



Mt. Rose – Ski Tahoe Field Trips

Cancellation & Rescheduling Policy:

Potential reasons for cancellations:

- Washoe County School District Vehicles:
 - Delayed School Opening
 - School Closure
 - NDOT Chain Requirement on 431 Highway
- Cancellation regardless of transportation method:
 - Mt. Rose Ski Tahoe Closure: The resort may close due to conditions such as extreme wind conditions and large snowfall.
 - Mt. Rose Delayed Opening: morning field trips may be cancelled if the resort opens later than the start time of the scheduled trip.

Reschedule or Refund:

We will work with you to rebook your trip to the next available trip date that works both for your class and our mountain. Please contact us at kcallahan@skirose.com to arrange an alternate date.

We will offer a full refund if a trip was cancelled due to any of the reasons listed in our Cancellation Policy.

Trips will receive a full refund if cancelled at least two weeks before the date of the trip.

No Refund:

No-Shows or Last-Minute Cancellations:

- If a student or group cancels within 48 hours of the trip or does not attend, we are unable to issue a refund. Resources (instructors, rentals, lift access) will have already been allocated.



Inadequate Clothing or Equipment:

- Refunds will not be issued for students who are unable to participate due to being improperly dressed or unequipped (e.g., wearing improper footwear, no gloves, etc.). We strongly encourage schools to review the clothing requirements with families in advance. While we maintain extra clothing supply, we cannot guarantee size or availability.

Student Behavioral Issues:

- If a student is removed from the lesson or hill due to unsafe or inappropriate behavior, a refund will not be given.

Late Arrival:

- Students who arrive late and miss the start of the lesson may be unable to participate and will not be refunded.

Weather Conditions:

- If not listed above, inclement weather is not a valid reason for cancellation or refund. Skiing is a winter sport, and trips are expected to proceed in varying conditions (wind, snow, cold, etc.).

Parent/School Withdrawal for Non-Emergency Reasons:

- If a school or parent withdraws a student from the trip for non-emergency personal reasons (e.g., scheduling conflicts, change of mind), we cannot provide a refund.

Unapproved Independent Transportation Delays:

- If a trip is missed due to issues with independent transportation, and it was not coordinated with us, we cannot offer a refund.

