

2021 TICKET BLITZ TERMS & CONDITIONS

Please read all booking, payment, cancellation, and travel conditions below

By purchasing the Ticket Blitz, you are agreeing to the terms and conditions below:

GENERAL

By purchasing a ticket in the Ticket Blitz, you have purchased our Day Tripper Pass at an amazing rate! There are no refunds or transfer to future seasons on Ticket Blitz purchases.

Each guest will be required to purchase **The Charlotte Pass Card** at \$5.00 per person. The Charlotte Pass is your personalised Pass to Charlotte Pass. Lift passes, lessons, hire and oversnow bookings can be loaded onto the **Charlotte Pass** card

Day Tripper passes are valid from 12th June to 3 October 2021 and cannot be used with any other promotion or product offer.

Day Tripper pass includes return over snow transport from Perisher Valley to Charlotte Pass, 1 day lift pass and hot sit-down lunch. All components of the Day Tripper pass must be used on the same day. Day Tripper tickets are not valid for those guests staying overnight at Charlotte Pass Snow Resort.

You will be required to pre-book your Day Tripper Pass prior to arrival. Details on how to book will be emailed in your

Confirmation. Charlotte Pass Snow Resort does not guarantee Day Tripper availability if not pre-booked. Day Tripper is subject to weather, transport and snow conditions.

OVERSNOW TRANSPORT


As Charlotte Pass Snow Resort is completely snowbound, Charlotte Pass Over Snow Transport is the only way to access the resort. The cost of your transport to and from Charlotte Pass is included in your Day Tripper pass. The time of your departure to and from the resort will be shown on your transport tickets. Please note that you should be ready for your Over Snow Transport to and from the resort at least 15 minutes prior to the scheduled departure times on your tickets.


If you miss your ticketed departure times then you will have to wait for the next available Over Snow Transport, which may result in lengthy delays. The Over Snow Transport will drop you in the resort at the front of the Kosciuszko Chalet Hotel. This is also the same location to board the Charlotte Pass Over Snow Transport to depart the resort.


2021 FLEXI 5 TERMS & CONDITIONS


Please read all booking, payment, cancellation, and travel conditions below


By purchasing the Flexi 5, you are agreeing to the terms and conditions below:


 Charlotte Pass Snow Resort Pty Limited is referred to as "CPSR", "we", "us", "our" within these terms and conditions


 Flexi 5 passes are available to adult local permanent residents of the Snowy Mountains area. A local is defined as any permanent resident of the following towns: Jindabyne, Berridale, Cooma, Dalgety, Nimmitabel, Adaminaby, Bombala, Bredbo, Thredbo or Perisher.


 Proof of residence must be established by showing your current driver's licence when redeeming your Flexi.


 Each guest will be required to purchase The Charlotte Pass Card at \$5.00 per person. The Charlotte Pass is your personalised Pass to Charlotte Pass. Lift passes, lessons, hire and oversnow bookings can be loaded onto the Charlotte Pass card


 The Flexi 5 is 5 x day tripper tickets which are valid at Charlotte Pass Snow Resort, redeemable at any time during the 2021 season (12th June to 3rd October 2021) and cannot be combined with any other offer.


 Flexi 5 is for return Oversnow transport, lift pass and lunch or snow shoe tour valid only on the same day.

 Your Flexi 5 Pass can be shared with friends & family and used on any day/s during the 2021 snow season.


 The Flexi 5 Pass (and any of its tickets) cannot be resold, or used for a commercial purpose.


 There is a limit of one Flexi 5 Pass per person.

 Unused Flexi 5 tickets will not be refunded or transferred to another season.


 When booking your Flexi 5 tickets you may choose from one of the two following Flexi 5 options


- Option A - Return Oversnow Transport, Full Mountain Lift Ticket & hot lunch from day tripper menu
- Option B - Return Oversnow Transport, 2 ½ hr Guided Snowshoe Tour & a picnic lunch overlooking the main range


 Once you have booked your Flexi 5 Day Tripper, it cannot be changed, transferred or cancelled. .

