

# TERMS & CONDITIONS

## DISPUTE RESOLUTION PROCEDURES

If you are dissatisfied with a product or service provided by Charlotte Pass Snow Resort, you should inform Charlotte Pass Guest Services promptly.

You can inform Guest Services by:

- by calling 02 6457 1555 between 9am to 5pm daily during the ski season or between 9am and 4.00pm on work days outside of the ski season;
- Sending a letter to Charlotte Pass' postal address at PO Box 79, Perisher Valley, NSW, 2624;
- emailing Charlotte Pass Guest Services email address at [info@charlottepass.com.au](mailto:info@charlottepass.com.au)

Each complaint is registered in the Guest Service's system and is dealt with according to documented internal dispute resolution processes at no charge to the Guest.

If Charlotte Pass is unable to resolve your complaint immediately, Charlotte Pass will write to you within 10 business days either:

- addressing the issue(s) raised; or
- advising if more time is needed to address the issue(s) or to complete the investigation.

In all but exceptional cases Charlotte Pass will take less than 45 days from receiving a complaint to address the issue(s) raised or to complete the investigation. If Charlotte Pass is unable to do so within the 45 days, it will:

- inform the Guest of the reasons for the delay;
- provide the Guest with monthly updates on progress with the investigation;
- specify a date when a decision can reasonably be expected.

Where you are not satisfied with Charlotte Pass' response or handling of the complaint, you can contact the Guest Services Manager ([info@charlottepass.com.au](mailto:info@charlottepass.com.au)) who will attempt to resolve the complaint within five business days.