

Misery Mountain Refund Policy



Lessons

All refunds are subject to a \$25.00 (plus GST) administration fee.

No refund or credit will be given to participants who elect to miss lessons for any reason. Make Up lessons *may* be available at select times throughout the season. Programs are held in all weather conditions.

Refunds for lessons will only be considered for medical reasons supported by a doctor's certificate (This includes all pre-registered lesson programs) Participants who cannot continue due to illness or injury will be allowed a credit equal to the pro-rated value of the remaining lesson(s) in the form of Misery Mountain Vouchers, lift passes, or rentals.

Telephone conversations with Misery Mountain employees do not constitute an official refund request. All refunds will be considered after written notice and all passes or lesson material is returned to Guest Services. All refunds are pro-rated to the date that material is returned.

Requests may be emailed to skimiserymountain@gmail.com or by bringing in a letter in person to Misery Mountain Ski Area.

No refunds will be considered after February 1st of the current season.

Season Passes

All refunds are subject to a \$25.00 (plus GST) administration fee.

Refunds or a credit may be requested only for serious injury, major medical condition or relocation.

Refunds for medical reasons must be supported by a doctor's certificate.

Refunds for relocation must be supported by a letter from an employer outlining transfer and employment location.

Telephone conversations with Misery Mountain employees do not constitute an official refund request. All refunds will be considered after written notice and all passes are returned to Guest Services. All refunds are pro-rated to the date that material is returned.

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Gift Cards & Punch Passes Gift Cards are non-refundable.