



CANCELLATION POLICY FOR ALL TRIPS & COURSES

Client Cancellation *and* Client HAS Peek Protect Trip Insurance:

If you need to cancel for any reason anytime leading up to 24hrs before your trip and would like to receive a refund, you must purchase trip insurance during the booking process.

You can now purchase trip insurance called Peek Protect through Spot during the online booking process. If you purchase the trip insurance, you may cancel for any reason up to 24hrs leading up to the date of your trip. The cost of the insurance is 8% of the base price of your bill (which does not include taxes & fees). If you cancel, you will receive a refund in the amount of 80% of the base price of your bill.

All refund requests must be submitted directly to Spot. Valley to Summit does not process refund related to Peek Protect trip insurance.

Below is an *example* of the cost of Peek Protect and the refund amount if you cancel on a purchase of a 1 full day ice hiking ticket, which costs \$94:

Base Price:	\$94
Peek Protect Cost:	\$7.52 (8% of \$94)
Total:	\$101.52 (\$94 + \$7.52) + Taxes & Fees
Refund Amount:	\$75.20 (80% of \$94)

Client Cancellation *and* Client DOES NOT HAVE Peek Protect Trip Insurance:

Refunds are not available. If you need to cancel for any reason anytime leading up to 7 days before your trip and do not purchase trip insurance, you are only eligible for a non-refundable credit equal to the Base Price. The credit may be used once to reschedule or used once for any other trip we offer, such as rock climbing. You will be charged a \$25 rescheduling fee. If you cancel within 7 days leading up to the date of your trip, there are no reschedule or credit options.

Valley to Summit Cancellation *and* Client HAS Peek Protect Trip Insurance:

Refund Option:

If VTS cancels and you purchased Peek Protect, VTS will refund you the full amount of the Base Price of your trip (which does not include the cost of Peek Protect).

Reschedule Option:

If VTS cancels and you purchased Peek Protect, and you would rather reschedule than receive a refund, please note that the insurance through Spot only applies to the original date for which you book and does not apply to any future rescheduled date. If you would like to have insurance for the rescheduled date, please follow these steps:

- 1) Initiate a refund through Spot and you'll receive the Refund Amount through Spot
- 2) Contact Valley to Summit to reschedule
- 3) You will purchase the trip again for the new rescheduled date.
- 4) The Base Price you will pay for the rescheduled trip will be reduced by the cost of Peek Protect associated with the original trip.
- 5) You will also purchase Peek Protect for the rescheduled trip.

Below is an *example* of the costs associated with rescheduling a trip on a purchase of a 1 full day ice hiking ticket, which costs \$94, including the cost of Peek Protect and the refund amount if you cancel the rescheduled trip:

Listed Base Price:	\$94
Adjusted Base Price:	\$86.48 (\$94 - \$7.52) (\$7.52 is the cost of Peek Protect associated with the original booking)
Peek Protect:	\$6.91 (8% of \$86.48)
Total:	\$93.39 (\$86.48 + \$6.91) + Taxes & Fees
Refund Amount:	\$69.18 (80% of \$86.48)

Valley to Summit Cancellation *and* Client DOES NOT HAVE Peek Protect Trip Insurance:

If VTS cancels and you do not have Peek Protect trip insurance, you may 1) reschedule at no additional cost, 2) maintain a general non-refundable credit and apply the credit to any trip category or, 3) request a full refund.