



Cancellation / Refusal / No-Show Policy:

Cancellation Policy: You must cancel by phone or in person by 2:00pm the day prior to your reservation to receive a credit in the form of a money card for a future reservation; there are no refunds. **A cancellation fee of \$30 will be charged to those who have not cancelled in time, there are no exceptions.** Please do not email cancellations.

- No- Shows: Full one-day rate charged; remaining reservations cancelled. All ski and snowboard school and kids' programs that are reserved in advance will be charged the full amount at the time of booking on the credit card provided.
- Refusal Policy: Jiminy Peak reserves the right to refuse a child due to age, communication barriers, tardiness, behavior, availability, or readiness for the program. Children in lessons should be prepared to ride lifts with other members of the public, Jiminy staff or by themselves. Your child must be toilet trained – not in diapers or pull-ups for this on-snow program. Appropriate snow conditions are required to run the outdoor program. Jiminy does not refund money for children who do not want to be on snow and are in our care.

Other Participation Policies:

- If your child is experiencing any flu-like symptoms, please refrain from bringing them into our program. If they should suddenly develop any flu-like symptoms while in our care, our staff will notify you to come pick them up.
- We do not allow peanut butter or peanut products in our facility.
- Children enrolled in any programs must have a parent/guardian on the premises during program time.