

From: TAMMY M [REDACTED]
Sent: Thursday, May 07, 2020 11:46 AM
To: corporate <corporate@whistler.ca>
Subject: Re: What is being done about the Vail Passholder Rip Off??

Good Morning,

My address is #307, 4363 Halifax St Burnaby V5C 5Z3
[REDACTED]

Tammy

-----Original Message-----

From: Tammy [REDACTED]
Sent: Thursday, May 07, 2020 11:20 AM
To: corporate <corporate@whistler.ca>
Subject: What is being done about the Vail Passholder Rip Off??

Dear Mayor & City Council Members,

Please explain what if any action is being taken by you to make sure the people of Whistler as well as the tourists from near & far who drive your city's economy are being treated fairly by Vail Resorts?
A 64% credit of what was paid on a five day edge card, used one day used is not acceptable.
The result of this pro-rating, is essentially stealing money from customers, and will be felt throughout the Whistler community. Less people on the mountains, means a far more difficult recovery for all of Whistler.
I know I am not alone in saying that Whistler / Blackcomb will NOT be where my family spends money this season if Vail Resorts does not fix their Covid Response Policy and make this right.

Sincerely,

Tammy Marino

Sent from my iPhone