 We recommend you book your Flexi 5 ticket/Oversnow Transport as early as possible to avoid disappointment (we cannot guarantee Oversnow Transport


availability). In some circumstances we may be required to alter your Oversnow Transport time.

 Snowshoe tours (option 2) may only operate on certain days subject to weather & snow conditions.

 We do not offer a refund or replacement for lost or stolen tickets, or if any facilities are not operating for any reason.

 You must be ready for your Charlotte Pass Oversnow Transport to and from the resort at least 15

minutes prior to the scheduled departure times on your tickets. If you miss your ticketed departure times then you will have to wait for the next available Charlotte Pass Oversnow Transport, which could result in lengthy delays.

 Services are subject to change at the absolute discretion of Charlotte Pass Snow Resort.

These conditions, together with the risk warning displayed below, form part of the conditions of entry and use of our facilities, equipment and services.

2021 BOOKING TERMS & CONDITIONS

Please read all booking, payment and cancellation conditions below.

GENERAL

Packages/Products (referred to as packages throughout) are only available to purchase at specified period via our online store. Packages must be booked in advance for special/associated discounts to apply and prior to arrival. Accommodation is not included in package prices.

You must read all signs and follow all directions given by us, our employees or agents. All tickets remain the property of *Charlotte Pass Snow Resort (CPSR)* and must not be resold, transferred, or altered in any way. A breach of this condition will result in the cancellation of your ticket and invoke police action. Ticket fraud is a criminal offence and can result in a fine or imprisonment.

Senior is 65 years and over.
Child is 5-13 years
Adult is 14 years – 64 years

It is your responsibility to read and understand our Terms & Conditions.

The Competition and Consumer Act 2010 implies into contracts for the supply by a corporation of services to a consumer certain non-excludable warranties that, amongst other things, the services will be tended with due care and skill. Except to the extent that the ticket holder has non-excludable rights under the Act, tickets are issued to the holder (or his agent) on the condition that Charlotte Pass Snow Resort Pty Ltd (CPSR) shall not be liable for any loss, damage or injury whatsoever to the person or property of the holder howsoever caused or occurring whether or not within, upon or adjacent to any of the property, facilities or leasehold areas of CPSR and whether or nor caused by or arising from any default, negligence, misconduct or otherwise of CPSR, it's assigns, servants and agents.

You acknowledge the risk warning set out in bold and capitals below and that the warning constitutes a risk warning pursuant to the Civil Liabilities Act

You acknowledge that you will observe the Alpine Responsibility Code (copies are available upon request) and that you will conduct yourself in a safe and controlled manner at all times.

You engage in any Recreational Activity at your own risk.

PAYMENT

When making a booking you agree to the following:

- a. *By phone, or in person* – You must provide credit card details to secure the booking. Only reservations made via credit card or direct deposit will be accepted.
- b. *Internet (online) bookings* – Full payment is due at time of booking.

AMENDMENTS

Once a CPSR product has been purchased, all changes to the original booking will attract a \$55 amendment fee. Amendments include name, date and product changes. There is no charge to upgrade your products. Amendments will not be accepted less than 14 days prior to arrival.

CANCELLATIONS

There are NO refunds on Packages and products. Charlotte Pass Snow Resort Pty Ltd will not be held responsible for costs, loss of deposits and payments made or other fees incurred due to cancellations resulting from unforeseen circumstances, medical conditions or changes to travel plans. No packages will be transferred to the following year.

CPSR will not be held responsible for costs, loss of deposits and payments made or other fees incurred due to cancellations, medical conditions or changes to travel plans. No packages will be transferred to the following year.

REFUNDS

- a. There are no refunds on any product pre-booked.
- b. No refunds are given to customers due to lack of snow or poor weather conditions, Power outages or other such events beyond CPSR's control.
- c. No refunds are given to customers due to injury.
- d. Refunds will not be given on 'no shows' or any components of Packages/Products (lift Passes, Rentals, Lessons or Oversnow) that are not utilised.

All refund requests will be assessed with regard to the fair and reasonable application of these terms and conditions, however all decisions made by CPSR will be final and binding and no correspondence will be entered into.

LOST TICKETS/THE CHARLOTTE PASS CARD

Any Lift Ticket or Pass Card lost or misplaced will not be automatically replaced. Your Pass Card will be cancelled, and a replacement card purchased for a fee.

TRAVEL INSURANCE

CPSR strongly recommends Travel Insurance to protect you against loss of personal belongings, public liability, adverse weather conditions and cancellation fees.

SNOW CONDITIONS

Under no circumstances can CPSR be held responsible for snow or weather conditions. No package/product will be recompensed due to snow conditions. CPSR recommends you check your travel insurance details.

PRIVACY

CPSR is committed to respecting your privacy and recognises the need for appropriate protection and management of information you share with us. Sensitive personal information will not be shared with any third parties except where sharing of the information is essential in delivering to you a product or service. Information collected will be used for the purpose of accurately fulfilling your booking including any required contact where there is an issue with the booking requested/ placed.

EQUIPMENT/FACILITIES

If equipment and or facilities fail, CPSR will endeavour to get it back in working order as soon as possible/practical; no refunds or compensation will be paid for any such breakdowns.

CPSR reserves the right to charge for any damage, breakages or theft that occurs by you or your guests.

CPSR will not be accountable for road closures, acts of nature or any reason as to why you are not able to use packages/products purchased.

TRANSPORT

One return transport from Perisher Valley to Charlotte Pass is included in your package and is for the specified arrival and departure dates indicated on package.

Transport MUST be pre-booked.

Transport times can be changed, subject to availability and payment of a \$5 per person per sector fee.

Guests who do not pre-book run the risk of lengthy delays waiting for transport.

BAGGAGE ALLOWANCE

Each Over Snow Transport ticket entitles the passenger to the following baggage allowance:

1 kit bag consisting of:

- One piece of baggage and one small piece of hand luggage
- One pair of skis and stocks
- One pair of ski boots

OR

- One piece of baggage and one small piece of hand luggage
- One snowboard
- One pair of snowboard boots

Bags weighing more than 20kg will be charged a \$5 per kilo excess weight fee. Additional bags will be charged at \$20 per piece of baggage.

No single piece can exceed 30kg. Any piece weighing over 30kg will NOT be accepted.

If you have any queries regarding our Terms & Conditions, please contact Charlotte Pass Snow Resort Administration on 02 6457 1555.

YOUR ALPINE RESPONSIBILITY CODE

There are inherent risks in all snow recreational activities. Common sense, staying in control and personal awareness can reduce these risks. Risks include rapid changes in weather, visibility and surface conditions, as well as natural and artificial hazards such as rocks, trees, stumps, vehicles, lift towers, snow fences and snowmaking equipment. Observe the code and ski and ride with courtesy to others.

1. Stay in control and avoid other people and hazards.
2. Use appropriate protective equipment, especially helmets, to minimise the risk of injury.
3. You must have the ability to use each lift safely. If in doubt ask the lift attendant.
4. Obey all signs and warnings, and keep off closed trails and areas.
5. It is your responsibility to avoid and give way to people below and beside you.
6. Do not stop where you are not visible from above or where you obstruct a trail.
7. Before starting downhill, or merging into a trail, look uphill and give way to others.
8. Use care to prevent runaway snowboards.
9. If you are involved in or see an accident, alert and identify yourself to Resort Staff.
10. Be aware that it is dangerous to ski, board or ride lifts if your ability is impaired by drugs or alcohol.

KNOW THE CODE. IT'S YOUR RESPONSIBILITY.

**Failure to observe the Code may result in cancellation
of your ticket or pass by Resort Staff.**

