

TIPS

- When checking out, your user name and password may not be the same as your user name and password on the Owner's 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 [Owner's 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
SUMMER
ACTIVITIES**

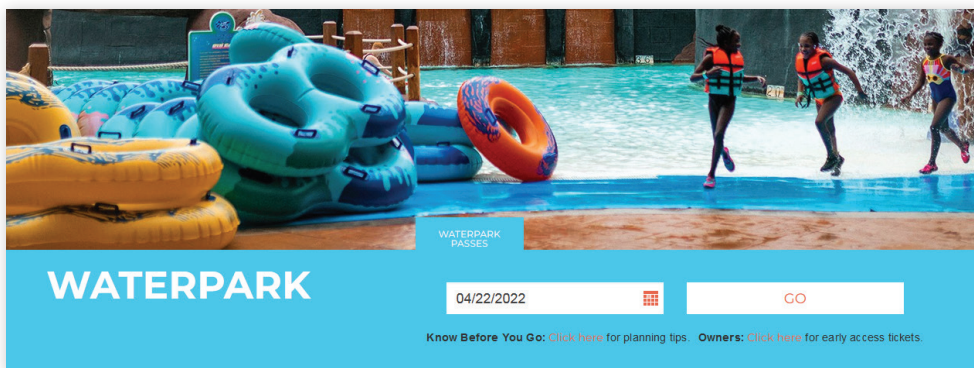


HOW TO BOOK YOUR SUMMER ACTIVITIES ONLINE – DESKTOP

Whether you start your purchase journey from the homepage of massresort.com, an activity page, an email link or even the owner’s 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 left 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.

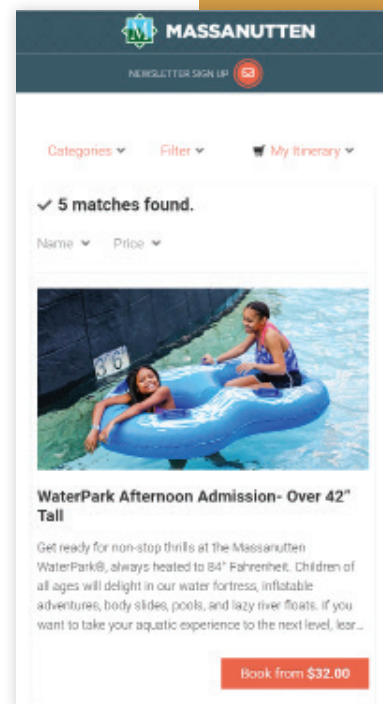
Need more than one ticket? Use the drop down quantity selector to change the quantity, then click “**Buy Now**” to add to your cart.

Want to continue to add tickets to your cart? Simply click the screen anywhere outside the cart popup. 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.

HOW TO BOOK YOUR SUMMER ACTIVITIES



HOW TO BOOK YOUR SUMMER ACTIVITIES ONLINE – MOBILE

Whether you start your purchase journey from the homepage of massresort.com, an activity page, an email link or even the owner’s 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, tap and expand “**Categories**” at the top of the screen to see the date selector tool as well as other categories to search in. 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.

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

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

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.

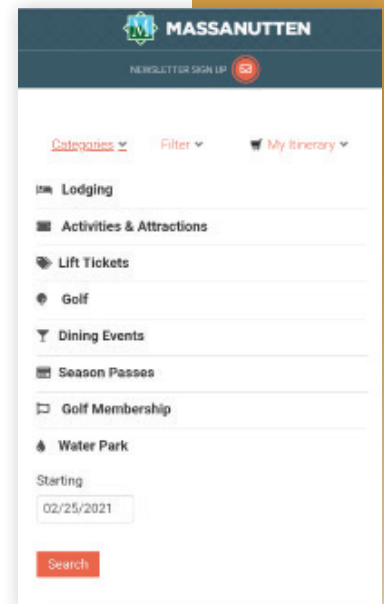
Cancellation and modifications can be made, as availability allows, without penalty up to **24 hours in advance**. Cancellations within 24 hours of the activity date and time will incur a cancellation fee of \$25 or 50% of the itinerary total, whichever is lower. **No refunds will be given for no show tickets or cancellations/modifications after the designated start time.**

HOW TO BOOK YOUR SUMMER ACTIVITIES

12/12/20 

Buy Now

 My Itinerary (1) 



OTHER AMENITIES & ACTIVITIES

BASE CAMP - We recommend guests use Yelp to check seating availability and make reservations before coming to dine at Base Camp. Reservations are not required but strongly recommended. Takeout is also available! Please order online [here](#) or call 540.437.3354.

CAMPFIRE GRILL - For takeout, please order online [here](#) or call 540.289.5794. Reservations are not required but strongly recommended. Guests may call 540.289.5794 for reservations. Any party over six guests must call to make reservations due to table restrictions at this time.

VIRGINIA BBQ & PIZZA CO. - Carry-out and contactless pick up available all day, every day! Delivery available for lunch and dinner daily. Online ordering available for carry-out only.* Please order online [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. A major credit card or cash payment is required to reserve appointments. **Intake forms will be sent electronically at booking and must be completed prior to your service time.**

**This booking guide was last updated on March 20, 2022.
Please visit massresort.com/summer for the most up-to-date info.*

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ACTIVITIES

