

TIPS

- When checking out, your user name and password may not be the same as your user name and password on the Owners 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 [Owners 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.

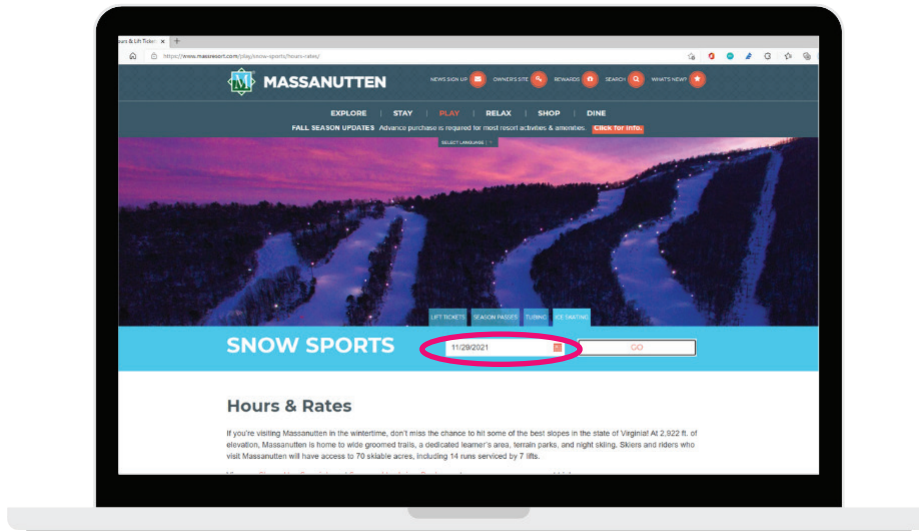
HOW TO BOOK YOUR WINTER ACTIVITIES



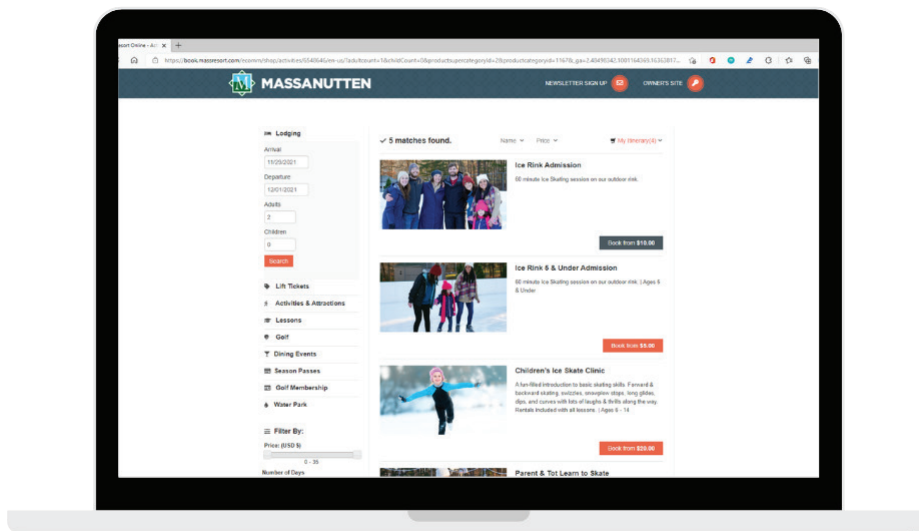
HOW TO BOOK YOUR WINTER ACTIVITIES ONLINE - DESKTOP

Whether you start your purchase journey from the homepage of massresort.com, an activity page, an email link or even the Owners Website, it is important to remember to accurately select the date you plan to have some fun on the mountain using one of the date selector tools.

Once you've started booking, the date selector tool on the tool bar can be used at any time to search for a different date.



