

From: Aaron Tansey <[REDACTED]>
Sent: Wednesday, December 30, 2020 2:37 PM
To: Jack Crompton; Arthur De Jong; Duane Jackson; John Grills; Ralph Forsyth; Jen Ford;
epiccoverage@vailresorts.com
Cc: marketplace@cbc.ca
Subject: Please help

Dear Mayor and Council Members,

Over the past 20+ years my wife and I have spent our weekends and holidays in your town supporting your businesses. For 3 years I volunteered in your community with the adaptive ski program.

<https://www.cbc.ca/news/canada/british-columbia/whistler-blackcomb-ski-season-2020-covid-19-pandemic-1.5815139>

On November 25th when Mayor Crompton echoed our Provincial Health Officer's mandate of non essential travel, my wife and I were happy to do what we could to help the municipality in its time of need and that meant staying home. Unfortunately that mandate was extended again and our holiday plans and my reserved days on the Whistler had to be forgone.

<https://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling/traveller-information/travel-affected-by-covid-19#:~:text=At%20this%20time%2C%20stay%20local,to%20the%20COVID%2D19%20pandemic.>

Today I need your help. One corporation operating in your municipality has started to undo all the positive feelings we have had for your resort town.

I had purchased my Epic pass a month earlier but wasn't worried as that corporation assured me at that time I would have "Epic" coverage. If for some reason I was unable to use my pass due to Covid19, I would be protected. Attached is a list from their site of insurable events including mandatory stay at home order.

I have now been advised my claim has been declined and that I will not be getting a refund on the \$1200 pass even though I have stayed from Whistler/Blackcomb as requested by Mayor Jack Crompton and our Provincial Health Officer Dr. Bonnie Henry.

I am asking for your help in getting the refund from the Vail corporation. Vail will not take our phone calls, as written in their correspondence, and are not responding to emails. I would like to continue coming to Whistler in the years to come and would like to remain positive. Again, rather than emails advertising to me and encouraging me to come to Whistler, I would like a refund from Vail.

We were happy to help when Whistler asked, now I need your help!

Kind Regards,

Aaron Tansey
Langley, BC