

SILVERSTAR MOUNTAIN RESORT
WINTER BOOKING & CANCELLATION POLICY
FOR ACCOMMODATION



**RESERVATIONS
BOOKED OUTSIDE 31
DAYS OF ARRIVAL**

We are excited to welcome you into our resort this winter. We understand that these are uncertain times and we want to ensure you can still book your winter getaway with confidence...

To confirm your reservation we require payment of the first night of accommodation plus taxes at the time of booking with full payment due 30 days prior to arrival.

Full accommodation refund 31 days prior to arrival.

**RESERVATIONS BOOKED
WITHIN 30 DAY DAYS
OF ARRIVAL**

At the time of booking, SilverStar Mountain Resort requires full payment to confirm the booking. Full payment are non-refundable when cancelled within 30 days of arrival.

Our SilverStar Service promise to you...

Should you need to cancel your holiday due to Government of Canada travel restrictions or your home country government travel restrictions, a full refund will be given back to you on your accommodation package booked with SilverStar Mountain Resort up to 15 days prior to arrival. Cancellation within 14 days of arrival will be evaluated on a case by case basis and administration fees may apply.*

**A full refund will include any accommodation portion and daily lift tickets, booked with SilverStar Mountain Resort. For the Holiday period of December 18, 2020 to January 2, 2021 a 30 day prior to your arrival cancellation policy will apply. Please see other cancellation policies for Season Passes and POW passes.*

This is a dynamic situation and no one can predict what will happen. As such, our policies and services are evolving as the situations around us change. Please see our [website link](#) for more details.

**HOLIDAY
RESERVATIONS**

During the Holiday period of December 26 and January 2 we have a 5 night minimum stay when booking with Silver Star Mountain Resort. Please talk to our Agents for more details.

**TRIP CANCELLATION
INSURANCE**

We encourage all guest to purchase travel insurance that will cover them for any possible cancellations or trip delays.

**RENTAL
GUIDELINES**

All renters must be over the age of 19 to rent a Hotel Room or Suite and must be 25 years and over to rent a Private Home or Condo. Renters under the required age must be accompanied by an adult, guardian or parent, who must occupy the property for the duration of the stay. Photo ID to verify age must be provided at check in.