

Quick Guide Getting started with My Epic App

Guests are able to create an account online via Epicpass.com to manage their profile, add a credit card, add resort charge, add family members, purchase Lift Tickets or Ski School, sign their Release of Liability, upload a photo and more.

Guests accounts can be accessed via the My Epic App  or directly online via Epicpass.com.

Once logged in, select my Profile to sign or view their Release of Liability (required for all Season Passes)
Select the Passes Tab to view all passes or tickets for each family member

Using My Epic App:

The **My Epic App** lets guests access the mountain hands-free (Mobile Pass), track ski stats, and manage accounts on the go.

See Video for additional information [Video](#)

Download the App:

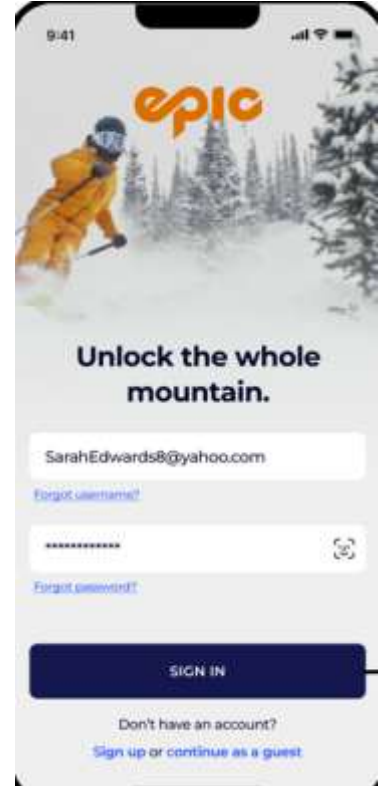
- Available on the **Apple Store** or **Google Play**
- **Requires** iPhone 11+ (iOS 15+), Android 12+ (select models).

Login Tips:

- Use Epicpass.com credentials or reset password via email.
- Select the My Epic Assistant on the app, or calling our Corporate team or visit a ticket window for assistance.
- Choose “Sign up” if new; “Continue as a guest”
 - NOTE: If you continue as a guest, you will not have all the functionality that the app has to offer.

Tip: Download and log in before arriving at the resort to avoid possible connectivity issues.

Typical Login Issues:



Password Criteria

Already have an account

Enter a previous pass number

Uploading a Photo and signing the Release of Liability:

Required for all Season Passes, including Epic Day passes.

From the App:

Tap Complete Activations – Begin Activation

Accept the Agreement for their Release of Liability

- Add a photo or Take a Photo or choose from their photo library on their device, the photo must comply with all requirements (see below)
- Crop the photo, then select Confirm Photo.
- Once approved will now show on the Home Page on the Top Right

Photo Requirements:

- Image should be in .jpg format, 400x400 pixels, square crop
- Full face, front view, natural expression
- No hats, helmets, sunglasses, goggles or tilted heads.

Need help? Call Guest Services at +1-970-754-0005 or visit a ticket office.

Adding Resort Charge: This requires a credit card on file.

With Resort Charge you can attach a credit card to your Pass and use it to pay at select on-mountain restaurants and retail locations. You can verify whether a specific restaurant accepts Resort Charge by looking in the My Epic App, selecting a resort, and clicking on the “Dining” button to view detailed information for each food & beverage location.



From the App, select the Pass/Ticket Picture on the top right of the main home screen

- Guest will be directed to My Account on Epicpass.com webpage
- Select Profile, then scroll down to enroll in Resort Charge
- Select to Add or Edit a Primary Credit Card to your account.

Only Head of Household's are able to update their credit card and enable Resort Charge, all other family members, please call **guest services at +1-970-754-0005 or visit a Ticket Office.**

Adding a Credit Card from the App:

1. Tap the photo icon (top right)
2. Select “My Epic Profile”
3. They will be redirected to their online Epic account login
4. Once Logged in, select MY EPIC ACCOUNT then “My Profile”
5. Scroll down to either EDIT or Add a Primary Credit Card.

