

## SKI/SNOWBOARD/BIKE PROGRAM CANCELLATION POLICY

Registration may be cancelled by contacting the Competition Center office staff in writing at least 48 hours prior to the first day of the program, after which the injury reimbursement policy goes into effect. Requests or communication to a coach or director is not sufficient to be considered for an injury refund. No refunds or credit for missed or cancelled practices (no make-up days). No program fees will be refunded for suspended members.

## INJURY REFUND POLICY

Refunds will only be made in the case of documented injury that keeps the participant from completing the program. Communications with a coach or program director are not sufficient to initiate an injury refund request. The parent/guardian must contact the Competition Center office staff following the procedures below.

When requesting injury reimbursement, notify the Competition Center office staff in writing via email to both [ccenter@winterparkresort.com](mailto:ccenter@winterparkresort.com) and [lstokes@winterparkresort.com](mailto:lstokes@winterparkresort.com), fax (970.726.1690) or by mail at P.O. Box 36, Winter Park, CO 80482.

Notification to the Competition Center office shall be no later than 15 days after injury. A medical/doctor's statement must be received no later than 30 days after injury. The office will make copies of your medical/doctor's statement for the discipline director to review.

Winter program injury reimbursement rates:

- 50% reimbursement of coaching fees if the injury occurs on or before December 31st.
- 25% reimbursement of coaching fees if the injury occurs in January.
- 10% reimbursement of coaching fees if the injury occurs in February.
- No refunds for injuries occurring on or after March 1st.

Summer program injury reimbursement rates:

- 50% if the injury occurs in the first quarter of the program
- 25% if the injury occurs in the second quarter of the program
- 10% if the injury occurs in the third quarter of the program
- no refunds for injuries occurring in the final quarter of the program

**IMPORTANT:** If you purchased a Competition Center Participant discounted season pass, this pass will be inactivated at the time the refund is made. Parent Volunteer Deposit - No credit/refund will be issued except for hours worked. A family is still eligible to work off its hours over the remainder of the season per the terms in the Parent Volunteer Work Deposit Policy.

## TRAINING/CAMP REFUND POLICY (SKI/SNOWBOARD/BIKE CAMPS)

Day camps may be refunded if the cancellation request is received by the Competition Center office staff via email to [ccenter@winterparkresort.com](mailto:ccenter@winterparkresort.com) at least 48-hours prior to start of the camp, provided that enrollment minimums are still met. For overnight camps, partial or full refunds will only be considered in the case of a documented injury that keeps the participant from attending camp and must be approved by the Competition Center Business Manager, unless the slot can be filled, or camp minimum

enrollment is still met. For overnight camps, a partial or full refund may be approved if the cancellation request is received at least 15 days prior to camp and is dependent on whether the slot can be filled and/or camp minimum enrollment is still met.

## NEW! AFFIRM PAYMENT OPTION (REPLACES THE PAYMENT PLAN OPTION)

Winter Park now offers a convenient new payment option with Affirm, a third-party payment plan option that allows you to buy now and pay over time. Select Affirm at checkout and choose to split the payments over 3, 6, or 12 months.

To purchase with the Affirm payment plan, add items to your cart, proceed to check out, then select Affirm as your payment option. You will be directed to Affirm for the application process, payment plan selection, and final purchase.

Rates are between 10–30% APR. A down payment may be required. Subject to eligibility check and approval. Payment options depend on your purchase amount. Estimated payment amount excludes taxes and shipping fees. Actual terms may vary. Payment options through Affirm are provided by these lending partners: [affirm.com/lenders](https://affirm.com/lenders). Options depend on your purchase amount, and a down payment may be required.

If you have specific questions about Affirm, please contact [affirm.com/help](https://affirm.com/help).

## IMPORTANT! SPECIAL CONSIDERATIONS FOR AFFIRM

### PARENT VOLUNTEER DEPOSIT – REFUND AS RESORT CREDIT

If using the Affirm payment option, you may only be eligible to have your volunteer hours credited to RESORT CREDIT. The partial or full credit amount is based on volunteer hours completed as indicated in the full Parent Volunteer Deposit Policy. All interest is non-refundable. If you do not wish to include the parent volunteer deposit in your Affirm payment, do not include it in your cart when checking out with Affirm. As a separate transaction, [pay the deposit online using your credit card](#) or call 970-726-1590 to pay over the phone.

### SCHOLARSHIP APPLICANTS – DO NOT USE AFFIRM!

Please note that we CANNOT apply scholarship funds to Affirm payments, please do NOT pay using Affirm. After completing program selection in SkiClubPro or using your SkiClubPro email confirmation letter, click the “Scholarship Applicant Payment” link in Step 2: Payment or access the link from your Program Selection confirmation email. At this link, you will be able to pay for the parent volunteer deposit, and if applicable, the Competition Center’s discounted Winter Park Resort season pass (no Ikon Pass upgrades).

## CREDIT CARD ON FILE & LATE PAYMENTS

I understand and agree that I must always keep a valid credit card on file with the Competition Center office. By signing up for any Competition Center program, team travel (lodging, etc.), camp, etc., I authorize the credit card on file to be charged for any upcoming or outstanding balances on program fees, payment plan charges, travel expenses, or other expenses incurred. A late fee of \$50/month will be added to payments made after the payment deadline, including if a card has been compromised and we

are unable to contact you to update your payment information. Program and travel fees must be paid at time of registration. If you have concerns about making payments on any expenses, you must communicate this to the Competition Center in advance to receive approval from the Business Manager for any customized payment schedules. Email [ccenter@winterparkresort.com](mailto:ccenter@winterparkresort.com) or call 970-726-1590.

## COVID-19 CREDIT POLICY

Should Winter Park Resort close due to COVID-19 for at least one quarter of the Winter Park Competition Center season (designated as December 1, 2021 – March 31, 2022), Winter Park Competition Center program participants may receive credit that can be applied toward the 2022-23 winter or 2022 summer season programs. 1st quarter: first day of programs through December 31, 2021. 2nd quarter: January 1-31, 2022. 3rd quarter: February 1-28, 2022. 4th quarter: March 1, 2022 through final day of programs. Please note that the Winter Park Competition Center does not guarantee coaching for a minimum number of days each season, and may schedule alternative training opportunities if Winter Park Resort has a closure due to COVID-19. Any tuition credits will be adjusted pending alternative training programs, and may vary by program. Credit amount will be based off actual tuition amount paid for the 2021-22 season.

If 2021-22 programs are canceled in their entirety prior to the first day of programs, participants may receive up to 75% program tuition credit. 1st Quarter: If a qualifying closure is initiated during the 1st quarter, or 75% or more of the Comp Center season is canceled, participants may receive up to 50% program tuition and/or work deposit credit. 2nd Quarter: If a qualifying closure is initiated during the 2nd quarter of the Competition Center season, or if 50-75% of the Competition Center season is canceled, participants may receive up to 25% program tuition and/or work deposit credit. 3rd Quarter: If a qualifying closure is initiated during the 3rd quarter of the Competition Center season, or if 25-50% of program dates canceled, participants may receive up to up to 10% program tuition and/or work deposit credit. 4th quarter: If a qualifying closure occurs on or after March 1, 2022, or if less than one quarter of the Competition Center season is impacted by a qualifying closure, no program tuition or work deposit credit will be issued. Due to uncertainty about whether a closure may be temporary or season-ending, any credits will be calculated and applied after May 1, 2022.