



Mustang Powder Cancellation Policy

You are purchasing a non-refundable ski holiday. If you cancel your reservation prior to September 30th and we are able to sell your spot to another person at full price, your deposit will be refunded less a \$500 + GST cancellation fee per seat if it's a Regular Cat seat or less \$750 + GST per seat if it's a small cat seat (either Private Cat or Small Groups, Steep Chutes).

If you cancel your reservation after you have made your final payment or after September 30th, the cancellation fee is the greater of \$500 + GST (Regular Cat)/\$750 + GST (Small Cat) or 10% of the total trip cost. If we are able to fill the seat at full price, all monies paid, less the cancellation fee, 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 cancellation fee. If the seat cannot be filled, then no money will be refunded or ski credits given. If you are unable to come at the last minute due to 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.

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 - we 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.