

Cancellation & Refund Policy:

- There will be NO refunds due to weather or snow conditions.
- There will be NO refunds due to road conditions.
- There will be NO refunds for those who are unwilling to participate in the class.
- There will be NO refunds for those who become ill the morning of, or during the lesson.
- For no-shows the full amount of the lesson will be charged, and no refund will be given. Requests to cancel a lesson after the start of that lesson will be considered a no-show.
- Advance reservations may be changed or canceled, without penalty, if changes are made more than 48 hours in advance.
- Advance reservation "no-shows" will be subject to full amount of the lesson.
- Same day cancellations will be considered a No Show and will be charged the full amount of the reservation
- Only in the event of a resort-wide CLOSURE will the above policy terms be subject to review and modification at the sole discretion of Donner Ski Ranch.

Changes and Change Fees:

- All advance reservations may be changed, without penalty, if changes are made more than 48 hours in advance.
- There is NO credits for same day cancellations.
- There is NO rescheduling the day of the lesson for another day.
- Changes to an advance reservation made less than 48 hours in advance will be subject to the full amount of the reservation.
- Same-Day changes will be subject to the full amount of the reservation.

For cancellations and transfers please contact the Ski School Office at (530)426-3635 or dsrinfo@donnerskiranch.com.

Cancellations need to be made before the end of the business day by 4pm.

All cancellation and transfers made after 4pm will not be posted until 8am the following day.

Cancellations are clocked by business day not by the time of the start of the lesson.