



ALPINE

RESORT

Dear Valued Guests –

As we sort through the impact of the last week's events, we are developing a process for refunds.

While we assess the total costs to the resort and immediate cash impacts in what is an unprecedented event for us economically, we will then be able to advise on timing of refunds.

We will be updating weekly and come up with an organized method to request refunds, and the realistic timing to process them.

For now – there are no check or front desk refunds, today was the first day we have had some limited access to move critical items.

We understand many of you with Events planned are still thinking about options and will wait to hear from you.

For Event bookings, please provide wiring details, not ACH, for correct accounts whereby you would prefer the deposits be returned. Instructions should include proper mailing address associated with the account in the details.

Refund requests should be emailed to alpinerefunds@alpineresort.com.

We will update further later this week on procedure and realistic timing of processing.

Thank you,

Alpine Resort