



Group Booking Terms and Conditions:

PLEASE READ CAREFULLY

1. The named contact must be authorised to make the booking on behalf of all persons in the group. The named contact is responsible for making all payments due to The Snow Centre. The named contact must be at least 18 years old when the booking is made and will be legally liable for the booking.

2. **As a business, we do not offer refunds.**

3. A provisional is not guaranteed until payment has been received.

4. Invoice payments

Invoices have payment terms of 30 days for both full, deposit and balance invoices.

4a. To secure a booking, a non-refundable 50% deposit payment must be made by the agreed date.

4b. Final numbers must be given at least **30 days** before your visit in order to adhere to the invoice payment terms.

4c. Any amendment to numbers must be made at least 7 days prior to the event date. No reduction in numbers can be made within 7 days of the event date. We will only accept amendments in writing to groups-hml@thesnowcentre.com. We do not offer credit or refunds for a reduction in numbers unless this is due to medical reasons, for which we will need to see medical documentation and then we can review on a case by case basis.

5. Card Payments (no invoice)

5a. To secure a booking, a non-refundable 50% deposit payment must be made by the agreed date. If booking within 30 days of the event, payment must be paid in full by debit or credit card over the phone.

5b. Full payment must be made at least 14 days prior to the event date. If payment is not received prior to the visit, you will be denied entry.

5c. Any amendment to numbers must be made at least 7 days prior to the event date. No reduction in numbers can be made within 7 days of the event date. We will only accept amendments in writing to groups-hml@thesnowcentre.com. We do not offer credit or refunds for a reduction in numbers unless this is due to medical reasons, for which we will need to see medical documentation and then we can review on a case by case basis.

6. Any amendment to the date must be made at least 14 days prior to the event date.

7. **Cancellation Policy** - As a company we do not offer refunds. We require a minimum of 7 days' notice to make changes to numbers and a minimum of 14 days' notice to make changes to the date. We can either rearrange to a different date/time or issue a credit voucher which will remain on the system for 12 months. Any cancellation under 7 days notice will result in a full loss of monies paid unless medical documentation can be provided and then a credit voucher will be issued. We will only accept notification of a cancellation in writing to groups-hml@thesnowcentre.com. If the cancellation is made within 7 days of the event date, the full balance will be due for payment.



8. **No-Show Policy** - Groups that do not show up for the reservation on the day without prior written notice of a cancellation within the 7 day terms, shall be subject to the No-Show Policy and will be expected to pay the full balance of the event. This debt may be collected via a third party debt collection company with additional admin costs.
9. Please arrive at least 30 mins prior to your first activity. We will be unable to extend or offer any credit if any activity time is lost due to arriving late.
10. The Snow Centre Management reserve the right to refuse, cancel or change any booking or event at any time prior to its commencement and to refuse admission to the event or centre if they see fit. You will be contacted prior to the event date and a resolution offered.
11. The Snow Centre will not be liable for any other expenditure incurred or loss sustained by the booker arising from the cancellation.
12. There is no entitlement to a refund where The Snow Centre is forced to cancel part or all of an event due to reasons beyond our reasonable control. However, refunds may be given at The Snow Centre's discretion on a case by case basis.
13. All guests are required to wear suitable winter clothing and to wear gloves to enter the snowbox. If suitable clothing is not worn you may be rejected entry from the snowbox with no refund.
14. The Snow Centre does not advise anyone to use the cold side facility if you are pregnant or medically deemed as high risk.
15. Anyone on a recreational lift pass must meet the minimum recreational standard of being able to confidently use a poma button lift unassisted, performing controlled linked turns, skiing/boarding in control at all times and stopping safely when required. Anyone that does not meet this standard will be removed from the slope and no credit or refunds will be offered.

When booking lessons, please make sure these are the correct levels for your group, no changes to levels can be made on the day of the activity.