Bellevue Ski School — Cancellation and Refund Policy

Effective 10/01/2026. This policy applies to all program registrations.

Summary: Registrations may be cancelled for a refund only up to the day before the first scheduled session. Once the program begins, no refunds are issued.

1. Program Schedule and Make-Up Sessions

Bellevue Ski School operates on a strict 8-week schedule consisting of eight consecutive Saturday sessions, plus **one additional Saturday held in reserve** at the end of the program.

Throughout this policy, **"session"** means a single scheduled Saturday lesson, and **"program"** means the full 8-week series of sessions for which the student is registered.

- The reserve Saturday may be used to make up **one** missed session, whatever the cause - including weather, snow or mountain conditions, resort closure or operating decisions by The Summit at Snoqualmie, or changes to the Bellevue School District calendar or schedule.
- If more than one scheduled session is not completed, the additional missed session(s) are **not rescheduled or made up**. See Section 6.
- The reserve Saturday applies only to sessions BSS does not hold. Sessions an individual student misses for personal reasons are governed by Section 5 and are not eligible for a make-up.

2. Administration Fee

A **$120 nonrefundable administration fee** applies to all cancellations, regardless of reason or timing. This fee is deducted from any refund owed before the remaining balance is calculated.

3. Cancellations Before the Program Begins

Cancellation requests must be received by **11:59 p.m. Pacific Time on the day before the first scheduled session**. Requests are effective on the date received by Bellevue Ski School at info@bellevueskischool.com, not the date sent or postmarked.

More than 28 days before the first session:

The registration is refundable in full, minus the $120 administration fee.

28 days or fewer before the first session:

Bellevue Ski School pays for student transportation in advance based on enrollment, and that cost is committed as of 28 days before the first session. Cancellations received during this window are refundable minus **both** the $120 administration fee **and** the full transportation cost for the 8-week program.

- Transportation costs are a flat, committed cost for the program and are not prorated under any circumstances.
- *Example:* A registration cancelled 10 days before the first session is refunded the total program cost, minus the $120 administration fee and the full transportation costs for the program.

4. No Refunds Once the Program Begins

No refunds will be issued on or after the date of the first scheduled session, regardless of how many sessions the student attends or the reason for withdrawal. This includes, without limitation, withdrawal due to illness or injury, medical inability to continue, relocation, conflicting activities, dissatisfaction with the program, and removal from the program for disciplinary reasons.

Bellevue Ski School may, at its **sole and absolute discretion**, consider a partial refund or a season credit in exceptional circumstances, such as:

- **Medical inability to continue,** verified in writing by a physician. Documentation must be submitted to info@bellevueskischool.com within 14 days of the date the student stops attending.
- **Relocation** of the student's primary residence more than 75 miles from the scheduled pick-up location.

Submitting a request or supporting documentation creates **no entitlement to a refund or credit**. Any amount granted is determined by BSS, is prorated at BSS's discretion, remains subject to the $120 administration fee and the nonrefundable transportation cost, and does not establish a precedent for any other request. BSS's decision is final.

5. Missed Individual Lessons

- Students must arrive at the lesson meeting area at least **5 minutes before** the scheduled start time.
- No refund or make-up will be provided if the student arrives after the class has already departed the meeting location.
- No refund or make-up will be provided for lessons missed due to illness, family emergency, conflicting activities, or any other reason the student does not attend.
- Sessions missed by an individual student are not eligible for the reserve make-up Saturday described in Section 1, which is reserved for sessions BSS does not hold.

6. Weather, Conditions, and Program Non-Completion

Bellevue Ski School's program depends on weather, snow and mountain conditions, the Bellevue School District calendar and schedule, and operating decisions made by The Summit at Snoqualmie. Lesson cancellations resulting from any of these factors are outside BSS's control.

- A single session missed for any of these reasons will be made up on the reserve Saturday described in Section 1.
- **No refund is owed** solely because a session is cancelled, shortened, or altered due to weather, conditions, the school district, or resort operations.
- If more than one session is not held and cannot be made up, BSS may, at its **sole and absolute discretion**, either issue a refund or credit for the additional affected session(s) or treat a partially completed session as complete. A partially completed session counts as a completed session.

7. Refund Processing

- **Approved cancellations before the program begins** (per Section 3): Refunds are issued to the original method of payment within **14 days** of approval.
- **Discretionary refunds granted after the program begins** (per Sections 4 and 6): Refunds are issued to the original method of payment within **14 days of the completion of the program**.

If the original payment method is unavailable, a check will be mailed to the address on file.

8. Transfers and Credits (optional - remove if not offered)

In lieu of a cash refund, families may request to:

- Transfer the registration to a sibling or another eligible student, or
- Apply the paid balance as a credit toward a future season.

Requests made **before the program begins** are subject to the same $120 administration fee and, within the 28-day window, the nonrefundable transportation cost. Requests made **on or after the first session** are granted only at BSS's sole discretion. All requests must be emailed to info@bellevueskischool.com.