

TIPS

- When checking out, your username and password may not be the same as your username and password on the Owner's website. When in doubt, you can check out as a guest.
- **Gold Card discounts** will only be available for advance online purchase by logging in and booking from the [Owner's website](#).
- Please ensure the email you have on file with us is correct and always check your spam/junk folder in case any of our emails get sent there.

INVENTORY IS LIMITED

Please note that there will be days we are sold out - weekends and holidays in particular. If you do not see available inventory online for a day the activity/amenity is scheduled to be open/offered, then tickets are currently sold out. Please continue to check back online as additional sessions and tickets may become available due to cancellation or as conditions allow. For those that have other types of passes, such as Massanutten Rewards or gifted tickets please follow the process below:

GIFT CARDS, REWARDS POINTS, COMPLIMENTARY CARDS & MORE:

Gift Cards - Purchase tickets online using a credit card. At time of redemption, the gift card will be charged and your credit card refunded.

Mad Money Cards - Purchase tickets online using a credit card. At time of redemption, the Mad Money card will be charged and your credit card refunded.

Massanutten Rewards Point Certificates, Complimentary Cards, & All Other Cards - Guests wishing to utilize these certificates or cards can redeem at the point of sale on the date/time of use.

HOW TO
BOOK YOUR
SPRING
ACTIVITIES

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OTHER AMENITIES & ACTIVITIES

BASE CAMP - Dine in and takeout is available!

To order takout, please call 540.437.3354.

SPLASH'S BAR & GRILL - Dine in and takeout is available! To order takout, please call 540.437.3340.

CAMPFIRE GRILL - Reservations are not required but strongly recommended. Guest may call 540.289.5794 for reservations for parties of 6 or more. **Takeout is available!** To order, please call 540.289.5794.

VIRGINIA BBQ & PIZZA CO. - Dine in and takeout is available everyday except Wednesday! Breakfast served daily Friday - Monday from 8 - 11 am. To order takeout, please call 540.289.4958.

WEEKLY DINING EVENTS - Enjoy some of our chef's favorite dishes at our weekly dining events. Events include **Bonfire Club: Immersive Escape Experience**, Cooking Demo, and more! **Advance booking required.** Learn more [here](#).

THE SPA AT MASSANUTTEN - To receive the appointment time most convenient for you, we recommend booking at least 1-2 weeks in advance. To reserve your appointment, please call 540.289.4040.

CANCELLATION POLICY: A 24-hour notice is required to cancel your spa appointment. A fee of 50% of your service will be charged for each cancelled service to cover the time reserved for you without at least 24 hours notice. No show for your appointment will result in 100% of your appointment fee. A 72 hour cancellation notice is required for parties of 4 or more. Please do not email service requests or cancellations. The general mailbox is not monitored consistently. Please call 540.289.4040 to request services or cancellations or you may be charged a cancellation fee.

Intake forms will be sent electronically at booking and must be completed prior to your service time. An automatic gratuity of 20% will be applied to your purchases, excluding retail items at the Spa Boutique. This is subject to change at any time.

HORSEBACK RIDING CANCELLATION POLICY - Cancellation and modifications can be made, as availability allows, as available. Cancellations must be made at least 14 days in advance. To book or modify your reservation, please call 540.289.4040.

Spa services are subject to change without notice. We reserve the right to modify or discontinue services at any time without notice. We are not responsible for cancellations or no-shows. A 24-hour cancellation notice is required for all services. A 72-hour cancellation notice is required for parties of 4 or more. A 100% appointment fee will be charged for no-shows or cancellations without sufficient notice. Please call 540.289.4040 for more information.