



## IMPORTANT GUEST NOTICE

We recognize the disruption this situation has caused and sincerely appreciate your patience and understanding.

All Telluride Resort ticket sales locations are currently **CLOSED TO THE PUBLIC**. Our teams remain available via **email and phone** to assist guests.

**Please note:**

We are experiencing **higher-than-normal call and email volumes**. All inquiries will be followed up **as soon as reasonably possible**.

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## REFUND INFORMATION

*For guests materially impacted by the ski patrol work stoppage and closure:*

### Lift Tickets & Lessons

- All **advance-purchase lift tickets** will be refunded to the original form of payment.
- All **ski and snowboard school products** will be refunded to the original form of payment.
- **Unused days on multi-day lift tickets** will be refunded.

### Winter Pass Holders

- **Pro-rated refunds** (up to the daily value of the purchased Winter Pass) are available based on the number of impacted days.

### Epic Pass Holders

- We are actively working with our partners at **Vail Resorts** to develop a solution for guests who purchased **Epic Pass products** for their Telluride visit.
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## CONTACT INFORMATION

### Season Pass & Lift Ticket Refunds

[passes@telski.com](mailto:passes@telski.com)

970-728-7517

### Ski & Snowboard School Refunds

[lessons@telski.com](mailto:lessons@telski.com)

970-728-7414