



MHFS CLUB CANCELLATION AND COVID POLICY

These programs have been created especially for you. If unable to attend a cancellation fee will be incurred.

Please email Program Director at coenmhfs@gmail.com or contact Coen 0458 401 720 ASAP.

Mount Hotham Free Ski does not give a refund unless in the event of an injury which occurs while participating in the programs or due to COVID-19 Virus. Excludes membership fees.

If any program or camp participants are unwell or displays cold & flu-like or COVID-19 symptoms, they will respectfully be asked to leave the group, along with any siblings also in Club programs. The parents will be notified and asked for a current doctor's assessment for all Club family members before returning to resume training.

Members Cancellation Policy:

Our cancellation policy is as follows:

- cancel outside of 1 week prior to a Program – a full refund, minus a 5% admin fee
- cancel within 1 week of a Program and up to 48 hrs before – \$100 per day cancellation fee
- cancel within 48 hours of a Program – NO REFUND
- Covid-19: If we are unable to operate due to Covid Restrictions (i.e. mountain closure, limited coach availability), if you are unwell* or enforced gov. travel restrictions, you will receive a full refund (minus 5% admin fee).

* a medical certificate must be provided if the participant is unable to continue with the program.

Program Cancellation Policy:

Mount Hotham Free Ski will cancel a program within 24 hours due to:

- Lack of member participation
- Extreme weather conditions
- When training facilities are not of a Free Ski safety standard
- Coach/s unable to attend due to illness or display Covid symptoms
- COVID - on advice from MHSC or information provided as Government restrictions change
- No snow policy, refer to MHSC policy
- High Risk Fire Danger (Summer Program)
- Each participant enrolled in a Mount Hotham Free Ski program will receive an SMS &/or email notifying of cancellations.

COVID-19:

If due to Government restrictions the season is shortened or cancelled, you maybe entitled to a full or partial refund, credit note or voucher for a future season, in most circumstances (program fees only excludes membership fee).