

Signed Contracts, Payment schedule and Rooming Lists:

- Minimum group size of 20 paid participants is required to receive group lodging package rates.
- All group reservations and room blocks are confirmed upon receipt of a signed contract and deposit.
- At time of booking a \$500 deposit is due, along with the signed reservation contract, **refundable up to 90 days prior to arrival. Larger deposits required for groups of 100 or more.**
- We are unable to block rooms without this initial deposit. All payments are to be made by the group leader.
- A payment of **25%** of the total agreement is due 60 days prior to arrival.
- The final balance of the total agreement is due 20 days prior to arrival.
- For groups reserving lodging within 30 days, please contact your Sales Representative for payment structure.
- If booking the Pump House Waterpark for a private event, a deposit of **25%** of total cost is due at time of booking refundable up to 90 days prior to arrival.
 - An additional **25%** payment is due 60 days prior to arrival.
 - Final payment due 20 days prior to arrival, to be included with the Final Contract balance payment.
- If booking the Ice Haus Arena for a private event, a **50%** deposit is due at time of booking, refundable up to 90 days prior to arrival.
 - The 50% balance is due 20 days prior to arrival. To be included with the Final Contract balance payment.

Cancellation Policy:

- Any complete trip cancelled 45-60 days prior to arrival date is refundable, less a 10% service fee, based on the total contracted amount.
- Any complete trip cancelled between 14-45 days prior to arrival is **75%** refundable of total contracted amount.
- Any trip cancelled within 14 days of arrival date is NON-REFUNDABLE.
- Any room reservation/block cancelled within 30 days of arrival date is NON-REFUNDABLE.

Contract Modifications:

- We suggest all changes to rooms, meals, ski school, lifts, rentals, water park access etc. be made by date of second deposit. The sales office must be notified as soon as you are aware of any changes.
- We make every effort to accommodate special requests and contract modifications but will not guarantee changes made after second deposit deadline.

Rooming Lists:

- Rooming lists are due 30 days prior to arrival.
- Rooming lists delivered less than 10 days of arrival are neither guaranteed nor secured.
- Rooming Lists can be adjusted once after initial submission.
 - Additional rooming list changes will be charged a \$5.00 fee per guest name shift.

Check-In & Check-out Times:

- Check in time for all condos is 6:00pm. Check in time for Hotel Jay and the Tram Haus Lodge is 5:00pm.

- Check out time for all guests is 11:00 am - key cards will expire at check out

Incidental Authorization Policy:

- Mandatory incidental authorization of \$50 per unit/per day upon check in
- One credit card per unit may be used for the incidental authorization.
- One credit card or check per group may be used for the incidental authorizations for each unit
 - (\$50 per unit/per night rented)
- All incidentals that are not paid upon check out will be applied to the card on file.
- Groups are not permitted to check-in unless we have an authorization for the entire group. No exceptions.
- Any damages incurred will be applied to the card used for the authorization.
- Refunds of credit card incidental authorizations will occur within 14 days of group departure.
- Processing of returns for all Check Incidental Authorizations will occur with 14 days of group departure.

Non-Smoking & Pet Policy:

- Due to health concerns and preferences of our clients, all hotel rooms, condos, and townhouses are non-smoking and have a "no pets" policy. An immediate fine of \$250 will be charged per unit with \$100 per night added if these policies are breached.

Group Leader Initials: _____

I have read and understand the terms of this agreement.

*Items in green are the temporary adjustments for the 2020-21 season as the result of COVID 19.