

# **REFUND POLICY**

## *Victor Constant Ski Area*

- 1. MWR Recreation Division (RD) cannot guarantee availability of resources to operate the Ski Area throughout the entire ski season. The ski season may be curtailed at any time for various resource shortages. Official ski season is from 15 December to 15 March.**
- 2. Refunds for Season Passes may be requested through and approved by the Chief, RD for PCS, ETS, TDY (un-programmed or extended), Medical and Scheduling conflicts only. Forms are available at the Ski Area Sales and Ticket Office. Refunds are prorated:**
  - a. Prior to opening day: 100%**
  - b. Prior to 15 January: 66%**
  - c. Prior to 15 February: 33%**
  - d. 15 February to Close: No Refunds**
- 3. Refunds are calculated from the date received except for medical reasons which will be determined from a Physicians note. Refund criteria affecting other family members will be considered for a total refund.**
- 4. Refunds for Daily Passes are not approved. Rain checks may be authorized by Ski Area Management for premature closure due to weather or equipment failure only.**
- 5. Refunds for Ski Lessons must be received prior to program commencement. No refunds, prorated or otherwise, will be considered once a session/lesson has begun.**
- 6. Refunds take 2-3 weeks for processing thru NAF Financial Services and are subject to a \$5.00 processing fee.**



# **SNOWBOARD LEASH POLICY**

## *Victor Constant Ski Area*

- 7. It will be required that all snowboard patrons utilizing the Victor Constant Ski Area, attach a leash to their snowboard. A leash needs to be connected to both the snowboard and rider.**
- 8. Failure to provide a leash on your equipment will prohibit use of the Ski Area. Patrons who violate this policy may have their passes revoked for the day by Ski Patrol. A second violation will result in lost slope privileges for one week. A third violation of this policy will result in loss of ALL Ski Area privileges for the season with no refund.**
- 9. All rental snowboards will be issued a snowboard leash. Any rental snowboard returned without a leash will be subject to a \$5.00 replacement fee.**
- 10. Leashes may be purchased at the Ski Area Sales & Ticket Office during operating hours.**



# RENTAL EQUIPMENT POLICY

## *Victor Constant Ski Area*

- 1. Rental equipment: Downhill skis, boots and poles, Snowboards and boots and cross country equipment are available in most common sizes at an established fee. (See Fees and Charges)**
- 2. All equipment is maintained and adjusted upon issue as per manufacturers specifications by trained staff. Certain information is required during rental to personally fit equipment to each skier. A record of each renter will be maintained to include: Name, address, phone number, skier ability, equipment type, size and control number, height, weight and age.**
- 3. Ski equipment is NOT to be utilized by anyone other than the individual it is fitted and intended for!**
- 4. Equipment, once rented, is the responsibility of the renter. Lost, stolen or damaged equipment may be subject to reimbursement to the Ski Area.**
- 5. Equipment rented by the day, if used at West Point, must be returned within 30 minutes after chair lift/rope tow closure. Equipment being rented for use outside of the Ski Area must be coordinated for return policies and avoid additional fees.**
- 6. Students enrolled in ski lessons who require equipment MUST rent for the entire season (if available) or pay the full daily rental rate. Snowboards can be rented for lessons at an additional charge since there is no seasonal snowboard rental policy.**
- 7. Equipment rented for the season may be accomplished at the preseason “Ski Swap” in November or mid-December when the Sales and Ticket office opens for the season. All season rental equipment must be returned to the Ski Rental area by the last Friday in April and will not be accepted at any other location. After April, any equipment not returned must do so at the Round Pond Admin Office off RT 293 where a late fee of \$1.00 per day per set of equipment will be administered.**