



## 2017 / 2018 Winter Policies and Procedures

Please read the following information regarding participant reservations. All lessons take place in a winter-outdoor environment where weather conditions can change rapidly. Therefore, it is the client's or guardian's responsibility to be prepared and dress for all conditions. All clients are required to wear a helmet.

### **Booking Lessons**

- ALL lessons should be booked in advance and are based on staff availability.

### **Walk-in Policy**

- All morning lessons must be booked by 4:00pm the day prior. All afternoon lessons must be booked by 10:00am the current day. ALL walk-ins must be approved by the MOD (Manager On Duty), lessons are based on staff availability.

### **Participant Forms and Lift Tickets**

- Lift Tickets are provided for ALL private lesson and our Buddy program.
- Please note there are no complimentary or discounted lift tickets for family members of participants in STARS lesson programs.

### **Personal Care Attendants**

- STARS Adaptive Recreation program volunteers and staff cannot administer medication or assist with the personal care of participants. Those who require assistance shall provide a personal care attendant during the activity. Personal care attendants are free of charge to participate with the program when assisting a client.

### **STARS Refund Policy**

- Cancellations 30 days or more from the first scheduled lesson will be refunded in full.
- Cancellations within 30 days of the first scheduled lesson will be refunded in full, less a \$100 fee.
- Cancellation within 48 hours of the first scheduled lesson will be refunded at 50% of the full reservation.
- No Shows will not be refunded and all subsequent bookings will be cancelled.
- Once the first day of the reservation has occurred refunds of all subsequent bookings will only be granted based on documented injuries or medical conditions preventing the individual from the scheduled activity.
- Lessons cancelled by STARS will be re-booked or refunded (fully or partially) at the discretion of STARS. Lessons may be cancelled in the event of closure of the Steamboat Ski area or other circumstances beyond client control (e.g. Weather related closures affecting transportation, illness, or injury).

### **Late Arrivals**

- Half-day lessons begin promptly at 9:00am and 1:00pm. Full-day lessons begin promptly at 9:30am. Please allow ample time for travel, parking, equipment rental and lesson preparation. Late arrivals need to call the STARS gondola office at 970-870-1950 as early as possible. Lessons will not be extended due to late arrivals. Lesson reservations will be forfeited if the STARS office has not been notified of a delay 30 minutes after the lesson start time.