



Pass Redemption Process

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Existing Epic Pass Holders

If you have previously purchased any Vail Resorts product:

1. Sign into your Epic Pass account on epicpass.com. You will see your new pass and be able to complete the next steps: signing current release of liability waiver, which will activate your pass.

If you are a new pass holder:

Pro Tip: Please note that any changes to account information for the household can ONLY be made by the individual listed as “Head of Household (HOH)”. If you are not the HOH, you will only be able to complete these items for your own pass. You will NOT be able to complete for other members of the household.

To complete the Pass Account creation process, you will need to have the following:

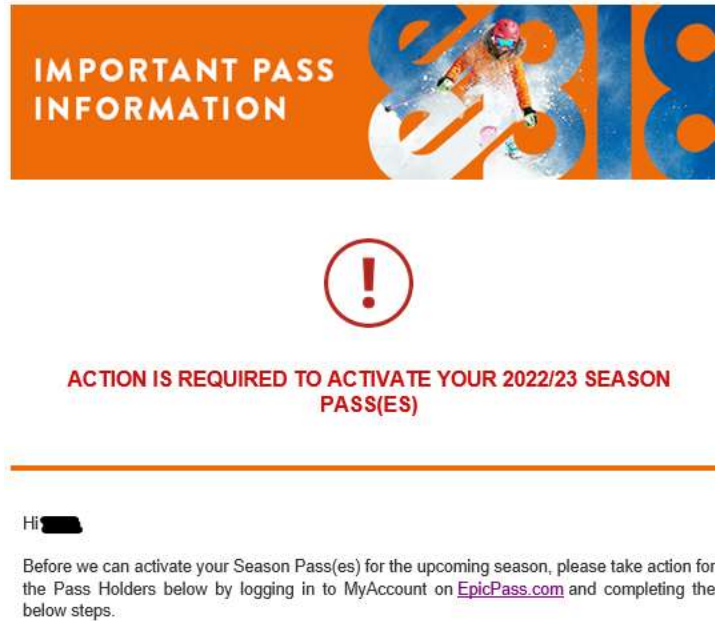
- Head of Household Name, date of birth, and email address
- Digital photo of the pass holder
- If applicable, your previous login to epicpass.com

You will NOT need a credit card. While there are sections for a card number, this is NOT required.

Once you have collected these items, please follow the steps below. Please note: the completion of the below steps will trigger the mailing of your pass. **Please ensure that the address in your profile is correct.**

Creating an Account If You **HAVE** Received an Email Titled “Action Required to Activate Your Season Pass”

- 1.1 After purchasing your pass, you will receive the email shown below from Epic Pass (seasonpass@e.epicpass.com)
If you did not receive this email, please skip to step 2.0.




- 1.2 Scroll to the bottom of this email and click “Create An Account”.




- 1.3 This will bring you to EpicPass.com where you will be prompted to enter your information. Make sure “Have a Pass” under Account Type is selected. If you see a field for First Name, you have selected the incorrect account type. **The information you enter must be the information of the guest designated as “Head of**

Household”. You will need the Head of Household’s pass number which can be found in the email you received, last name, and date of birth.

CREATE ACCOUNT

Already have an account? [Sign in](#) 

* Required Field

ACCOUNT TYPE* 

HAVE A PASS
DON'T HAVE A PASS

PASS NUMBER*

HEAD OF HOUSEHOLD PASS NUMBER

LAST NAME*

HEAD OF HOUSEHOLD LAST NAME

DATE OF BIRTH*

MM

DD

YYYY

HEAD OF HOUSEHOLD D.O.B

CREATE ACCOUNT

- 1.4 Once you have filled in the required Head of Household information, click “Create Account”, and you will see two new fields for your email and password.

Black

DATE OF BIRTH*

06

18

2003

EMAIL ADDRESS*

PASSWORD*

SHOW

Must be between 10 and 128 characters long. Must also contain at least 1 uppercase letter, 1 lowercase letter, 1 digit (0-9), and 1 special character.

