



Mustang Powder Cancellation Policy

You are purchasing a non-refundable ski holiday. Please be sure to completely read and understand our cancellation policies as we do not make exceptions. Refunds are only given for cancelled spots if we are able to sell the spots to another guest.

- If we can fill the seat at full price, all monies paid less the cancellation fees below will be refunded.
- If we fill the seat at a reduced standby rate, you will be refunded only the amount paid by this last-minute guest less the applicable cancellation fees.
- If the seat cannot be filled, then **no money will be refunded, or ski credits given.**

Policy for cancellations made prior to making final payment or Oct 15th

If you cancel your reservation before October 15 **AND** before making your final payment your deposit will be refunded less the following cancellation fees if we can sell your spot to another person at full price:

- Regular Cat: **\$400 + GST per seat**
- Private / Small Groups Cats: **\$500 + GST per seat**

Policy for cancellations made after making final payment or Oct 16th or later

If you cancel your reservation after making your final payment **OR** later than October 15th, and if we can sell your spot to another person at full price, your deposit will be refunded less the following cancellation fees:

- Regular Cat: **10% of the total trip cost per seat + GST, or \$400 + GST per seat** whichever amount is greater
- Private / Small Groups Cats: **10% of the total trip cost per seat + GST, or \$500 + GST per seat** whichever amount is greater

If you are unable to come at the last minute due to illness, injury, travel complications, inability to enter the country, etc., there will be **no refunds or ski credits given**, unless we are able to resell the seat, as described above.

Please note, Private Cats and Large Full Group Cat bookings are **sold as single group bookings** and must be **booked and/or cancelled in full**. Mustang Powder does not fill cancelled single seats in Private Cats or Large Full Group Cats.

If we are unable to provide you with your ski holiday due to an insufficient snowpack or mechanical breakdown, guests will receive a ski credit (rain check) for a future holiday. Under no circumstances do we give refunds if we are unable to provide you with your holiday - only give ski credits.

The reservation and cancellation policies used by Mustang Powder Lodge are standard in this industry.

Please also keep in mind that although the Monashee mountains are an excellent location for great winter weather suitable for powder skiing and well over 90% of the time, we have good or excellent powder snow conditions, it is possible that conditions during your ski trip will disappoint you. Please accept the fact that we have no control over the weather and will not give refunds due to poor conditions. Unlike day operations, our policy is to ski every day and make a big effort to have fun – even if the conditions are not terrific. Guests must accept that “you win some, and you lose some” when it comes to weather. If you are unlucky and encounter poor conditions while you are on your ski holiday, please try very hard not to be miserable and grumpy – it only makes the situation worse.

We strongly recommend the purchase of trip cancellation insurance for ALL guests, and we recommend medical insurance if you are a visitor to Canada.