



## Mustang Powder COVID-19 Cancellation Policy for the 2021/2022 Season

With the unprecedented consideration of COVID-19, we have adapted our Cancellation Policies for our 2021/2022 season at Mustang Powder, as outlined below.

### COVID-Related Cancellations

COVID-related cancellations for individuals, group members or entire groups prior to the date of your arrival at Mustang Powder, will receive an 100% credit of funds paid for their trip toward the corresponding dates the following season, or any other available dates, in the 2022/2023 ski season. The above policy only applies to guests affected by the following circumstances:

- The BC or Canadian Government issues health orders and/or recommendations preventing the operation of Mustang Powder
- A Government stay at home order is in place for your registered booking address
- The Canadian border shuts to non-essential travel for our international guests residing outside Canada.

Guests affected by a closure will receive a dollar value credit towards the same trip dates in the 2022/2023 season. Guests required to cancel for any of the above reasons while Mustang Powder continues to operate will receive a full refund, however they will not retain rebooking rights for the corresponding 2022/2023 season trip. Priority waitlist preference will be given to refunded guests for the 2022/2023 season.

### What's NOT covered by this COVID Cancellation Policy?

Our standard Cancellation Policy applies, if:

- A guest becomes sick and/or cannot attend their holiday due to COVID-19 or any other illness
- A guest has been in contact with a confirmed case of COVID-19 within 14 days of their trip
- Cancellation is due to COVID-19 related restrictions not issued by governments, such as a workplace quarantine requirement, etc.

### For all cancellations unrelated to COVID-19, our standard Cancellation Policy applies.

Please review our [Cancellation Policy](#) on our website. We will require written notice for all cancellations.

**We strongly encourage all our guests purchase trip cancellation insurance immediately after your first trip payment has been made, to cover you for any unforeseen changes to your travel plans, including those related to COVID-19.** Please keep in mind, many policies require you purchase insurance within a certain timeframe of making your first deposit payment.

Immediately prior to your trip and for everyone's safety, if you are feeling unwell or experiencing any fever, cold, flu, covid-like or gastrointestinal symptoms (nausea, vomiting, diarrhea), please do not come on your trip.

Please be advised that you will also undergo additional health screening at our staging area.

Please feel free to contact us with any questions or concerns.

1-888-884-4666 or [info@mustangpowder.com](mailto:info@mustangpowder.com)