



RFTA's SEASONAL ZONE PASS PROGRAM

This guide provides general information on the program. For questions or additional information, please contact RFTA at passorders@rfta.com.

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 1st thru April 30th)** and **Spring/Summer/Fall (May 1st thru November 30th)**. Seasonal Zone Passes are sold for each season with unlimited use within specified zone. Each pass is made specifically for an individual and requires a Photo I.D.

2019/2020 WINTER SEASONAL ZONE PASSES are on sale starting NOVEMBER 1, 2020 through FEBRUARY 28, 2021

PRICING:

The 2020/2021 Winter Seasonal Zone Pass prices have not changed from the prior season. Chamber members are eligible for a 5% discount. Prices are pro-rated for passes purchased after January 1st and February 1st.

The following link provides a cost comparison of transit passes offered: [2020/2021 Winter Season Pass Prices](#)

ORDER FORM:

The **SEASONAL ZONE PASS ORDER FORM** is available online at the following link: [Seasonal Zone Pass Order Form and Instructions](#)

A completed order form is required to process your order. This is an easy and user friendly form with step by step instructions (found here). We recommend saving/printing a copy of each submission for your records as the form is not saved online. 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.**

Once a Seasonal Zone Pass Order Form has been submitted, it cannot be modified to add employees. A new Order Form will need to be submitted for any subsequent changes.

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 in JPEG format to 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.**

Photos must be a headshot where the individual is facing the camera with their full face in view (similar to a passport photo).



PASS ORDER PICK-UP:

Orders are completed on a first come, first serve basis. RFTA will notify you when your passes are ready for pick up.

Early order deadline: **Monday, November 16, 2020.**

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 23	11am-3pm
Tuesday, November 24	11am-3pm

Due to the large volume of seasonal zone pass orders, we cannot guarantee orders received after November 16th for pick-up by November 23rd and 24th.

Orders received after the early deadline can be picked up at [RFTA's Aspen Maintenance Facility](#) beginning Monday, November 30, 2020 through Tuesday, April 30, 2021 between 10am and 4pm, Monday – Friday.

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, 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, then there is a replacement fee of \$50. Identification is required to obtain a replacement pass.