



# TERMS AND CONDITIONS

Once a booking is made, Snowwater/Valhalla incur significant expenses and long-term commitments on your behalf. For this reason we do not offer refunds if you are forced to cancel. It is assumed that you have become familiar with and understand the policies below before booking your trip with us.

## BOOKING POLICY

- **Deposit**  
A 50% deposit is required in order to reserve your trip. We accept VISA, MC, bank wire, personal cheque or cash.
- **Final Payment**  
The final payment is due 90 days prior to your trip. We will automatically charge the same card used for the deposit unless told otherwise. A 3% credit card fee will be applied if you require us to refund/change any credit card charge at any time.
- **Late Payments**  
We will consider that you have cancelled your seat if we do not receive the balance payment **60 days before** your trip start date. **All monies on account will be forfeited at this point in time.**

## CANCELLATION POLICY

- We highly recommend that you purchase cancellation insurance. This is the only way to be refunded in the event that you need to cancel for any reason.
- If you cancel more than 90 days before your trip, your deposit is non – refundable, but may be used as a future ski credit for up to two years after the time of issue. The dollar value of the deposit will then be put towards another future trip.
- If you cancel within 90 days of the trip start date – **all money on account is forfeited**, unless a replacement is found:
  - If you find your own replacement, we will transfer all monies on account to the new person, less an admin fee. We will leave it to you and the substitute to compensate each other for all monies.
  - If we find a replacement for the seat, we will provide a 75% ski credit for the value sold (often a standby rate), valid for two seasons. Ski credits are never refundable in cash.
- Trip dates cannot be re-scheduled within 90 days of a trip start date. All changes to trip dates are subject to an admin fee.
- Cancellation deposits or payments are non-transferable and cannot be put toward someone else's payment already signed up on the same trip.
- An admin fee is charged to process any cancellations (\$50 Snowwater/\$25 Valhalla).

## REFUND POLICY

While we wish we could control the weather – we cannot. There is no guarantee on weather or snow conditions that you will encounter during your trip.

- All deposits/payments are non-refundable. Refunds, when applicable, are applied in the form of 'ski credits' to be used at a later date as a value to be put towards another trip.
- Snowwater/Valhalla does not provide ski credits for any days/runs missed where clients cannot or do not want to ski or for any reason. If you miss days either from illness, injury, poor physical fitness, or other, you will not be compensated for the time missed.
- Snowwater/Valhalla does not provide ski credits for any unused portion of any trip (including meals and accommodation), resulting from late arrival or early departure, for extra transportation costs, or for any other reason.
- Snowwater offers a back-up snowcat program when poor weather or hazardous conditions prevail. Snowwater does not provide ski credits if we are operating a limited heli program due to poor weather, or other.
- In the rare case that skiing must be cancelled due to a mechanical failure, Snowwater/Valhalla will provide ski credits for the dollar value of the time missed, which may be applied to another trip valid for up to two seasons.
- If we are unable to operate due to extreme weather issues and guests are at the lodge, a \$750 per day charge will be applied to any credit value for accommodation and food while at the lodge.
- Snowwater/Valhalla reserves the right to cancel trips at any time. Under no circumstance is Snowwater/Valhalla responsible for the clients inconvenience or travel expenses.

THERE ARE NO EXCEPTIONS TO THIS POLICY