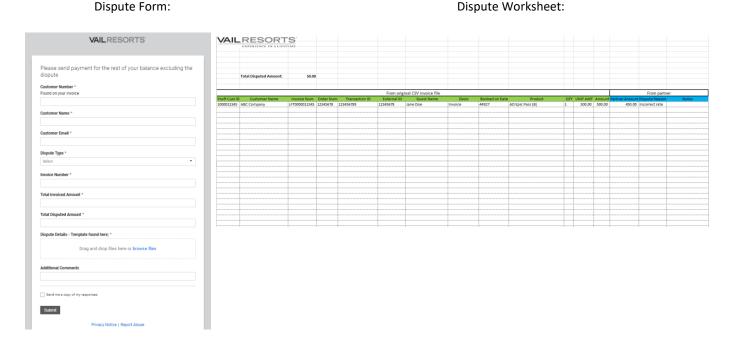


Vail Resorts Wholesaler Customer Dispute Policy

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!**

<u>Remittance Procedures</u>: 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.

<u>Dispute Procedures</u>: 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 <u>here</u>. 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.



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.



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.