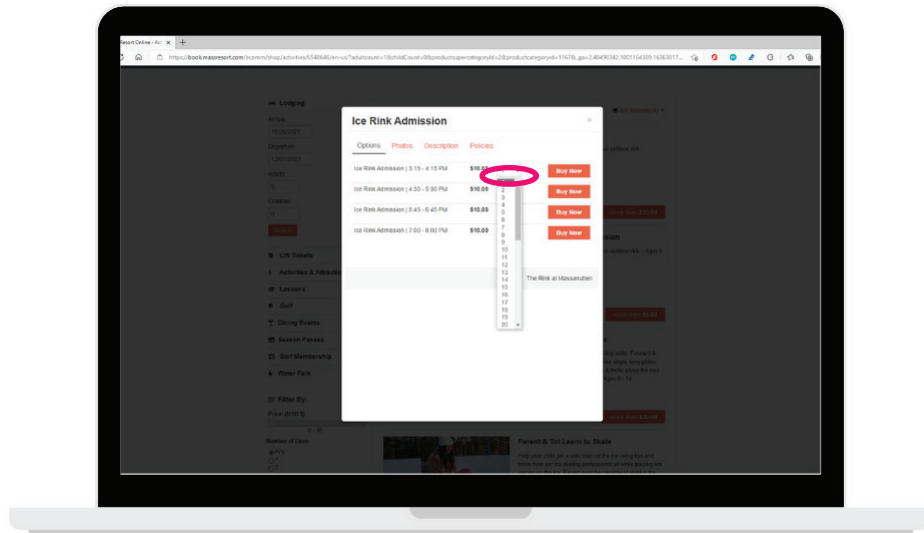
Simply click the orange **“Book From”** button to see your options. Tip: If nothing happens when you click the orange **“Book From”** button, make sure that your computer doesn't have pop-up blocking turned on for this site.



HOW TO BOOK YOUR WINTER ACTIVITIES

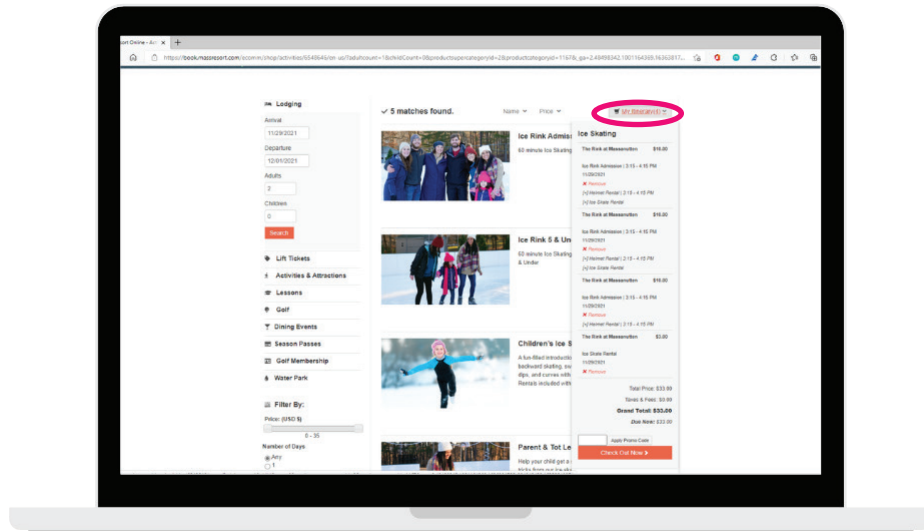


Need more than one ticket? Use the drop down quantity selector to change the quantity, then click **“Buy Now”** to add to your cart. Want to continue to add tickets to your cart? Simply click the screen anywhere outside the cart popup.



HOW TO BOOK YOUR WINTER ACTIVITIES

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



Want to continue to add tickets to your cart? Simply click the screen anywhere outside the cart popup. You can revisit your cart at anytime by clicking and expanding **“My Itinerary”**. This will allow you to check out at any time.

Want to search in a different category? Click on the **“Category”** name to open up the date selector tool.