CREATE ACCOUNT

- 1.5 After filling in your email and password, click “Create Account”. You will be redirected to the page below and are officially logged in.

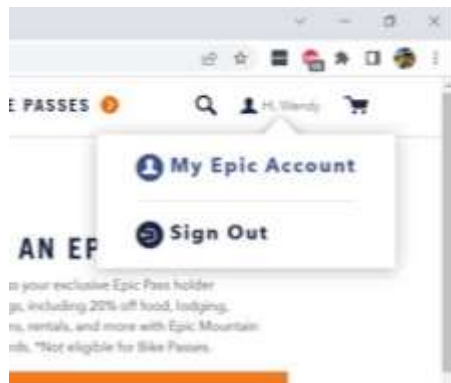
The screenshot shows the Epic Pass website's login and account creation interface. The top navigation bar includes the Epic Pass logo, links for PASSES, BENEFITS, EXPERIENCES, NEED HELP?, and COMPARE PASSES. A search icon, a user profile icon labeled 'Hi, Wendy', and a shopping cart icon are also present.

The main content area is split into two columns:

- SIGN IN TO YOUR EPIC ACCOUNT:** This section includes a note that email and password are required. A benefit icon states: "As an Epic Pass holder, you get 20% off food, lodging, lessons, rentals, and more. *Not eligible for Bike Passes." Below this are input fields for "EMAIL ADDRESS OR USERNAME*" and "PASSWORD*", each with a "Forgot" link. A "SIGN IN" button is at the bottom.
- CREATE AN EPIC ACCOUNT:** This section features a person icon and text: "Access your exclusive Epic Pass holder savings, including 20% off food, lodging, lessons, rentals, and more with Epic Mountain Rewards. *Not eligible for Bike Passes." A large orange "CREATE ACCOUNT" button is centered below the text.

A "Support" button is located in the bottom right corner of the page.

- 1.6 From here, you will need to sign the Release of Liability and upload a photo. To do this, hover over your name in the top right corner and click "My Epic Account".



Creating an Account If you are a New Pass Holder and HAVE NOT Received an Email Titled “Action Required to Activate Your Season Pass”

- 1.1 Visit www.epicpass.com and select “Sign In” in the right side of the header. Guests who have purchased a Whistler Blackcomb Day Pass product can also create an account from www.whistlerblackcomb.com. Select “Create an Epic Account”.



- 1.2 **VERY IMPORTANT!** If you do not have a physical media card or a pass number, select “Don’t Have a Pass”.

Field marked with * are required.

CREATE ACCOUNT

Already have an account? [Sign in](#)

* Required Field

ACCOUNT TYPE* i

FIRST NAME*

LAST NAME*

DATE OF BIRTH*

EMAIL ADDRESS*

By creating an account, you agree to our [Terms and Conditions](#), and have read and acknowledged our [Privacy Policy](#).

PASSWORD*

Must be between 10 and 128 characters long. Must also contain at least 1 uppercase letter, 1 lowercase letter, 1 digit (0-9), and 1 special character.

1.3 **The information you enter must be the information of the guest designated as “Head of Household”.** You will need the Head of Household’s first and last name, date of birth, and email address that was used to order your pass. Complete your account setup by creating a password and clicking “Create Account”.

1.4 Once the system matches your information to your profile, you will be taken to your existing profile.

Signing the Electronic Release of Liability

- 1.1 Once created, you will see the below under “My Epic Account”. The red “Alert” bar indicates actions that need to be completed prior to skiing or riding on mountain. Click on these actions to complete them.

MY EPIC ACCOUNT



- 1.2 The first action will bring you to your profile to upload your photo and sign your Release of Liability waiver.



