

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
FALL
ACTIVITIES**

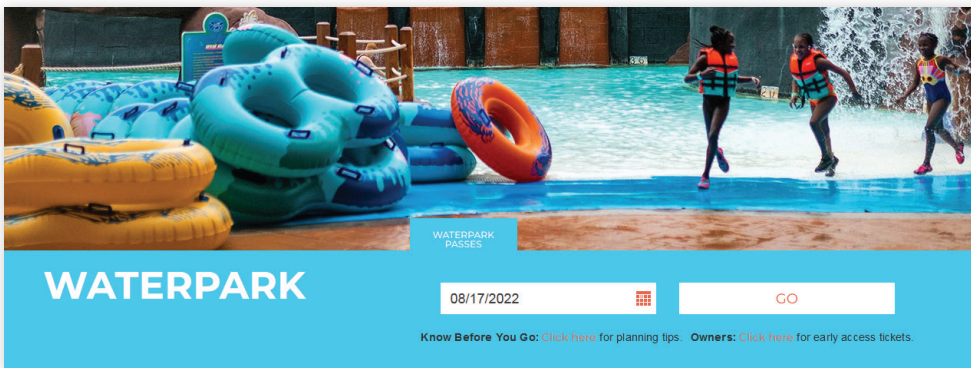


HOW TO BOOK YOUR FALL ACTIVITIES ONLINE – DESKTOP

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.

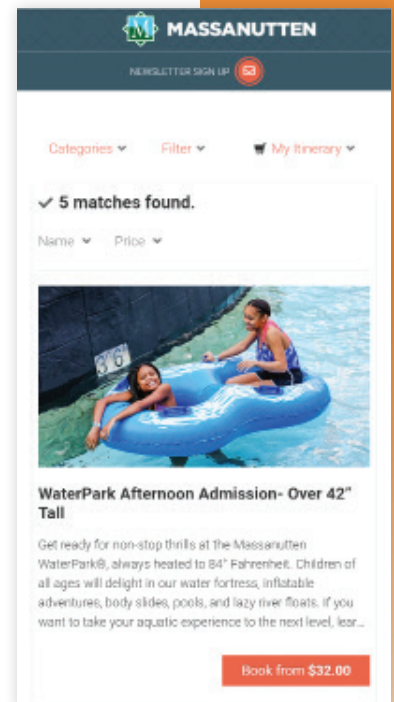
Need more than one ticket? Use the drop down quantity selector to change the quantity, then click “**Buy Now**” to add to your cart.

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 FALL ACTIVITIES



HOW TO BOOK YOUR FALL 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.

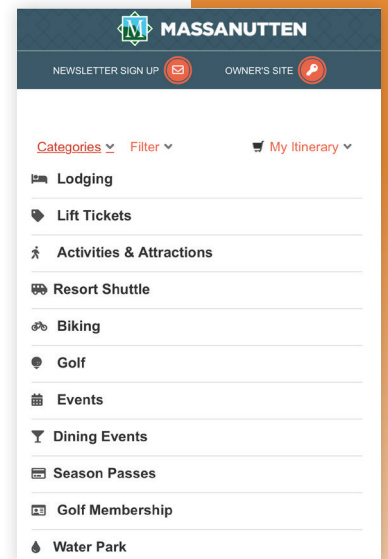
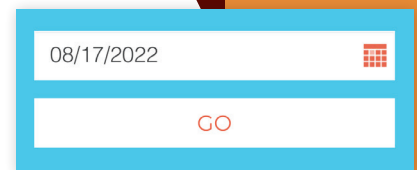
Want to search in a different category? Tap and expand “**Categories**” and tap on the category name to open up the date selector tool.

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 FALL ACTIVITIES



OTHER AMENITIES & ACTIVITIES

BASE CAMP - Dine in and takeout is available!

To order takeout, please call 540.437.3354.

SPLASH'S BAR & GRILL - Dine in and takeout is available!

To order takeout, please call 540.437.3390.

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!

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 **Bonfire Club: Immersive Escape Experience**, Cooking Demo, Wine Lovers Dinner, **Whiskey Social**, 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.

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 18% 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 August 30, 2023.
Please visit massresort.com/summer for the most up-to-date info.*

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