



How to Activate Your Pass

1. For activating Epic Pass products including Epic Pass, Epic Local, and Epic Day passes, visit epicpass.com. Whistler Blackcomb Day Pass holders can visit either www.epicpass.com or www.whistlerblackcomb.com. Sign into your account using your email and password to activate your pass prior to visiting the resort.



2. After logging in, hover over “Hi, Guest Name” on the main page header, and select “My Epic Account”.



3. Review all mailing, email, and phone number details first to ensure they are accurate.

Click on “View action” on the red “Alert” bar and click on each required action to complete them. The first action will bring you to your profile to upload your photo and sign your Release of Liability waiver.



To sign your Release of Liability waiver, select “Complete Release”. You then see the screen below. Read 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 the mountain. The Head of Household can sign the Release of Liability waivers for their household members. If a household member is a minor, only the HOH can sign the waiver on their behalf.



Upload a Photo to Your Account

Click on the “Upload a Photo”, like in the example below.

MY PROFILE



The screenshot shows a user profile for 'Mama Bear'. On the left is a blue square button with 'Upload a Photo' and a white plus sign. Below it, a red box indicates 'Photo Status: Missing'. To the right, the name 'Mama Bear' is displayed above 'Head of Household' with an information icon. Below that is 'Date of Birth: February 2, 1994'. Further down is 'Release of Liability' with an information icon, and 'Winter 22/23: APPROVED' in green text.

Follow requirements closely for the photo to be approved (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, 400 x 400 pixels. Photos will be rejected if the photo resolution is too small, if you are wearing glasses or a hat, or if your face is less than 50% of the photo area. Once you have uploaded the photo, the status will change from “Missing” to “Pending”. After the photo is 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.

Important: 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 ID verification, as pass products are non-transferable.

A photo on file or an approved photo will trigger your pass to be mailed to you. If you do not receive your pass, check with your travel advisor (up to 6 weeks after photo approval). Please note that your household’s passes may arrive in multiple packages. If you do not receive your pass, you can either pick it up at one of the Vail Resorts pass offices (not [partner resorts](#)) or download the MyEpic app to activate Mobile Pass and use your phone as your pass, more details here - <https://www.youtube.com/watch?v=9eL1QM1A4ck&t=63s>.

4. Can’t Find your Pass/Searching for a Duplicate Account

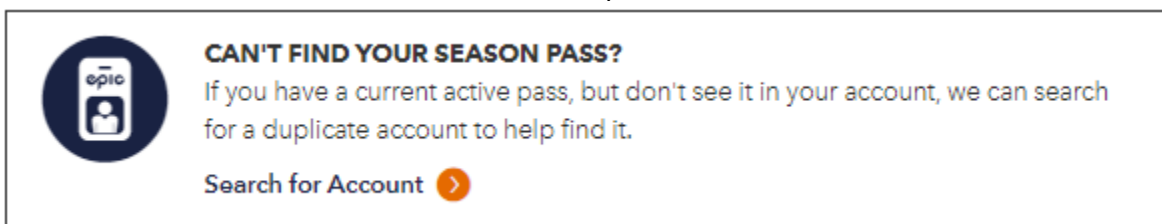
If you have a current active pass, but don't see it in your account, you can search for a duplicate account.

At the top of your profile, click on the “Passes” page, as per the below example.



The screenshot shows a horizontal navigation bar with four tabs: 'MY PROFILE', 'PASSES', 'EMAIL PREFERENCES', and 'ORDER HISTORY'. The 'PASSES' tab is highlighted with a dark background and white text.

Click on “Search for Account” in the box, example below.



The screenshot shows a help box with a dark blue circular icon containing a white smartphone with the 'epic' logo and a person silhouette. To the right, the text reads: 'CAN'T FIND YOUR SEASON PASS? If you have a current active pass, but don't see it in your account, we can search for a duplicate account to help find it.' Below this is a button that says 'Search for Account' with an orange arrow pointing right.

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*

Fill in the information required and click “Find Account”. Contact your travel advisor for your Vail Resorts’ issued pass purchase Confirmation Number if you do not have it.

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.

5. If there are household members missing from your account.

Scroll to the bottom of the Profile page, and click on ADD HOUSEHOLD MEMBER and complete the required fields for the system to search for the missing pass holders, screenshot below.

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 i
 Email Address
 Phone Number
 Not Available

For questions or assistance with the pass activation process contact Vail Resorts at +1-970-754-0005, USA Mountain Time Zone 9 AM-5 PM, or utilize the Live Chat/Need Help? tool on Epicpass.com or WhistlerBlackcomb.com.