

KNOW YOUR BOOKING WINDOW

- **30 DAYS** - Tickets will be made available on the owner's website for owners to purchase 30 days in advance.
- **21 DAYS** - Available to everyone on a first-come-first-served basis online and on the Resort App.

TIPS

- Resort Amenities & Activities that are included in the booking cycle above are WaterPark, escape rooms & virtual reality, canopy tour, ridge rappelling, fitness classes, and street curling. These are subject to change.
- The Activities & Attractions category on the booking site includes escape rooms & virtual reality, canopy tour, ridge rappelling, fitness classes, street curling, and arts & crafts.
- 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.

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, 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:

GOLF: Redeem at the Woodstone Meadows or Mountain Greens Golf Course.

GIFT CARDS & MASSANUTTEN REWARDS PROGRAM PASSES: To redeem a Gift Card, Massanutten Rewards Program Passes, or Mad Money, simply book your activity online and present it at the ticket counter for redemption. Purchasing a ticket in advance ensures your spot.

WATERPARK: Redeem at the WaterPark.

HOW TO BOOK
YOUR FALL
ACTIVITIES

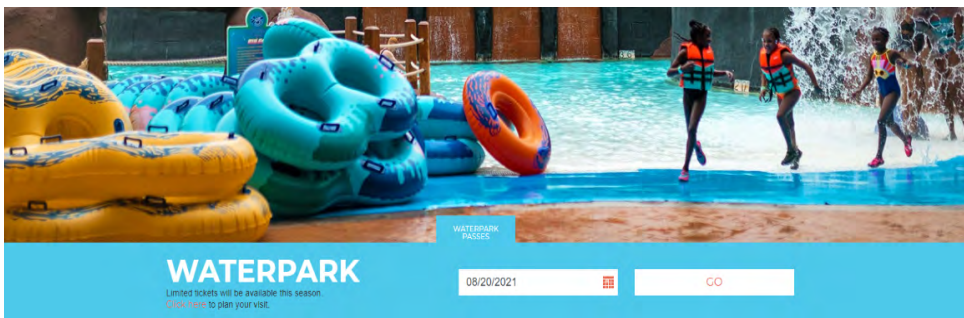


BOOK YOUR FALL ACTIVITIES ONLINE - DESKTOP

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.

After adding to your cart, click the pop up to navigate to other categories, continue shopping for more tickets in the same category, or continue to checkout. 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



WaterPark Admission - Over 42" Tall | 3:00 - 8:00 PM

Get ready for non-stop thrills at the Massanutten WaterPark®, always heated to 84° Fahrenheit. Children of all ages will delight in our water fortress, inflatable adventures, body slides, pools, and lazy river floats. If you want to take your aquatic experience to the next level, learn how to surf on our...

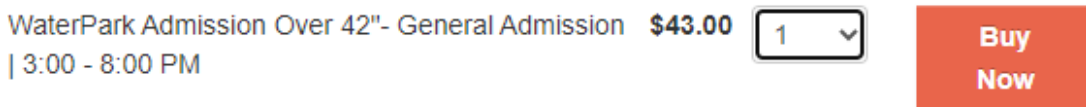
Book from \$34.00



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.

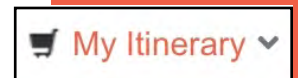
Once you've started booking, tap and expand "Categories" at the top of the screen to see the date selector tool as well as other categories to search in. Simply tap the orange "Book From" button to see your options. Need more than one ticket? Use the drop down quantity selector to change the quantity, then tap "Buy Now" to add to your cart.



After adding to your cart, click the pop up to navigate to other categories, continue shopping for more tickets in the same category, or continue to checkout. 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.

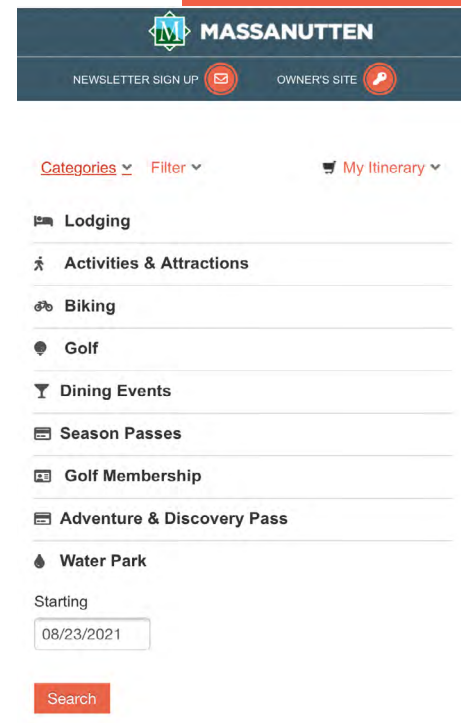
HOW TO BOOK YOUR FALL ACTIVITIES



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.



OTHER AMENITIES & ACTIVITIES

Dining and Spa operate outside of the traditional 30 & 21 day window noted above.

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 take-out, curbside, and delivery, please order online [here](#) or call 540.289.5794. We recommend guests use [Yelp](#) to check seating availability and make reservations before coming to dine at Campfire Grill. Reservations are not required but strongly recommended. Guests may also 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, contactless pick up & curbside services available all day, every day! Delivery available for lunch and dinner daily. Online ordering available for carry-out and curbside 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.**

MASSANUTTEN SELECT CLASSES

We recommend registering for classes at least one day in advance by signing up at The Market at Massanutten Station in person or by phone at 540.289.4098.

**This Booking Guide was created August 2021.*

Please visit massresort.com/recovery for the most up-to-date info.

HOW TO BOOK
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ACTIVITIES