BOOKING SLOPE-USE, LESSONS & SNOW TUBING TICKETS

A dateless **Buy Now** widget will be available to start your search. *Please note that slope-use military and college special tickets will only be available at the ticket window. As with any online purchases, ensuring that pop-up blockers are turned off is essential.*

Use the **Month** dropdown to select a month. You can toggle between months once the calendar is presented. The default month will be the current date plus one. Only one category may be selected, but multiple age category/pricing points may be selected. The number of days must also be selected. You can toggle between options or add other age categories/price points once in the calendar.

HOW TO BOOK YOUR WINTER ACTIVITIES

Month
December

Category (Select One)

4-Hour Session	8-Hour Session	Night Session
Monday Night Special	Last Chair Special	CARD RELOAD

Ages (Select all that apply)

Junior Gold Card (6-12)	Adult Gold Card (13-61)	Senior Gold Card (62+)
Junior (6-12)	Adult (13-61)	Senior (62+)
All Ages		

Number of Days(Select One)

1 Day

Month
December

Category (Select One)

4-Hour Session	8-Hour Session	Night Session
Monday Night Special	Last Chair Special	Card Reload

Ages (Select all that apply)

All Ages	Junior (6-12)	Adult (13-61)
Senior (62+)		

Number of Days(Select One)

1 Day

Month
December

Category (Select One)

4-Hour Session	8-Hour Session	Night Session
Monday Night Special	Last Chair Special	Card Reload

Ages (Select all that apply)

All Ages	Junior (6-12)	Adult (13-61)	Senior (62+)
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Number of Days(Select One)

1 Day



BOOKING SLOPE-USE, LESSONS & SNOW TUBING TICKETS CONT.

The **Reload Card** button will be used for reloading an RFID card that has already been picked up at one of the ski area pickup boxes. You will be presented with a calendar displaying the lowest price point for each age category/price point in the selected ticket category.

Please select a price button on the date you wish to book.

The screenshots show the Massanutten website's booking interface. The left screenshot displays a calendar for January 2022 with various price points for different age groups and session lengths. The right screenshot shows a similar interface but with a 'CARD RELOAD' button highlighted.

Tip: If an exclamation mark is displayed on a calendar date, that indicates the ticket inventory is low and you should buy now.

You will then be shown a listing of tickets based on your search criteria to add to your itinerary. Using the dropdown selector, the number of desired tickets can be changed. Press **select** to add the desired tickets to your itinerary.

Select an Option

Massanutten Lift Tickets

Ski Slope Use Ticket - 8 Hour - Junior \$76.00
Saturday January 8, 2022
01
Select

Massanutten Lift Tickets

Ski Slope Use Ticket - 8 Hour - Senior \$76.00
Saturday January 8, 2022
01
Select

Massanutten Lift Tickets

Ski Slope Use Ticket - 8 Hour - Adult \$86.00
Saturday January 8, 2022
01
Select

Select an Option

Massanutten Lift Tickets

Ski Slope Use Ticket - 8 Hour - Senior \$76.00
Friday December 31, 2021
01
Select

Massanutten Lift Tickets

Ski Slope Use Ticket - 8 Hour - Adult \$86.00
Friday December 31, 2021
01
Select

HOW TO
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BOOKING SLOPE-USE, LESSONS & SNOW TUBING TICKETS CONT.

For slope-use tickets only: A pop up box will appear asking if you'd like to add rental equipment. Select from the dropdown box to **add** or click **No Thanks**.

8 Hour Jr/Sr Slope Use Ticket & Equipment Rental
OPTIONAL BUNDLE | Please choose below if you like to add a ski or snowboard equipment rental to your Slope Use Ticket. Our rentals include boots, helmet, and either a snowboard OR skis/poles. Equipment rentals add an additional fee beyond Slope Use Ticket and are not included unless you choose to add below.
Included with: **Ski Slope Use Ticket - 8 Hour - Junior**

Please select no more than 1 from below.
If you don't want any, just select "no thanks".

