series

Grand Targhee Resort may provide event lift ticket credits or refunds in alignment with the IFSA Handbooks and Guidelines and the Resorts' ticketing policies, defined in the scenarios below. Please review the scenarios and the e-credit details.

Scenario 1

- The Event Organizer cancels the event due to lack of snow or poor conditions prior to the arrival of the riders to the competition venue: all pre-purchased athlete and parent tickets *that are unused* (meaning the rider has not boarded a chairlift that day) will be refunded. Tickets with any usage may be eligible for an account e-credit according to the resort's credit policy.

Scenario 2

- The Event Organizer cancels the event on the scheduled day because it could not be held during the weather window due to bad weather or other circumstances: all pre-purchased athlete and parent tickets *that are unused* (meaning the rider has not boarded a chairlift that day) will be issued a refund. Tickets with any usage may be eligible for an account e-credit according to the resort's credit policy.

Scenario 3

- The Event Organizer postpones or reschedules the event, and an athlete must cancel their registration because they are unable to attend the new event: the athlete will receive a full refund for pre-purchased, *unused tickets*. Tickets with any usage may be eligible for an account e-credit according to the resort's credit policy. Documentation may be requested by the ticketing staff before approval.

Scenario 4

- The athlete becomes ill or injured after pre-purchasing their tickets and cannot participate in the event: the athlete may be eligible for a partial refund of their registration cost. No event lift ticket refunds or credits will be provided to parents or athletes in the case of illness or injury, even if the tickets pre-purchased are

unused. Documentation from a licensed medical provider may be requested by the ticketing staff before approval.

OR

- The athlete chooses not to participate in the event due to an extenuating circumstance: No ticket refunds will be provided to parent or athlete, even if the tickets pre-purchased are unused. Tickets with any usage may be eligible for an account e-credit according to the resort's credit policy. Documentation from a licensed medical provider may be requested by the ticketing staff before approval.

E-Credit Policy

Credit eligibility is based on the usage of the ticket, as defined below:

Three or Fewer Scans:

- Each individual scan at a lift count as one usage
- Guests with three or fewer scans on their ticket are eligible for an account e-credit for the monetary value of that ticket
- Tickets with four or more scans are not eligible for a credit or a refund
- GTR Targhee RFID Cards are non-refundable and are not eligible to be included in account e-credit value

An e-credit has a monetary value and lives on a guest's GTR account. This credit does not expire and can be used for future purchases at the resort's restaurants, retail and rental outlets, ticketing offices, and lodging. The credit can be utilized by the guest or gifted to another GTR account at the guest's request.

Weather Days

Tickets will not be sold for a weather day until it is determined that the weather day will be utilized. If a weather day is announced, athletes and parents may then purchase a ticket. If an athlete or parent has purchased an event ticket, and it is unused, the guest may request a transfer of the ticket to be used on the weather day. Unused event tickets cannot be "rainchecked" or moved to a day outside of the competition dates.

Coach Tickets

Complimentary lift tickets provided by the resort are not eligible for usage outside of the event timeline. These tickets cannot be "rainchecked" for another day, even if the event is cancelled or the coach cannot participate for any reason, including illness and injury.

Notes

All refund or e-credit requests must be brought to the GTR Ticketing Staff within 24 hours of the event's cancellation announcement by the Event Organizer. Any requests received outside of this window should be emailed to the Guest Services Senior Manager and the GTR Event Organizer for consideration.

Grand Targhee reserves the right to deny a ticket refund if an athlete or parent is not conducting themselves within the IFSA established Code of Conduct. The resort also reserves the right to deny a ticket refund or credit if an athlete or parent has violated the IFSA or GTR Codes of Conducts.

“Event Ticket” Definition:

This policy is meant to provide transparency to guests and resort staff for event ticketing and does not extend to regular tickets. Event ticketing is defined as athlete tickets, parent tickets, and coach tickets issued for a pre-defined, specific date range. All non-event tickets will be evaluated individually according to the resort's standard ticketing policy.