



Legal Information, School, and Cancellation Policies

Program Booking and Payment

Upon receiving your payment, your booking for the program will be processed. A confirmation email will be sent containing key details, including the amount paid, your scheduled arrival time, recommended accommodations, and any other relevant information.

Punctuality and Participation

All classes begin promptly at the scheduled time. If you fail to arrive on time, you may be considered a "no-show" and forfeit your participation in the program. No refunds will be provided for missed sessions.

Cancellation and Rescheduling

To cancel or reschedule your program, you must submit a written request via email to info@dirfish.com.

Refund and Credit Policy:

- No monetary refunds will be issued. If a cancellation occurs within the allowed timeframe, any credited funds will be applied as account credit for future Ice Driving USA programs.
- **Cancellation fees will be applied as follows:**
 - 60 to 45 days before: 10% of the program retail cost per driver.
 - 45 to 15 days before: 20% of the program retail cost per driver.
 - 15 days to 48 hours before: 30% of the program retail cost per driver.
 - Less than 48 hours: No credit or refund available.
- **Corporate and Group Programs have the following fees:**
 - 60 to 45 days before: 10% of the total program cost.
 - 45 to 15 days before: 30% of the total program cost.
 - 15 days to 48 hours before: 60% of the total program cost.
 - Less than 48 hours: No credit or refund available.
- Driver substitutions are allowed if a replacement is provided before the event begins.

Weather-Related and Low Enrollment Cancellations

- If Ice Driving USA cancels due to extreme weather conditions or low enrollment (less than 100 participants by January 1, 2025), participants will receive a full refund or credit towards a future program.
- If a participant chooses to withdraw due to personal concerns regarding weather conditions, normal cancellation policies apply.

Health and Safety Considerations

- Ice Driving USA follows the latest CDC guidelines for health and safety. If a participant tests positive for COVID-19 or other contagious illnesses, they must notify Ice Driving USA before attending.
- Cancellation due to illness may be eligible for credit on a case-by-case basis, subject to supporting documentation.



Promotions and Discounts

- Discounts and promotional offers are only valid during the promotional period.
- Retroactive discounts will not be honored.
- If a discount was applied to your booking and you choose to reschedule, Ice Driving USA reserves the right to remove the discount for the new date.
- Multiple discounts cannot be combined.

Gift Certificates

- Gift certificates cover the program cost at the time of purchase. If program pricing increases, participants may be required to pay the difference.
- Gift certificates purchased with a promotion expire one year from the date of purchase.
- The cash value of a gift certificate does not expire.

Age and License Requirements

Participants must be at least 18 years old and possess a valid driver's license.

Acknowledgment By purchasing or participating in an Ice Driving USA program, participants acknowledge and accept the terms outlined in this policy.