



ULLR INC. Refunds Policy

(Ullr Inc. doing business as Ullr Snow Sports and CART Youth)

Refund Conditions

- We offer a 100% refund any time up to the first day of scheduled lessons.
- After the first day of the lesson schedule, your refund is prorated by the number of lesson days that have passed for the package you purchased, regardless if you attended those lessons or not.
- The student is responsible for being at the lesson meeting area a minimum of 5 minutes prior to the lesson start time.
- There is no refund for missed lessons if the student arrives at the lesson meeting area after the scheduled lesson start time and the class has already left.
- Lessons may be made up if the ski area is closed or inaccessible. Ullr reserves the right to determine whether to offer make-up lessons or not.

Eligibility for Refunds

- If you paid by check, Ullr will mail you a refund check within 10 business days.
- Your payment was made via Paypal
 - The payment must have cleared processing by Paypal so it shows that the payment is eligible to be refunded.
 - Your refund will be completed based on the Paypal refund policy:
<https://www.paypal.com/us/smarthelp/article/where-is-my-refund-faq1212>
- Ullr reserves the right to cancel your lessons and refund your payment if it is found that you have mis-represented the student.

Examples are:

- The Student is younger than the minimum age requirement (7 years old).
- The Student is expecting a different lesson than the type purchased (typically a snowboarder who purchased a ski lesson or vice versa).
- The Student is not skilled enough for the lesson purchased. While we will do our best to find a class that is more appropriate for the student, if a class is not available we will recommend a different lesson day when a class is available, or offer a refund.

Submitting your Request for a Refund

Please send an email to jquicks@yahoo.com with your Customer ID, student confirmation ID, and student name. This information can be found in your Ullr student account as well as in the lesson purchase confirmation email you received.

Late or missing refunds

If you have not received a refund yet, first log into your Ullr account and check you're your student record is in REFUND status. Then check your Paypal account. Lastly, contact your credit card company, it may take some time before your refund is officially posted.

If you have done all of this and you still have not received your refund yet, please contact us at jquicks@yahoo.com.