Ski / Snowboard Equipment Rental - 8 Hour - Junior / Senior \$45.00 -- ▾

No Thanks Add

8 Hour Adult Slope Use Ticket & Equipment Rental
OPTIONAL BUNDLE | Please choose below if you like to add a ski or snowboard equipment rental to your

Please select no more than 1 from below.
If you don't want any, just select "no thanks".

Ski / Snowboard Equipment Rental - 8 Hour - Adult \$51.00 -- ▾

No Thanks Add

You can either click to view your itinerary, add additional tickets on the same date, or close out of the box to go back to the calendar to search additional days.

Select an Option

Ski Slope Use Ticket - 8 Hour - Junior added to your itinerary!
View Itinerary

Massanutten Lift Tickets
Ski Slope Use Ticket - 8 Hour - Junior \$76.00
Saturday January 8, 2022 01 ▾
Ski or Snowboard on Massanutten's Slopes. A valid Slope-Use Ticket and metal-edged Ski or Snowboard equipment are required to be on the Slopes. Juniors are ages 6-12. Seniors are ages 62 & above. 8-Hour Slope-Use Tickets are valid for up to 8 consecutive hours from the time of redemption on date reserved, within operational schedule. Please see Snow Conditions page on massresort.com/ski for current info. Select

Massanutten Lift Tickets
Ski Slope Use Ticket - 8 Hour - Senior \$76.00
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Select an Option

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Massanutten Lift Tickets
Ski Slope Use Ticket - 8 Hour - Senior \$76.00
Thursday December 30, 2021 01 ▾
Ski or Snowboard on Massanutten's Slopes. A valid Slope-Use Ticket and metal-edged Ski or Snowboard equipment are required to be on the Slopes. Juniors are ages 6-12. Seniors are ages 62 & above. 8-Hour Slope-Use Tickets are valid for up to 8 consecutive hours from the time of redemption on date reserved, within operational schedule. Please see Snow Conditions page on massresort.com/ski for current info. Select

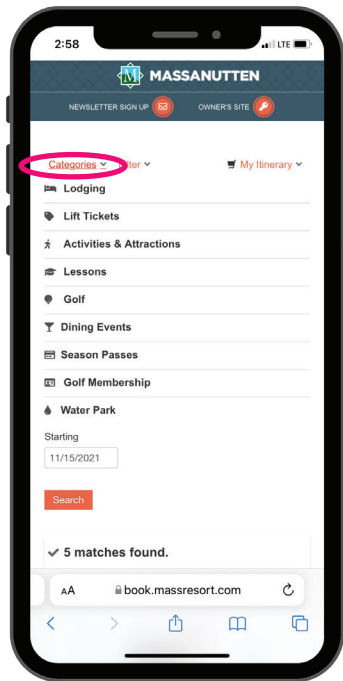
Ski Slope Use Ticket - 8 Hour - Adult added to your itinerary!
View Itinerary

Massanutten Lift Tickets
Ski Slope Use Ticket - 8 Hour - Adult \$86.00
Thursday December 30, 2021 01 ▾
Ski or Snowboard on Massanutten's Slopes. A valid Slope-Use Ticket and metal-edged Ski or Snowboard equipment are required to be on the Slopes. Juniors are ages 6-12. Seniors are ages 62 & above. 8-Hour Slope-Use Tickets are valid for up to 8 consecutive hours from the time of redemption on date reserved, within operational schedule. Please see Snow Conditions page on massresort.com/ski for current info. Select

