

Kids' Mountain Camp Check In Procedure

Check-In begins at 8:00 am. Please arrive at the Learning Center building no later than one half hour before the start of the lesson. Please allow extra travel time and wait times on weekends and holidays.

Please have your child(ren) dressed in weather appropriate clothing upon arrival. Layers are recommended. Your child(ren) will need snow pants, a jacket, and gloves. You may want to include a neck warmer. Helmets are provided so hats are not necessary.

If your child(ren)'s reservation includes rental equipment, it will be ready when you arrive at the camp. It is important to arrive early. This will allow time before the lesson begins to ensure their equipment fits properly before the lesson begins.

Your child's lift ticket and equipment rental expire at the end of their lesson. You may purchase additional lift/equipment time at check-in. If you purchase additional time, your child will be returned to you WITH their rental equipment. When your child is through for the day, you may return the equipment and pick up his/her belongings in the Private Lesson Desk area in the Learning Center building. **If you do NOT purchase additional time, your child will not have a valid ticket or equipment with them when you pick them up at the end of their lesson.** Please note that you will pick your child(ren) up OUTSIDE at the end of the Learning Center Building towards the Magic Carpet lift.

If your child has special dietary needs, we encourage you to pack their lunch and/or snacks. Keep in mind, due to frequent allergies, nut products of any kind are NOT permitted within the Learning Center.

KMC Reschedule/Change Policy

1. Rescheduling or changing the reservation without fees may occur any time *prior* to the start time of that reservation.
2. If there is no reschedule prior to the start time of that reservation, and the guest does not show, there is no refund or monies applied to an account.

KMC Cancellation Policy

1. Cancellations made **2 days prior** to the reservation date will be charged a \$10 processing fee per child, per reservation date, and the balance refunded. **(See chart below)**
2. If the cancellation occurs any time after the above deadline, but prior to the start time of the reservation, the value of the reservation will be held on an account at the Kids' Mountain Camp for one year from the date of the cancellation. This credit must be used to purchase another camp and is only valid at the Kids' Mountain Camp.
3. If there is no cancellation prior to the start time of that reservation, and the guest does not show, there is no refund or credit applied to an account.

To cancel or reschedule a reservation, please call 717-328-9400 ext.0

Cancellation Deadline

| <u>Reservation Day</u> | <u>Cancel By Close of Business (10:00 PM)</u> |
|------------------------|-----------------------------------------------|
| Monday | Saturday |
| Tuesday | Sunday |
| Wednesday | Monday |
| Thursday | Tuesday |
| Friday | Wednesday |
| Saturday | Thursday |
| Sunday | Friday |

We look forward to seeing you!

Sincerely,

Kids' Mountain Camp Staff

Whitetail Resort, 13805 Blairs Valley Rd, Mercersburg, PA 17236