



Mission: Four'dable 2019-20 4-Pack Resolution

The pandemic has disrupted life for pretty much everyone around the world, and our resort is among the affected operations. The virus only impacted a small portion of the 2019-20 season, but it was enough that some of those who purchased our Mission: Four'dable 4-packs (M:4) might not have had a chance to use all of the lift tickets included.

In the past, any unused lift tickets (including Mission: Four'dable) have expired at the end of the season. This year is a little different, and because of the extenuating circumstances involved with the virus, we have outlined two different options below for you to be able to use those tickets this season.

Early Use Option

- **Up to two** unredeemed M:4 tickets per 4-pack from the 2019-20 season to be used this season on or before December 24, 2020.
- Guest must email info@wispresort.com proof of a 2019-20 M:4 purchase, all ticket IDs OR WTP#s from the 2019-20 tickets. Wisp will confirm the tickets were not used and issue the early use ticket(s) product.
- All 2020-21 M:4 products are being mailed to you by paying a \$4.99 shipping fee. Wisp Resort does not guarantee delivery of Mission: Four'dable packages by a specific date or time.
- If you wish to exchange the two 2019-20 unused tickets in person, please do so by bringing them to guest services by December 23, 2020 to validate that the tickets have not been used and for 2 tickets to be exchanged for use through December 24, 2020.
- You may start exchanging in person on November 30th.
- 48-hour notice required before pick-up or there may be delay in processing your tickets

Add-on Option (requires the purchase of 2020-21 Mission: Four'dable 4-Pack)

- Alternatively, **up to two unredeemed** M:4 tickets from this season can be appended to a new M:4 purchased for this season, and those appended tickets may be used anytime during the 2020-21 season.
- Guest must email info@wispresort.com proof of a 2020-21 M:4 purchase, all ticket IDs OR WTP#s from the 2019-20 tickets. Wisp will confirm the tickets were not used and issue the 2-ticket add-on product with the 2020-21 M:4 purchase.
- Since all 2020-21 M:4 products are being mailed, our staff will insert the 2 add-on tickets in the same package. M:4 add-on option must be completed the same day as the 2020-21 M:4 purchase to avoid additional shipping and handling fees. Wisp Resort does not guarantee delivery of Mission: Four'dable packages by a specific date or time.

The 2019-20 season had some great conditions, and some challenges, but we managed to get in much of a normal season even with the virus caused shut down. Most importantly, we noticed time and again families, friends, and even those who enjoy being solo on the slopes, enjoying the

improvements at Wisp Resort and being out in the fresh mountain air more than ever before. It is unfortunate the virus has been a major disruption for everyone, including the entire ski and snowboard industry, and we hope this one-time extension of the M:4 program helps ease the inconvenience a bit.

While normally all M:4 tickets strictly expire at the end the season for which they were issued, the pandemic is anything but normal. Allowing the extension of **up to two** of the unused tickets is our way of helping you get the most out of your time on the mountain. We value you as a customer, we appreciate you as a patron, and we look forward to seeing you on the slopes.

Be safe and stay healthy!