

Mustang Powder 2020/2021 Season Opening Postponed to February 15th

Dear Mustang Guests,

We have a few important updates to share with you regarding our season ahead, please read them carefully and contact us if you have any questions or concerns.

In compliance with the [current provincial government orders](#) issued by the BC Provincial Health Officer, Dr. Bonnie Henry, on January 8th and in effect until February 5th 2021, we are postponing our season opening through to February 5th. As updates to these orders are being announced the day before they are set to expire, we have extended our cancellation date to February 15th, to give our guests more notice on the status of their trip and allow more time to adjust travel arrangements and plans. At this time, we are not cancelling the February 16– 19th ski holiday and onwards but will do so if dictated by updated government orders.

The BC Provincial government further clarifies the current [province-wide restrictions](#) in place for British Columbia in the following ways:

Travel advisory

At this time, all non-essential travel should be avoided. This includes travel into and out of B.C. and between regions of the province. For example:

- Do not travel for a vacation
- Do not travel to visit friends or family outside of your household or core bubble

What is essential travel?

Individual circumstances may affect whether a trip is considered essential or non-essential. Essential travel within B.C. includes:

- Regular travel for work within your region
- Travel for things like medical appointments and hospital visits

For example, if you live in Vancouver and work in Surrey you can continue to commute.

Travel for mountain sports

Ski and snowboard at your local mountains. For example, if you live in Vancouver, you should ski at Cypress, Grouse or Mt. Seymour.

Coming from outside of B.C.

At this time, people travelling to B.C. from another province or territory within Canada should only come for essential reasons. If you do travel, you are expected to follow the same travel guidelines as everyone else in B.C.

If the provincial orders are extended beyond February 5th and/or the situation with COVID does not improve there will be further cancellations. We will continue to comply with the orders of the provincial health authority and will communicate with guests as these orders are updated. Please know our priority is for the health and safety of our guests and our staff, therefore we will cancel ski holidays if high COVID numbers persist in British Columbia and Canada. We will make every effort to give our guests a minimum of two weeks notice if we will be cancelling their trip.

UPDATED Mustang Powder COVID-19 Cancellation Credits

We have updated our previous COVID cancellation policy so that all guests booked during this season (on either discounted or full-priced trips) who are affected by one of the below circumstances, will receive 100% credit of the dollar amount paid on their 2020/2021 ski trip – not 80% as previously sent out.

Credits for the full dollar amount paid on 2020/2021 trips will be given for guests affected by cancellations due to:

- A BC or Canadian government imposition of orders that prevent the operation of Mustang Powder lodge, or
- Because of a government stay at home order in place for your registered booking address.

This credit can be used toward the corresponding trip dates in the 2021/2022 ski season for those with rebooking rights, or any other available dates during the current or 2021/2022 ski season. Please note, trip prices vary; any price differences for trips which cannot be covered by your credit with us will be collected at the time of booking.

A credit does not constitute a refund; all trips purchased with Mustang Powder are non-refundable as per our cancellation policies.

Please note, for the 2021/2022 ski season there will be no price increases from our 2020/2021 full retail rates – discounts given for the 2020/2021 ski season will not be extended to reservations made for 2021/2022. Therefore, next season's prices for early and late season will not be discounted. Any remaining balances for 2021/2022 trips booked with a credit will not be due until October 15, 2021.

Potential Cancellations beyond February 15th – How credits can be used

If there is a need to cancel your trip with us due to either of the above circumstances, please keep in mind the following:

- Credits are given as a dollar amount paid for this year's trip and are not a ski day credit or raincheck – any differences in pricing for trips not covered by your credit with us will be collected either at the time of booking for trips later this season, or on October 15th for trips booked for the 2021/2022 season.
- Credits can be used towards a different trip with us later this season, based on our [2020/2021 Availability](#). Any differences in pricing for trips not covered by your credit with us will be collected at the time of booking.
- Reservations this winter **with rebooking rights** for our 2021/2022 season will hold a credit of the full dollar amount paid for this year's trip, to be used towards the corresponding trip dates next season or another trip during the 2021/2022 season, subject to [2021/2022 Availability](#).
- Reservations this winter **without rebooking rights** for our 2021/2022 season will hold a credit of the full dollar amount paid for this year's trip, to be used towards another trip of your choice this season [2020/2021 Availability](#), or next season [2021/2022 Availability](#), based on availability.

- If your trip is cancelled for the above reasons, please contact us as soon as possible to discuss alternate trip dates.
- Availability for our 2021/2022 season will be bookable as the corresponding trip dates this season have passed. Please contact us if you would like to be added to our priority waitlist for 2021/2022 season dates not yet available.

Please let us know if you have any questions.