NOTE: Only the Head of Household can add cards or enable Resort Charge. Other family members must

- Call our **guest services team at +1-970-754-0005**
- Visit a Ticket Office.

Managing Family Members:

To Add:

- Sign into your account on epicpass.com.
- Navigate to the "My Profile" tab.
- Scroll to the bottom and tap the orange "Add Household Member" button.
- Enter name, date of birth, email and pass number if available.
- Click the orange add button.

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To Remove:

- In the "Household Members" section. Select Remove next to the name.

Check if your Mobile Pass is Active:

To begin using your Season Pass:

- Open My Epic App
- Scroll Down & Tap "My Pass & Tickets"
- A "**Green Checkmark**" means you're ready to go.
- Select "See Pass", put in your pocket and ski/ride!

NOTE: Not all products appear in the app, but most Season Passes, Epic Day Passes, and advanced tickets support Mobile Access.

Season Pass Extras:

- View usage, Resort Access and Restricted Dates on the app.
- If you purchased multiple Epic Day Passes, by swiping right on the Ticket and Pass page, you can view each product as well as usage.
- All eligible pass holders are automatically enrolled in **Epic Mountain Rewards** (20% off on-mountain food, rentals, group ski school lessons and more).

More features in the My Epic App:

- **Lift Access:** View barcodes, resort access, restricted dates.
- **Tracking: Log:** vertical feet, days skied, and lifts ridden.
- **Resort Info:** Grooming, Open Lifts, dining, rentals, maps & Parking info.
- **Trail Maps & Wait Times:** View real-time lift status.
- **Ski Patrol:** Contact help directly from the app.
- **Dining:** Check resort restaurant hours & Resort Charge availability.
- **Mountain Cams:** See live conditions.



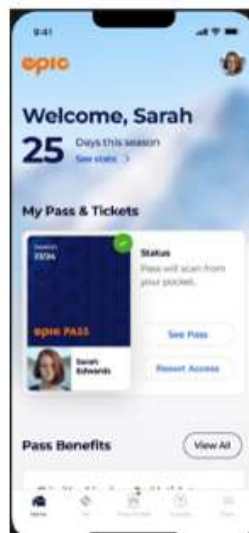
UNDERSTANDING THE MY EPIC MAIN LANDING PAGE

Click on each arrow for more information

Guests can view how many days they have used on their pass this season and view their stats

Guests can see their active Pass or Ticket here.

Navigate to different screens by tapping the Icons on the Navigation Bar



Selecting the photo will take Guests to the App Settings page and allow them to log out.

Understand the status of your Pass or Ticket using the message on the home screen. Look for a Green checkmark to make sure you are ready to scan at the lift.

Tap 'See Pass' for more information about the Pass, including pass number and barcode. 'Resort Access' displays any restricted days for the Pass or Ticket product.

Scroll down for more Home Page features

VAIL RESORTS

VAIL • BEAVER CREEK • WHISTLER BLACKCOMB • BRECKENRIDGE • PARK CITY • KETTERHOLE • CRESTED BUTTE • STOWE • NORTHEAST • HEAVENLY
KIRKWOOD • STEVENS PASS • MOUNT SUNAPEE • SEVEN SPRINGS • OKEMO • HUNTER • ANDERHARTT-SEORUN • PERISHAR • MOTHAM • FALLS CREEK
MOUNT SNOW • LIBERTY • SNOW CREEK • AFTON ALPS • HIDDEN VALLEY (VA) • WILDCAT • CROCHED • MAD RIVER MOUNTAIN • ROUNDTOP • WHITETAIL • ATTITASH
JACK FROST • BIG BOULDER • WILSON • ALPINE VALLEY • BOSTON MILLS • BRANDYWINE • LAUREL MOUNTAIN • MT. BRIGHTON • HIDDEN VALLEY (NC) • PAQU PIAKS