

## **Snow School Cancellation Policy**

### **2023-24 Season**

#### **1. Request for cancellation or modification of a reservation for lessons or a season program, which are spread over several weeks.**

- Prior to the start of the program, it is possible to cancel or make changes to your reservation at no additional cost.
- The cancellation request must be made by email to [ecole@lemassif.com](mailto:ecole@lemassif.com).
- If you decide to cancel after the start of the program, you will be required to pay the equivalent of the portion used plus an administrative fee. It is not possible to receive a full refund if the program has begun.

#### **2. Cancellation or modification request for private or group classes.**

- 48 hours prior to your activity date, you may cancel or make changes to your reservation at no additional charge.
- 24 hours prior to your activity date, a 50% penalty on the price of your reservation will apply for any changes or cancellations.
- If you cancel on the day of your reservation or if you do not show up, no refunds or modifications will be made except for medical reasons, upon presentation of a medical certificate from an attending doctor.

#### **3. Cancellation of a course by Le Massif management.**

In the event that Le Massif management cancels a course, the course may be moved to a later date, and in the event that the client is unable to participate on another date, the client will receive a full refund.

A minimum of 2 children must be registered in the children's program 5 years old and under for the group to take place. A minimum of 4 children or adults must be registered in the children's, adult and summer camp programs for the group to take place.

In the event that the program does not take place, parents will have the following options:

- Transfer to another lower level group, if one exists and there is still room;
- Transfer to a group lesson;
- Transfer to a private lesson;
- As a last resort, a full refund.

#### **4. Cancellation due to Covid-19 or any other virus.**

In the event of cancellation of activities and closure of the mountain by the authorities due to COVID-19, the client will receive a full refund.



**N.B. Le Massif is in no way responsible for any other expenses incurred by the guest to participate in the activity, be it transportation, lodging, meals or other expenses.**