

# PROGRAM GUIDELINES

All participants in the Otis Ridge Ski Area's programs are expected to ski courteously, safely and under control at all times. Failure to comply will result in removal from the program with no refund.

- Pillars of respect will be upheld at Otis Ridge. Failure to comply will result in removal from the program with no refund.
- All programs must be prepaid. No refunds will be issued for any reason.
- All program participants will be issued an ID/pass which is your lift ticket and must be worn each week. Lost ID cards will be replaced for a \$5 fee.
- Parents are responsible for their children outside of lesson time.
- Equipment must be returned to the rental shop **with the boots buckled** .
- Program participants in any program are entitled to the following discounted lift ticket rates on non-program days. You must present your program ID to receive the discount. There is no discount on rental equipment.
  - Midweek/non-holiday periods day or night \$10
  - Weekend/holiday periods \$20

## REFUND POLICY

Program registrations are not transferable (unless the change is approved BEFORE the first day of the program). If for some reason you cancel your registration before the first day of the program, there will be a \$25 administrative cancellation fee per transaction. After the program starts, there will be no refunds made. In the case of an injury or illness that will prevent the registrant from completing the program, a credit (not a refund) will be issued when we receive a doctor's letter stating that the registrant is unable to participate in the program.

## CANCELLATION POLICY

The Ridge does not cancel program nights because of the weather – if it's too hot, too cold, raining, snowing, etc. The program runs as long as we have appropriate terrain open that can be skied safely. If there is no school, the program will still run.