

# TERMS & CONDITIONS

## BOOKING TERMS & CONDITIONS

Please read all booking, payment and cancellation conditions below.

### CHANGES & CANCELLATIONS TO RESERVATIONS

No changes will be made to bookings less than 14 days prior to arrival. This includes name changes to lift tickets.

Guests whose Kosciuszko Chalet Hotel experience is not possible due to COVID-19 restrictions will receive complimentary transfer of their holiday or full refund. Transfer of dates must be made within 12 months of original travel date.

The Kosciuszko Chalet Hotel will provide cancellation, change of dates, credit forward or full refund on all prepaid accommodation if;

- You, a family member or travelling companion contract COVID-19 and are unable to travel on your intended dates; OR
- Government policies due to COVID 19 prevent you from travelling on your intended dates.
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If your circumstance meets any of the criteria listed above, please e-mail [resort@charlottepass.com.au](mailto:resort@charlottepass.com.au).

You will be required to provide supporting documentation when applying for a COVID 19 reservation change or cancellation to evidence the COVID 19 reservation change or cancellation has been met. All claims, with supporting documentation, are to be submitted no later than 24 hours prior to arrival. This policy is in addition to the standard booking terms and conditions provided by The Kosciuszko Chalet Hotel. In the event of any inconsistencies between these, this policy shall take precedence.

### GENERAL

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

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 warranty 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.**

### BOOKING CATEGORIES

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

### PAYMENT

When making a booking you agree to the following:

- 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.
- 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 \$50 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.

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

## 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.

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

**info@charlottepass.com.au**

**02 6457 1555**

**charlottepass.com.au**

# 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.**

