

TIPS

- When checking out, your user name and password may not be the same as your user name and password on the Owner's website. When in doubt, you can check out as a guest.
Guest Checkout will only be available for advance online purchase by logging in and booking from the [Online](#).
- 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 Card - Purchase essential. Local. AARedemption, the gift card lead will be charged pro card.

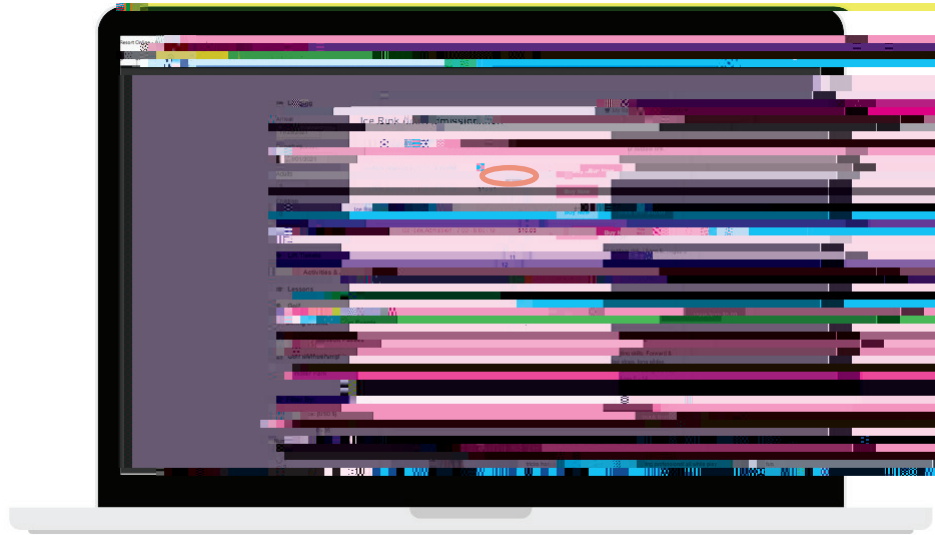
Mad Money Card - Purchase essential. AAR the Mad Money card will be charged and your credit card refunded.

Massanutten Pass, Complimentary Card, AOC - 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
WINTER
ACTIVITIES

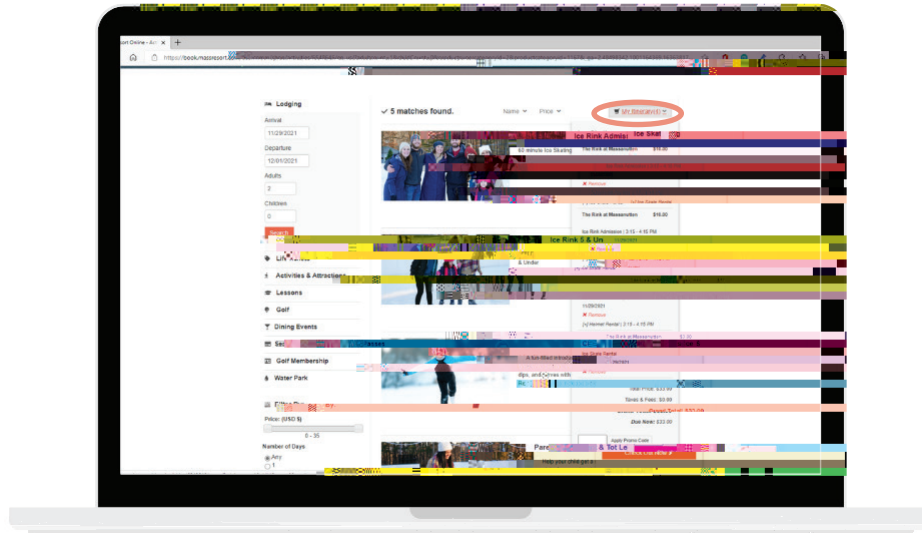


Next, use the drop down quantity selector to change the quantity, then click **BUY** to add to your cart. Want to continue to add tickets to your cart? Simply click the screen anywhere outside the cart popup.



HOW TO BOOK YOUR WINTER ACTIVITIES

You can revisit your cart at anytime by clicking and expanding **My Cart**. This will allow you to check out at any time.



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Click on the **Calendar** name to open up the date selector tool.



BOOKING SLOPE-USE & SNOW TUBING TICKETS

Booking slope-use & snow tubing tickets will look different this year due to a new system we are using. A dateless **B N** widget will be available to start your search. *Please note that*

BOOKING SLOPE-USE & SNOW TUBING TICKETS CONT.

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When you click on the "Add Rental" button, a pop up box will appear asking if you'd like to add rental



HOW TO BOOK YOUR WINTER

NEED TO CANCEL OR CHANGE YOUR ACTIVITY/ AMENITY TICKET PURCHASES?

If you are currently trying to cancel an online ticket reservation, please complete an [Online Cancellation Form](#) using this link and our team will process your request as quickly as possible. Please note that this form should only be used to cancel existing tickets and cannot be used to add tickets or change tickets to a different date or time. To help ensure that you are able to book the tickets that your party needs, please purchase tickets online for an available date and time.

Cancellation and modifications can be made, as availability allows, without penalty up to 72 hours before departure. Cancellations within 24 hours of the activity date and time will incur a cancellation fee of \$25 or 50% of the itinerary total, whichever is lower.

OTHER AMENITIES & ACTIVITIES

BASE CAMP - D.

To order takeout, please call 540.437.3354.

SPLASH'S BAR & GRILL - D.

To order takeout, please call 540.437.3390.

CAMPFIRE GRILL - Reservations are not required but strongly recommended.

Guest may call 540.289.5794 for reservations for parties of 6 or more.

To order, please call 540.289.5794.

VIRGINIA BBQ & PIZZA CO. - D.

B **F** **M** **m** **m**

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 **B** **C** **Imm** **E** **E** **Cooking Demo**, and

more! **A** **Learn more** [_____](#)

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 2 weeks in advance.