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HOW TO BOOK YOUR WINTER ACTIVITIES ONLINE - MOBILE



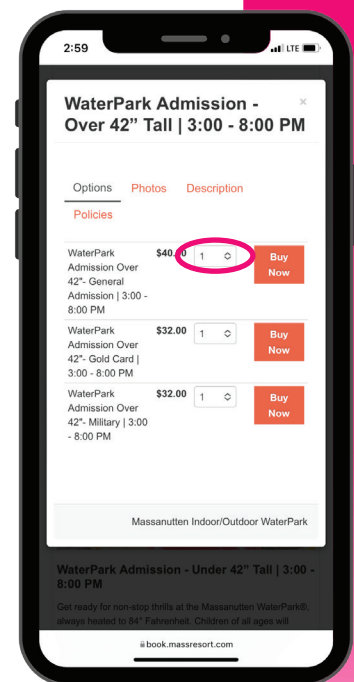
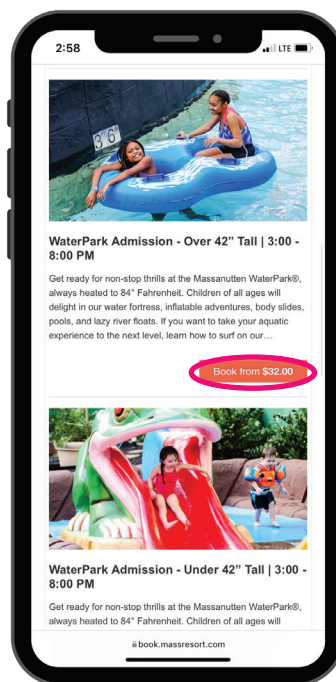
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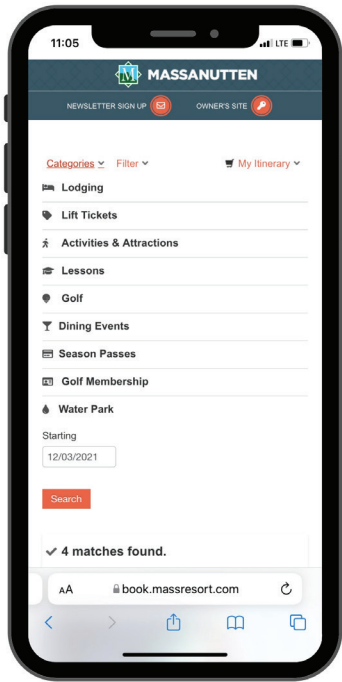
Once you've started booking, tap and expand **"Categories"** at the top of the screen to see the date selector tool as well as other categories to search in.

HOW TO BOOK YOUR WINTER ACTIVITIES

Simply tap the orange **"Book From"** button to see your options. Need more than one ticket? Use the drop down quantity selector to change the quantity, then tap **"Buy Now"** to add to your cart.

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Want to search in a different category? Tap and expand “Categories” and tap on the category name to open up the date selector tool.

HOW TO BOOK YOUR WINTER ACTIVITIES

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 Ticket Cancellation Request 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 **24 hours in advance**. 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. **No refunds will be given for no show tickets or cancellations/modifications after the designated start time.**

LEARNING CENTER CANCELLATION POLICY

Snow sports lessons may be cancelled or modified, as availability allows, up to 24 hours in advance of the lesson. Lessons cancelled within 24 hours of the lesson time will only receive a 50% refund for cancelled lessons. No refunds will be given for requests made after the start of the lesson.



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 - Sunday 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 **Virginia Wine Tasting, 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 or book online [here](#).

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, without penalty up to 24 hours in advance. Cancellations within 24 hours of the activity date and time will incur a cancellation fee of 50% of the itinerary total. No refunds will be given for no show tickets. Maximum weight 220 pounds, all riders will be weighed upon arrival. Those who exceed the weight limit or do not meet the height requirement upon arrival, ONLY that individual can receive a 50% refund; no refunds will be issued for additional group members who choose to stay back with the disqualified guest.

**This booking guide was last updated on October 9, 2024.
Please visit massresort.com/winter for the most up-to-date info.*

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