



Legal Information, School, and Cancellation Policies

Program Booking and Payment

Your booking is processed once payment is received. A confirmation email will include the amount paid, your scheduled arrival time, recommended accommodations, and other key details.

Full payment: 100% is charged when you book. There is no second charge. By placing this order, you authorize Ice Driving USA to charge 100% of the booking now.

Punctuality and Participation

All classes begin promptly at the scheduled time. If you fail to arrive on time, you may be considered a “no-show” and forfeit your participation in the program. No refunds will be provided for missed sessions.

Cancellation and Rescheduling

To cancel or reschedule your program, you must submit a written request via email to relax@icedrivingusa.com.

Refund and Credit Policy

No monetary refunds will be issued. If a cancellation occurs within the allowed timeframe, any credited funds will be applied as account credit for future Ice Driving USA programs.

Cancellation fees will be applied as follows:

60 to 45 days before

10% of the program retail cost per driver.

45 to 15 days before

20% of the program retail cost per driver.

15 days to 48 hours before

30% of the program retail cost per driver.

Less than 48 hours

No credit or refund available.

Corporate and Group Programs have the following fees:

60 to 45 days before

A 10% fee will be applied to the total program cost.

45 to 15 days before

A 30% fee will be applied to the total program cost.

15 days to 48 hours before

A 60% fee will be applied to the total program cost.

Less than 48 hours before

No credit or refund will be available.

- Driver substitutions are allowed if a replacement is provided before the event begins.

Weather-Related and Low Enrollment Cancellations

Ice Driving USA Cancellations

If Ice Driving USA cancels due to extreme weather conditions, participants will receive a full refund or credit towards a future program.

Participant Withdrawals

If a participant chooses to withdraw due to personal concerns regarding weather conditions, normal cancellation policies apply.

Health and Safety Considerations

- Ice Driving USA follows the latest CDC guidelines for health and safety. If a participant tests positive for COVID-19 or other contagious illnesses, they must notify Ice Driving USA before attending.
- Cancellation due to illness may be eligible for credit on a case-by-case basis, subject to supporting documentation.

Promotions and Discounts

Promotional Period

Discounts and promotional offers are only valid during the promotional period.

No Retroactive Discounts

Retroactive discounts will not be honored.

Rescheduling

If a discount was applied to your booking and you choose to reschedule, Ice Driving USA reserves the right to remove the discount for the new date.

Combining Discounts

Multiple discounts cannot be combined.

Gift Certificates and Requirements

Gift Certificates

- Gift certificates cover the program cost at the time of purchase. If program pricing increases, participants may be required to pay the difference.
- Gift certificates purchased with a promotion expire one year from the date of purchase.
- The cash value of a gift certificate does not expire.

Age and License Requirements

Participants must be at least **18 years old** and possess a **valid driver's license**.

Acknowledgment

By purchasing or participating in an Ice Driving USA program, participants acknowledge and accept the terms outlined in this policy.