



## Snowmobile & Side x Side Rental & Tours Cancellation Policy

2025 - 2026

**1) Deposits:** All deposits collected at the time of booking are non-refundable except in the limited circumstances described below. Deposits will be applied toward any cancellation charges owed.

Add-ons such as helmets, prepaid fuel, and retail items are refundable if canceled prior to the reservation date.

### 2) Snowmobile Rentals – Trail & Snow Conditions

If, in Lossing's sole discretion, snow or trail conditions are unsafe or unsuitable for riding, we will offer:

- A complimentary rebooking to a later available date; or
- A refund of your deposit if your travel plans are not flexible.

Determinations of trail safety and usability are made solely by Lossing's.

### 3) Side x Side Rentals – Weather Conditions

Rain alone does not qualify for free cancellation. Rentals proceed in light or moderate rain conditions. If rain is forecasted, Lossing's may, based on availability, offer a courtesy rebooking to an adjacent date. If severe weather is forecasted (including lightning warnings, severe thunderstorm warnings, flooding, or other unsafe trail conditions as determined by Lossing's), we will refund your deposit.

### 4) Customer-Initiated Cancellations: If you cancel:

- **More than 10 days prior:** You forfeit your deposit only.
- **3–9 days prior:** You are responsible for 50% of the total reservation value.
- **1–2 days prior:** You are responsible for 75% of the total reservation value.
- **No-show or same-day cancellation:** You are responsible for 100% of the total reservation value.

Any deposit already paid will be applied toward these amounts. Lossing's reserves the right to charge the credit card on file for the remaining balance owed.

### 5) Lossing's Right to Cancel: Lossing's reserves the right to cancel or reschedule any rental due to:

- Unsafe trail or weather conditions
- Mechanical issues
- Government or DNR trail closures
- Force majeure events beyond our control

In such cases, customers will receive either rebooking options or a refund of payments made.