

# Cooper's Ski School

## Cancellation Policy

### Reservations -

- Advanced Reservations are required for all Ski & Ride School Lessons.
- Phone reservations can be made daily from 8:00 am to 4:00 pm by calling **800-707-6114**.

### Payment -

- Reservations for Lessons are charged in full when booked.

### Cancellations -

- Cancellations and changes made by 4pm two days prior to your reservation will receive a full refund.
- Cancellations **made the day before the lesson or the day of the lesson** are non-refundable.

### No-Shows -

- No-Shows will be charged for the lesson in full. **Cancellations made after the scheduled lesson time are considered a No-Show and will be charged the full amount.**

### Late Arrivals -

- In general, we are not able to accommodate late arrivals.
- In **very rare cases, when staffing permits**:
  - A late arrival might be accommodated with a shortened lesson.
  - If scheduling allows for an extended time or a rescheduled lesson, a \$30 fee will be charged prior to the start of the lesson.

Please call us at 800-707-6114, option #3, if you are going to be late, so that we may explore if options are available.

**Questions: Call 800-707-6114**