MY PROFILE



Mama Bear

Head of Household ⓘ
Date of Birth: February 2, 1994

Release of Liability ⓘ
Winter 22/23: **APPROVED**

- 1.3 To sign your Release of Liability waiver, select “Complete Release”. You will be brought to the screen below. Read through the Release of Liability by using the scroll bar to the right of the form and select “I agree”. This is required to use your pass on mountain. The HOH is able to sign the Release of Liability waivers for their household members. If a household member is a minor, only the HOH can sign their waiver on their behalf.

RELEASE OF LIABILITY (REQUIRED)
[redacted] WINTER 21/22

Please read the below terms before agreeing to continue.

RELEASE OF LIABILITY, WAIVER OF CLAIMS, ASSUMPTION OF RISKS AND INDEMNITY AGREEMENT

WARNING: PLEASE READ CAREFULLY BEFORE SIGNING!

THIS IS A RELEASE OF LIABILITY & WAIVER OF CERTAIN LEGAL RIGHTS INCLUDING THE RIGHT TO SUE OR CLAIM COMPENSATION

1. Each person participating in the Activity (defined below) or purchasing a Season Pass is referred to as "Participant." I, the undersigned, am a Participant and, if a Participant is under 18 years old (US) or 19 years old (Canada), I am the minor/child/infant Participant's parent or legal guardian. I understand that participating in ski and snowboard school, skiing, snowboarding, racing, competing, ski simulation, training, snowshoeing, snowmobiling, cross-country skiing, uphill skiing and climbing, snow tubing, tubing, ice skating, speed skating, sledging, tobogganing, and other winter sports activities involves the use of equipment and the potential for injury, property damage, and other risks. I understand that I am assuming all risks and releasing the ski resort, ski school, and other participants from liability for any injury, property damage, or other risks that may occur as a result of participating in these activities. I understand that I am releasing the ski resort, ski school, and other participants from liability for any injury, property damage, or other risks that may occur as a result of participating in these activities.

By clicking "I AGREE", I represent that I read and accept all the terms of the Release of Liability and I am Test Test to whom the product is assigned; in the case of a minor, I am the parent or legal guardian of Test Test; or I am otherwise legally authorized to accept and sign on behalf of Test Test.

I have read and agree to the terms of the Release of Liability.

If Household Members Are Missing From Your Account

Scrolling down, you will see there is a section that lists out all household member tied to the HOH's account. If household members are missing, click "Add Household Member".

HOUSEHOLD MEMBERS

ADD HOUSEHOLD MEMBER

Fill out the information including the household member first and last name and date of birth. If you have additional information such as a pass number, email address, or phone number associated with the household members' profile, you may elect to add that information into the search.

Add Household Member

* Required

FIRST NAME*

LAST NAME*

DATE OF BIRTH*

Choose additional information:

Please select and provide additional information below so we can verify the information in case they have a record on file.

- Pass Number ⓘ
- Email Address
- Phone Number
- Not Available

< Cancel

ADD

Once a match is found, an approval email will be sent to the matching user. If the pending household member is 13 years of age or under, the head of their household should receive an approval email. If the pending household member is 14 and up, they should receive an approval email. If they are having issues finding the email, you can send the email (see below). If they still do not receive an email, please have them check their spam folder or contact the call center.

MATCH FOUND

We have found a record of [REDACTED]. Please confirm this is the person you are trying to add to your household.

Guest: [REDACTED]

Date of Birth: 07/**/****

*If this information does not match, you can still create a new household member. This will create a new record on file and will not link with the match we found above.

YES, CONFIRM

No, Create New Household Member ⓘ

Uploading a Photo to Your Account

- 4.1 Click on the “Upload a Photo” to upload a pass photo.
- 4.2 Follow requirements closely for the photo to be approved and printed (similar to a driver’s license or passport, photo images not meeting the requirements will be rejected). The preferred format is JPEG, less than 1MB, or 400x400 pixels. Photos will be rejected if the photo resolution is too small, the guest is wearing glasses or a hat, or if the subject is less than 50% of the photo area.
- 4.3 Once you have uploaded the photo, the status will change from “Missing” to “Pending”.
- 4.4 When the photo has been approved, the status will change to “Approved” and you will see the photo in your account. Please note that it can take up to one week for your photo to be approved.

