

From: [AGO - CAP](#)
To: [REDACTED]
Subject: Webster - Public Records Request | Vail Resorts, Epic Pass
Date: Thursday, January 13, 2022 9:42:10 AM
Attachments: [2022-01-10 Webster PRA request.pdf](#)
[2022-01-13 - Webster PRA request cost estimate.pdf](#)

Dear Thomas Webster,

Attached is the response to your request.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
Mailing Address:
109 State Street
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424
Email: ago.cap@vermont.gov

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STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
CONSUMER ASSISTANCE PROGRAM
HOTLINE: (800) 649-2424
FAX: (802) 304-1014

ADDRESS REPLY TO :
Office of the Attorney General
ATTN: Consumer Assistance Program
109 State Street
Montpelier, VT 05609

Website: ago.vermont.gov
Email: AGO.CAP@vermont.gov

January 13, 2022

Via email to [REDACTED]

Dear Thomas Webster,

I write in response to your Public Records Act request dated January 10, 2022, a copy of which is attached for your convenience.

For "all consumer complaints regarding 'Vail Resorts or 'Epic Pass' from 1/1/19 to present," our office searched our database for written complaints submitted for complaint mediation, which included Vail Resorts or Epic Pass in the matter title or description and located 24 consumer complaints amounting to 104 files. We estimate that searching for, reviewing, and redacting these files will come to approximately 550 minutes. Note that there is no charge for the first 30 minutes.

For at least 520 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$171.60.

We ask that you confirm your willingness to pay the estimated cost before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you. Checks may be sent to:

Attn: Charity Clark
State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont