



## Group Reservation Deposits

*Coming Soon! Make Secure Credit Card Payments - Online –  
(Watch the website for the online feature to go live)*

### Deposit Info

- A 50% deposit is required to lock in all group events. This deposit guarantees your tubes and tubing space will be ready for you at the time of your event. **School groups** may use the **Event Commitment Agreement** in lieu of the 50% deposit if they choose to.
- If you do not reserve your space, tubes will be available on a first-come first-served basis and you or others in your group may need to wait for tubes to become available if the park is busy.
- A group can be "penciled in" but the reservation is not confirmed and guaranteed until the deposit is received.
- Don't wait to send in a deposit -- dates fill up quickly. Groups are scheduled every 30 minutes so there are a limited number of time slots available per weekend, and the snowtubing season is short!
- Reservations are confirmed on a first-come first-served basis of when the deposit is received, even if your group is "penciled in". Without a deposit your group could get "bumped" for another group with a deposit.
- Deposits can be made by MasterCard, Visa, Discover, money order or business /company check only.
- NO personal checks are accepted for deposits, at check-in, or at the ticket window.

### Reserving a Group with Wegmans Discount Tickets

- If your group is under 20 people you can purchase \$1 off discount tickets at Wegmans and still reserve your group! Simply reserve your time slot with a "hold-only" deposit.
- A "hold-only" deposit allows your group to reserve the event by having your credit card info on file with PolarWave, but without having your credit card charged (since you will be purchasing tickets and bringing them with you to the park).
- The amount of the "deposit" will be based on the number of snowtubers in the group just like a regular deposit. However, your credit card will not be charged unless the group does not show up for the scheduled reserved time with no prior notice.

### Making the Deposit:

#### Deposit by credit card:

- Make your deposit online (secure encryption) at your convenience
- Receive a receipt directly from the bank
- Receive a PolarWave Reservation Confirmation via email
- Enjoy the confidence knowing your reservation is confirmed and your credit card information is secure!
- Credit card information can still be emailed to [Polarwave@live.com](mailto:Polarwave@live.com)
- Or phoned in at 585-672-1538

#### Until the online payment feature goes live:

- Email credit card information to [Polarwave@live.com](mailto:Polarwave@live.com) or
- Phone credit card info in at 585-672-1538
- Receive a receipt directly from the bank after the transaction has been made

#### Deposit by business check, PO or voucher:

- Mail deposit payment to: **PolarWave Snowtubing 2 Village View Drive Livonia, NY 14487**
- Receive a PolarWave Reservation Confirmation via email