



## WINTER SKI TICKET REFUND POLICY & PROCEDURE

### For Tickets Purchased Onsite at CairnGorm Mountain

Compensation will only be provided when CairnGorm Mountain makes the decision to close all lifts and tows and thereby suspend activity. If the ticket purchased has been discounted, the customer will receive compensation in line with terms and conditions of original price paid.

Hours since time on ticket	Compensation amount
Less than 3 hours	50%
3 hours or more	No refund

Please note that if Cairngorm is evacuating the hill, compensation will not be made while the evacuation is in progress. Tickets should be retained and compensation will be made by post. No compensation will be made without Cairngorm receiving the returned tickets.

Multiple day tickets: If the mountain is closed for an entire day and no lifts run, compensation will be due. Tickets should be retained and compensation will be made by post. No compensation will be made without Cairngorm Mountain receiving the returned tickets.

### Purchase offsite at one of our agents

No refunds will be processed at locations offsite. Please see Terms & Conditions at time of purchase.

Please obtain a form to apply for a refund or download a pdf file from our website at [www.cairngormmountain.org](http://www.cairngormmountain.org)

### Purchase online

Download a pdf refund form from our website.

Costs to process refunds on online ticket purchases are:

£2 per ticket, or  
£4 per transaction.

No refunds will be given without a valid ticket.