

SNOW SCHOOL

Please note: All lesson participants require a lift ticket or Season's Pass. These are not always included in the cost of the lesson as each individual has different needs and we have many options available. We suggest that you look at the various options that we offer and choose the lift ticket, Season's Pass option that best suits your needs and schedule. For the best value, we recommend the Early Bird Season's Pass. (purchased before Oct 31, 2019)

- For multi – day programs, a lesson refund will only be provided when requested more than 48 hours in advance of the first day of the program. All refunds are subject to a \$25.00 Administration fee.
- Every attempt will be made to reschedule group lessons cancelled due to inclement weather; however no refunds will be issued in the event that a new lesson time cannot be found.
- Receipts not received at time of purchase can be picked-up during the first two weeks of program. **Copies of receipts will not be issued after that time.**
- There are no provisions for make-up days, switching of days, or discounts, for missed days of programs.
- All programs start on-time and it is up to the participant to find their group if they arrive late.
- If you are renting, please arrive at least 45 minutes early to get rental equipment.
- Season's passes must be picked up prior to the first day of multi – day programs.
- There are no programs on Family Day Weekend, February 15, or 16.
- Discover, Private, Semi-Private, Parent and Tot lessons will start at the designated time. Lesson times cannot be extended to accommodate late arrivals.
- A lesson refund or lesson modification will only be provided when requested more than 24 hours in advance.
- Due to the level of attention required, ages 6 and under do not qualify for Discover lessons.
- Lesson times fill up quickly, it is highly recommended to pre book all Discover, Private, Semi – Private and Parent and Tot Lessons.
- Pre – booked lessons must pay at time of booking.
- There is a 24 hr cancellation policy for all pre – booked lessons, a \$25.00 Administration fee will apply. “No shows” will be charged the full amount.
- Helmets are **Strongly Recommended** for all Snow School lessons.

SEASON'S PASSES AND GENERAL ADMIN

- All refunds are subject to a \$25.00 administration fee.
- There are no refunds on lift tickets or rentals. Rain checks may be provided in some circumstances.
- Unused season passes can be refunded with a \$25.00 administration fee – before January 15, 2019
- There is a replacement fee of \$15.00 for lost passes. No complimentary passes are provided for a forgotten pass.
- As an outdoor facility, Batawa Ski Hil is subject to many different weather conditions. Due to the unpredictability of the weather, we are unable to make any guarantees about the number of days our facility will be open. There will be no refunds based on poor seasonal conditions.
- Passes will only be transferred to the following season (in the same pass holders name) due to injury or serious illness, with a doctor's note and before January 31, 2020
- A waiver must be signed by the pass holder(18+) or parent/guardian (under 18) in order to receive a pass.
- Retail goods may be returned with management approval.