

Expedition Station Policies

Important Reservation Information

Here is some important information to be aware of when making a lodging reservation at Snowshoe Mountain.

1. A credit card deposit of 50% of the total lodging amount (before tax) is required at the time the initial reservation is made. All major credit cards are accepted. The balance of the reservation amount is due at check-in.
2. Cancellations made outside of 21 days of arrival will forfeit \$100 administrative charge.
3. Cancellations made within 21 days or less of date of arrival will forfeit entire deposit amount.
4. Check in time begins at 5pm. We will do our best to ensure that your unit is ready by that time, but we cannot guarantee occupancy of the unit until it is deemed ready by our Housekeeping Team.
5. Check out time is at 11am. Due to high volumes of check ins / check outs, this policy is strictly enforced.
6. Failure to check in by 11am the day following the scheduled check in date will result in cancellation of reservation and forfeiture of entire deposit.

If you have any questions about our Lodging Policy, please ask a Reservation Specialist at time of booking for more information.

What to Know about Checking In

Your Check In is the start of your winter vacation at Snowshoe Mountain. We look forward to your arrival and would like to answer some common questions and share some valuable information with you to make the Check In experience as easy and hassle free as possible. So, with that in mind, here is a list of our most commonly asked questions as it pertains to Check In at Snowshoe.

1. What time is Check In and when can I get in to my room? Our Check In time begins at [5pm](#). You are always welcome to arrive earlier so that you can spend time on the slopes or explore the many amenities of the resort, but you cannot actually occupy your unit until it is reported clean and ready by our housekeeping services. On extremely busy days some units may not be ready by 5pm. We appreciate your understanding on these rare occasions.
2. What is the earliest time that I can arrive? You may register at one of our front desk locations anytime after 9am on the day of your arrival to pick up your lift tickets and any ski / snowboard equipment rental forms. However, as stated above, our official Check In time begins at 5pm and rooms are not confirmed for occupancy until after that time.

3. Where can I Check In? At Snowshoe, we have five front desk locations across the resort for your check in convenience. Please see specific details below regarding the hours of operation for each Check In location.

Mountaintop Check In Center

Located at the Top of the World Area in the South Mountain neighborhood, the Mountaintop Check In serves the needs of all lodging guests. The Mountaintop Check In Center is open 24 hours a day.

The Welcome Center

Located at the base of the mountain, the Welcome Center serves the needs of all resort lodging guests. The Welcome Center is open Thursday through Sunday 8am-11pm.

4. What is required at time of Check In? To help speed up the Check In process, please have your reservation confirmation available. Payment in full is required at time of Check In in addition to a credit card for incidentals. We strongly recommend that you complete all the details regarding your vacation prior to arrival. Our reservation specialists are available at 877-441-4FUN to assist with detailed planning including Ski and Snowboard School reservations, Equipment Rentals and Adventure activities. Booking these activities in advance really makes your Check In process so much easier.

5. What is the latest time that I can arrive? Should you fail to check in by 11am on the day following your schedule arrival date, your reservation will be cancelled and all deposits will be forfeited.

6. What time is Check Out? Check Out time is prior to **11am**. In order to accommodate arriving guests, we cannot make exceptions to the 11am Check Out time. A fee will be assessed for all late Check Outs.

This is a non-smoking unit

At least one guest must be 21 years of age with a valid credit card

This unit sleeps up to 4 people comfortably

The resorts rules and regulations are to be followed and are available at the time of booking