



## **Snow School Cancellation Policy**

- Lesson cancellation 24 hours prior to arrival is subject to a 50% cancellation fee
- Same day changes, cancellation or failure to show up to your lesson will result in a full forfeit of your payment
- School Groups are required to pay 25% deposit on Lift and Lessons, 2 weeks prior to arrival date
- School Groups will be charged a \$100 administration fee + tax for a date change or cancellation within 2 weeks of arrival
- School Groups must verbally notify the Holiday Mountain Ski Resort 24 hours prior to arrival for cancellation due to weather conditions, unfit roads, or unforeseen circumstances, etc and speak to a Customer Service Representative regarding refund
- School groups cancellation prior to the 2-week arrival will be fully refunded

### **Terms and Conditions**

The lesson is valid only on the date selected at purchase.

Adult aged 18+, youth 13-17, junior 7-12 and 6 & under (kinder)

All hours of operation are weather and conditions permitting and subject to Government and Public Health Regulations.

For cancellations within a 48-hour arrival window, guests are encouraged to call the resort and speak with a customer service representative.

Lessons can be refunded in full up to 48-hours prior to your scheduled lesson date by calling the resort at 1-204-242-2172 or emailing [snowschool@holidaymountain.ca](mailto:snowschool@holidaymountain.ca)

Other lesson inquiries can be made by emailing [snowschool@holidaymountain.ca](mailto:snowschool@holidaymountain.ca)

Upon booking your credit card will be charged the full amount regardless of whether your lesson is redeemed.

This policy is subject to change without notice, and at the sole discretion of Holiday Mountain Ski Resort.