

SNOW SCHOOL POLICIES:

- ❖ 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 program.
- ❖ 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 on first day.
- ❖ Season's passes must be picked up prior to the first day.
- ❖ There are no lessons on Family Day Weekend, February 16, or 17

SEASON PASS POLICIES:

- ❖ A \$25 administration fee will be applied to all refunds.
- ❖ There will be NO refunds after January 20, 2019. Passes will only be transferred to the pass holder for the following winter season due to injury or serious illness, with a doctor's note and before January 31, 2019.
- ❖ There is a replacement fee of \$15.00 for lost passes.
- ❖ No complimentary passes will be provided for a forgotten pass.
- ❖ As an outdoor facility, Batawa Ski Hill 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.
- ❖ Payment must accompany form (unless other arrangements are approved by staff).
- ❖ Wavier must be signed by pass holder (18+) or parent/guardian (under 18) in order to receive pass.