



## RFTA's SEASONAL ZONE PASS PROGRAM General Information

This guide provides general information on the program. For questions or additional information, please contact RFTA at [passorders@rfta.com](mailto:passorders@rfta.com) or 970-384-4957 (Orders, Payments, and Refunds) or 970-384-4965 (Photos, Pass pickups, Transfers/Upgrades, Lost Passes).

### **WHAT IS A SEASONAL ZONE PASS?:**

Due to the seasonal demands within our regional transit service area, RFTA offers a highly discounted pass option for businesses and individuals. There are 2 seasons: **Winter (December 1<sup>st</sup> thru April 30<sup>th</sup>)** and **Spring/Summer/Fall (May 1<sup>st</sup> thru November 30<sup>th</sup>)**. Seasonal Zone Passes are sold for each season with unlimited use within a specified zone. Each pass is made specifically for an individual and requires a Photo I.D.

**PRE-ORDERS begin November 1<sup>st</sup> for the WINTER SEASONAL ZONE PASSES (December 1- April 30)**

### **PRICING:**

The 2021-2022 Winter Seasonal Zone Pass prices has decreased from the prior season. Chamber members are eligible for a 5% discount. Prices are pro-rated for passes purchased after Jan 1<sup>st</sup> and Feb 1<sup>st</sup>.

The following link provides a cost comparison of transit passes offered: [2021-2022 Winter Season Pass Prices](#)

### **ORDER FORM:**

The **SEASONAL ZONE PASS ORDER FORM** is available online through the following links:

[Seasonal Zone Pass Order Form \(Excel\)](#)

A completed order form is required to process your order. These are easy and user friendly forms with step by step instructions at the following link: [Seasonal Zone Pass Order Form Instructions \(PDF\)](#)

We recommend saving/printing a copy of each submission for your records as the form is not saved on-line. **After submitting your order a box will appear stating that we will respond within 3-5 business days.** You will receive an invoice via e-mail which will confirm your order. **Payment is due upon receipt of your invoice. Unpaid orders will be delayed until payment has been received.**

### **PHOTOS:**

Photos are required for each pass. Old photos on file will be used unless a new photo is requested on the order form. Please e-mail new photos (with a clear face shot) in JPEG format to [passorders@rfta.com](mailto:passorders@rfta.com) with "new photo" in the subject line – please name the JPEG file to include your business name and employee name (for example, "RFTA-JohnDoe.jpg"). **Missing photos will delay processing your pass order.**

### **PASS ORDER PICK-UP:**



RFTA will notify you when your passes are ready for pick up.

**Early order deadline: Monday, November 22<sup>nd</sup>.**

**PAID** orders received by the early order deadline will be available for pick-up in Aspen at [Rubey Park Transit Center](#) (450 E. Durant Ave., Aspen, CO 81611) during the following dates and times:

Date	Time
Monday, November 29	11 am - 3 pm
Tuesday, November 30	11 am - 3 pm

Due to the large volume of seasonal zone pass orders, we cannot guarantee orders received after November 22<sup>nd</sup> will be available for pick-up by November 29<sup>th</sup>, and 30<sup>th</sup>, but we will do our best.

Orders received after the early deadline can be picked up at [RFTA's Aspen Maintenance Facility or Rubey Park](#) beginning December 2, 2021 through July 31, 2022 between 10am and 4pm, Monday – Friday.

**REMINDER: Orders must be picked up in full, not individually, with proof of payment.** Companies placing orders must have a representative pick up their entire orders and distribute the passes to their employees directly. RFTA is not liable for distribution to individual employees for an organization. For example, if a company orders 20 passes, RFTA will release the full order (all 20 passes) to an authorized representative of the company, who in turn, will distribute each pass to their employees. If an individual employee wishes to pick up his/her own pass directly from RFTA that was included in the company's order for 20 passes, then that individual will be denied and referred back to the company to pick up their pass.

**PASS TRANSFERS AND UPGRADES:**

Seasonal Zone Passes can be transferred from one person to another person provided that the original pass is returned to RFTA. The transfer is free if the transfer is for the same zone or a lower-priced zone. An upgrade charge applies if the transfer is to a higher-priced zone. The additional cost is the price difference between the zones.

**REFUNDS:**

Passes that are ordered but not picked up can be refunded. Once a pass has been picked up, then it becomes non-refundable even if the pass is never used. Unused passes can be transferred or upgraded.

**LOST PASSES:**

If a person loses their Seasonal Zone Pass there is a replacement fee of \$50. Identification is required to obtain a replacement pass.