Please note: if you already have a photo on your account, it can only be changed in person at a ticket window or pass office with additional photo identification.

- 4.5 Photo on file or an approved photo will trigger your pass to be mailed. If you do not receive your pass, check with your travel advisor (up to 6 weeks after photo approval).

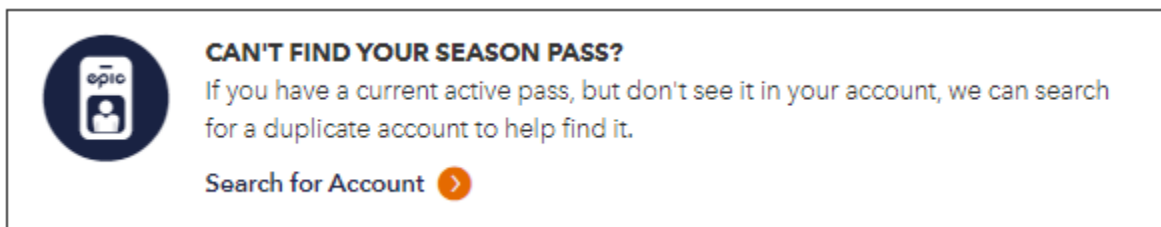
Can't Find your Pass/Searching for a Duplicate Account

4.1 If you have a current active pass, but don't see it in your account, you can search for a duplicate account to help find it.

4.2 At the top of your profile, go to the "Passes" page



4.3 Click on "Search for Account"



SEARCH FOR A DUPLICATE ACCOUNT

You may have purchased your pass using a different account. Enter the information to search for a duplicate account. If you know the login to your other Epic Account, please sign out of this account and sign in with the different login.

- Pass Number
 Confirmation Number

CONFIRMATION NUMBER*

DATE OF BIRTH*

< Cancel

FIND ACCOUNT

4.4 Fill in the information required and click "Find Account" Contact your sales agent for your confirmation number.

4.5 If a duplicate account is found, you will receive the **pop-up below** and will receive an email with log in information. Be sure to check your spam folder.

ACCOUNT FOUND

An email with login information has been sent to the above email address. You should receive the email shortly, please check your spam folder.

< Go Back

Tips & Tricks

- If you purchased the identical pass product as in a year prior, the physical pass from the prior year will automatically reactivate. If you wish to have a new physical pass, please contact Vail Resorts to have a new pass mailed to you or go to a ticket window at any of Vail Resorts owned destinations to have your pass reprinted. *However*, if you are visiting one of our partner resorts, please complete the above steps to ensure your pass is active and contact us via Live Chat or Phone to have your pass mailed to you prior to your travel. Partner resorts CANNOT print you a new pass.
- If you purchased a different pass product this year, completing the above steps will activate the mailing of your new pass product to the home address listed on your profile. To confirm/update mailing your address, please select “Edit” on the Primary Address box on the main page of your profile. You will then see the below page. *Please note that a maximum of 4 passes will be mailed at once, so a larger order may come in multiple envelopes.*
- Passes will also be available in the MyEpic app at our Vail Resorts' owned (not partner) resorts within the USA, launching in Fall 2023. This mobile pass will function the same as a physical media card.

Primary Address EDIT

epic PASS PASSES

GUEST INFO

Upload a Photo

+

Photo Status:
Missing

Sign In Email Address
[test@test.com]

Password

Must be between 10 and 30 characters and 1 special character.

Phone Number

UPDATE PRIMARY ADDRESS

* Required

COUNTRY*

ADDRESS LINE 1*

ADDRESS LINE 2 (OPTIONAL)

CITY/TOWN*

STATE/PROVINCE/COUNTY*

POSTAL CODE*

EDIT

EDIT

EDIT

For questions or assistance with the account creation process contact +1-970-754-0005 or utilize the Live Chat function on Epicpass.com.