

Mustang Powder COVID-19 Booking and Cancellation Policy for the 2020/2021 Season

No Questions Asked Cancellations prior to September 1st 2020

Guests currently booked for the 2020/2021 season at Mustang Powder have the option to cancel their reservation by August 31, 2020 and receive a full refund of all deposit funds paid with no questions asked. This offer of a refund is valid for cancellations made in writing or by email from now until the end of the day on August 31, 2020, and does not apply to guests who had their 2019/2020 season trip cancelled due to COVID-19 travel restrictions, or seats not purchased directly from Mustang Powder (such as an auction). **All guests who choose to cancel at this time will lose their rebooking rights for the same trip dates for the 2021/2022 season**

Cancellations for Group Bookings prior to September 1st 2020

For group bookings who receive a discount and have cancellations of individual seats in their cat(s), it remains the group's responsibility to fill those seats in order to maintain the discount. If the seats cannot be filled amongst your group and Mustang Powder is asked to fill the cancelled seats on the group's behalf, the group discount and the group's rebooking rights (as a group) for the 2021/2022 season will be lost.

Final Payments for All 2020/2021 Bookings will now be due by September 30th 2020

In anticipation of a possible increase in cancellations this winter, we have moved our final payment deadline ahead by two weeks to allow for the time required to resell cancelled seats. Guests who choose to keep their 2020/2021 reservations with us after the August 31st cancellation deadline, **will now be required to make final balance payments in full by September 30, 2020**. Reminders and invoices will be sent out in late August. Payments received after September 30th will be subject to a 1% late fee, and Mustang Powder reserves the right to cancel any bookings that have not been paid in full by September 30th.

COVID-Related Cancellations with full Rebooking Rights, from September 1st 2020 up to 8 days prior to arrival date

Cancellations for individuals, group members or entire groups made in writing between September 1st 2020 and up to 8 days prior to the date of your arrival at Mustang Powder will receive an 80% credit of their trip price toward the corresponding dates, or any other available dates, in the 2021/2022 ski season. The above policy only applies to guests affected by the following government-ordered pandemic travel or operation restrictions:

- The BC or Canadian Government orders closure of Mustang lodge
- The Canadian border is closed to non-essential travel
- A Government stay at home order is in place for your registered booking address

Mustang Powder retains the right to resell these seats to guests unaffected by the above conditions without a cash compensation to the cancelling guest. However, the guests unable to attend their trip will still retain their first option on the same dates for the 2021/2022 season.

What's NOT covered by this new COVID Cancellation Policy?

- All reservation cancellations must be made in writing or by email - we will no longer be accepting any telephone cancellations.
- Cancellations made within 8 days of a guest's trip arrival date will be subject to our standard [Cancellation Policy](#).
- Refund requests from guests who had their 2019/2020 season trip cancelled due to COVID-19 travel restrictions, or for reservations not made directly through Mustang Powder (such as trips purchased on auction) are not covered.
- If a guest becomes sick and cannot attend their holiday due to COVID-19 or any other illness, our normal cancellation policy applies.
- If a guest has been in contact with anyone who has been diagnosed with COVID-19, our normal cancellation policy applies.
- COVID-19 related restrictions not issued by governments, such as a workplace quarantine requirements, are not covered by Mustang Powder.

Immediately prior to your trip and for everyone's safety, if you are feeling unwell or experiencing any fever, cold/flu/covid-like or gastrointestinal symptoms (nausea, vomiting, diarrhea) please do not come on your trip.

Please be advised that you will also undergo additional health screening upon arrival at the staging area, prior to entering the lodge.

Immediately prior to your trip

Eight days prior to your arrival at the lodge, if a government enforced travel restriction related to COVID-19 looks as though it may be imminent, Mustang Powder will contact the particular guests who would be affected by this potential travel restriction.

In this situation these guests will be offered two choices:

- Cancel their trip and receive an 80% credit of trip price towards the corresponding dates in 2021/2022 season
- Decline the above cancellation offer. However, if a travel restriction then prevents them from coming, Mustang Powder will not offer any refund or credit

Mustang Powder retains the right to resell these seats to guests unaffected by the above conditions without a cash compensation to the cancelling guest.

This cancellation offer is at the sole discretion of Mustang Powder, as the restrictions listed above will not be in place at the time of the cancellation.

For any and all cancellations unrelated to COVID-19, our existing cancellation policies still apply

Please review our standard [Cancellation Policy](#) . As of this year we will require written notice of all cancellations.

We strongly encourage all of our customers to purchase trip cancellation insurance immediately after your deposit payment has been made, to cover you for any unforeseen changes to your travel plans unrelated to COVID-19. Please keep in mind, many policies require you purchase insurance within a certain timeframe of making your first deposit payment.

Please feel free to contact us with any questions or concerns.

1-888-884-4666 or info@mustangpowder.com