

The Ski Week Refund Credit Note Guidance

The following rules apply to Refund Credit Notes issued from March 2020 by The Ski Week:

1. Your Refund Credit Note will expire 24 months after the date of issue and can be redeemed for a cash refund after 28th February 2021.
2. Total Refund Credit Note amount may be used across multiple bookings. The Refund Credit Note can also be used against a booking made with another company within Day 8 Experiences Group.
3. If the price of your new booking is less than your Refund Credit Note amount, you can apply the remaining amount to another new booking.
4. If the price of your new booking is more than the Refund Credit Note amount, you can pay the difference by another payment method.
5. We will not include any previous cancellation charges, admin fees or any charges which you may have purchased into the value of the Refund Credit Note.
6. Our normal terms and conditions (aside from the terms outlined in Schedule 1 for bookings made with a Refund Credit Note) apply to all bookings once confirmed.
7. You are permitted to make one change to your booking dates or destination before 31st August 2020. After this date, normal amendment fees will apply for any date or name changes made.
8. Please note, if you receive reimbursement for your trip via other means, this Refund Credit Note (or any booking made using this Refund Credit Note) will be voided without further notice.
9. Refund Credit Notes can not be resold to another person.