

## DAILY RENTALS

1. Depending upon availability, within 24 hours after booking, changes or cancellations may be made by emailing the Snowtrax Coordinator ([snowtrax@mohawkmtn.com](mailto:snowtrax@mohawkmtn.com)). A \$25 change fee applies and is due upon change request. The change fee applies when changing a date, time or type of equipment/lesson.
2. If you cancel prior to 4pm the day before your booking you will receive 50% of your booking refunded to you on a Mohawk Money card. Processing may take up to 48 hours. Should you need to cancel, email [Snowtrax@mohawkmtn.com](mailto:Snowtrax@mohawkmtn.com)
3. Any requested changes, cancellations or no show received after 4:00 p.m. on the day prior to use cannot be honored.
4. No shows are not eligible for any refund or credit. No refunds will be given due to weather.

## LESSONS

1. Depending upon availability, within 24 hours after booking, changes or cancellations may be made by emailing the Snowtrax Coordinator ([snowtrax@mohawkmtn.com](mailto:snowtrax@mohawkmtn.com)). A \$25 change fee applies and is due upon change request. The change fee applies when changing a date, time or type of /lesson.
2. If you cancel prior to 4pm the day before your booking you will receive 50% of your booking refunded to you on a Mohawk Money card. Processing may take up to 48 hours. Should you need to cancel, email [Snowtrax@mohawkmtn.com](mailto:Snowtrax@mohawkmtn.com)
3. Any requested changes, cancellations or no show received after 4:00 p.m. on the day prior to use cannot be honored.
4. No shows are not eligible for any refund or credit. No refunds will be given due to weather.

## LIFT TICKETS

1. FINAL SALE. Not eligible for any refund, changes or credit.

## TUBING TICKETS

1. FINAL SALE. Not eligible for any refund, changes or credit.

## PRIVATE LESSONS

1. 100%, non-refundable payment is required at the time of the reservation.
2. A completed waiver must be received the day prior to your lesson. No waiver = no lesson.
3. Changes or cancellations may be made up to 48 hours in advance of your booking by calling the Snowsports Discovery Center 860-672-6100 ext. 136. There is a \$25 change fee due when changing a date or time from your original reservation. This change is based on availability and does not guarantee that the date you are changing to will be available.
4. A no call /no show will result in not being able to book in the future
5. No refunds will be given due to weather.

## GROUPS

1. Confirm your group numbers 72 hours before your visit.
2. Payment is DUE IN FULL when confirming reservation.

3. If you need to reschedule your group, it must be within the current season.
4. Cancellations made within 48 hours of reservation will be refunded 75% in the form of a Mohawk Money gift card.
5. Cancellations made within 24 hours of your scheduled trip will not be eligible for any refund.
6. Cancellations can be made by email at [tmitchell@mohawkmtn.com](mailto:tmitchell@mohawkmtn.com) or by phone at (860) 672-6100 Ext. 128.
7. No shows are not eligible for any refund or credit.
8. No refunds will be given due to weather.

## **PROGRAMS**

All program purchases (Race Team, D-Squad, Interclub, Mountain Division, Hawk Stars, AMPT & Yeti Club) are NON-TRANSFERABLE AND NON-REFUNDABLE. In the case of a medical situation, please contact the Main Office ([office@mohawkmtn.com](mailto:office@mohawkmtn.com)) to arrange for a medical deferment, good for one ski season.

## **SEASON PASSES**

SEASON PASS PURCHASES ARE NON-TRANSFERABLE AND NON-REFUNDABLE. In the case of a medical situation, please contact the Main Office ([office@mohawkmtn.com](mailto:office@mohawkmtn.com)) to arrange for a medical deferment, good for one ski season.