

MOUNT HOTHAM FREE SKI

CANCELLATION POLICY OF A MHFS PROGRAM

MHFS does not give refunds for any reason unless in the event of an injury which occurs while participating in the programs.

A medical certificate must be provided if the participant is unable to continue with the program. This excludes general illness eg. common cold, virus, flu, headaches, stomach aches, muscular aches and pains.

All refunds and/or credits are at the discretion of the Director of Programs.

MHFS will cancel a Program within 24 hours due to:

- Lack of member participation
- Extreme weather conditions
- Hotham Alpine Resort 'No Snow Policy'
- When courses and training facilities are not of a MHFS safety standard
- High Risk Fire Danger (Dry Land)

- The club requires all new members to download the free TEAM APP. Search for your team 'MHFS' <http://mhfs.teamapp.com>
This app is used to keep up to date with the latest programs and social events, last minute changes, new development and fundraisers.

- Each participant enrolled in a MHFS program will receive an SMS &/or email notifying of cancellations – via Team App & email.

- Attendance confirmation is required 48hrs prior to all MHFS sessions, as coaches to participant ratios may be compromised.
Please call, email or SMS Martin Rowley, Head Coach 0412 369 694.

- These programs have been created especially for you. If unable to attend, please give 48hrs notice or a 50% cancellation fee will be incurred.

