

Vail Resorts Wholesaler Customer Dispute Policy

The purpose of this policy is to provide instructions on how to submit disputes on invoices to Vail Resorts. The attached form allows for accurate, timely, and complete dispute resolution. **Providing this form is a requirement to resolving disputes!**

Remittance Procedures: Per your contract with Vail Resorts, you are required to pay your outstanding invoice less any disputes. Please refer to the Vail Resorts Payment Application instructions to provide remittance to the AR team. The Vail Resorts AR team will then apply the remittance to your account.

Dispute Procedures: Per your contract with Vail Resorts, you are required to submit any disputes within 14 days of receiving your invoice. The dispute form can be found on the Vail Resorts AR website linked [here](#). As noted on the website, the dispute process requires both the dispute form and the dispute worksheet, (line item detail) to be completed and submitted for review.

Dispute Form:

Dispute Worksheet:

From original CSV Invoice file													From partner			
Profit Cust ID	Customer Name	Invoice Num	Order Num	Transaction ID	External ID	Guest Name	Descr	Booked on Date	Product	QTY	UNIT AMT	Amount	Partner Amount	Dispute Reason	Notes	
1000012345	ABC Company	LFT0000012345	12345678	123456789	12345678	Jane Doe	Invoice	44927	AD Epic Pass (B)	1	500.00	500.00	450.00	Incorrect rate		
Total Disputed Amount:													50.00			

The body section of the customer dispute worksheet requires input of the original invoice lines provided to you in CSV format when the invoice was originally sent. Columns in blue are for you to input the amount being disputed and additional notes and/or support.

From original CSV invoice file													From partner		
Profit Cust ID	Customer Name	Invoice Num	Order Num	Transaction ID	External ID	Guest Name	Descr	Booked on Date	Product	QTY	UNIT AMT	Amount	Partner Amount	Dispute Reason	Notes
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If at any point, a wholesale customer would like to view current open line item amounts, they can request from their Sales representative or AR collector. This will allow both Vail and the wholesale customer to remain aligned on open balances.