

Refund Policy:

Season Pass Refunds:

- **2019 – 2020 Season Passes:** Are refundable if cancelled before opening day. After opening day, pro-rated refunds or credits considered for serious injury, major medical condition or relocation only, at the discretion of the General Manager. A letter from a Doctor must support refunds or credits for medical condition or injury. A letter from an employer outlining transfer and employment location must support refunds for relocation.
- All refunds are subject to a \$25 administration fee.
- Requests for refunds or credits, can be emailed to Guest Services (guestservices.tv4s@gmail.com) or delivered to Guest Services in person.
- Telephone conversations with Tawatinaw Valley employees do not constitute an official request.
- No requests accepted after March 1, 2020.

Lesson Refunds:

- **Lesson programs:** Are NON-refundable. Participants who cannot continue due to illness or injury supported by a doctor's note, will be considered for credit of the pro-rated value of the remaining lesson(s). Credits considered once written notice and supporting documents are submitted to Guest Services. Credits are pro-rated to the date notification is received.
- **Makeup Lessons:** If the hill is closed (due to inclement weather, etc.) on the date of a regularly scheduled lesson, we will provide a makeup lesson. Makeup lessons must be booked in advance through Guest Services. No compensation to participants who elect to miss lessons for any reason.
- **Cancellation of Private / Makeup Lessons: 24 hours notice required.**
We understand you may need to cancel a lesson last minute due to illness. We do ask that you give us as much notice as possible, as we will need to adjust staffing levels. Please call 780-698-2212 and leave a message. Please be aware that cancelling the day of the lesson, may incur a \$15 rebooking fee.
- Refunds for Progressive Lessons (set of 3 or 5) are subject to a \$25 administration fee.
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