

TERMS & CONDITIONS

2022 OVERSNOW TRANSPORT TERMS & CONDITIONS

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

By purchasing Over Snow Transport, you are agreeing to the terms and conditions below:

GENERAL

As Charlotte Pass Snow Resort is completely snowbound, Charlotte Pass Over Snow Transport is the only way to access the resort. 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.

CARRIAGE

The Passenger agrees to travel with *Charlotte Pass Snow Resort Pty Ltd* (the Company) subject to the following Terms and Conditions.

LIMITATION OF LIABILITY

a) Payments accepted by the Company in respect of a Ticket are subject to the Fare Rules applicable to the category of ticket purchased;

b) The Company will not be liable to the Purchaser, the Passenger, or to any other person for costs or losses resulting from diversion, substitution, alteration, cancellation or delay, whether caused by but not limited to weather conditions, road traffic delays or airline delays.

c) The Company will be not liable for consequential or other loss of any kind, arising directly or indirectly from negligence or any act or omission or any other cause in connection with provision or non-provision of Carriage or any transport or service.

d) The Company will not be liable for inaccuracy in any information concerning transport, services or their pricing whether referred to in the e-ticket or any other document.

e) The company will not be liable for the loss, damage or delay of baggage.

f) The reservation is non-refundable.

g) The Passenger acknowledges and agrees that, despite measures and actions taken by the Company to reduce the risk of Coronavirus (COVID-19), the Company is unable to prevent or avoid all risks relating to COVID-19 and the Passenger accepts personal responsibility and liability for

any and all risks relating to COVID-19 while travelling on *Charlotte Pass Oversnow Transport*.

BAGGAGE ALLOWANCE

Each Oversnow Transport ticket entitles the passenger to the carriage of one kit consisting of:

- One piece of baggage, one pair of skis and stocks & one pair of ski boots OR
- One piece of baggage, one snowboard & one pair of snowboard boots.

Bags weighing more than 20kg will be charged \$5 per kilo excess weight fee. Additional bags will be charged at \$20 per piece of baggage. No single piece can exceed 30kg. If an item exceeds 30kgs they will not be accepted onto the oversnow and will need to be freighted in at additional costs.

For safety reasons, the items listed below must **NOT** be included in checked and carry-on luggage:

- Compressed gases – flammable, non-flammable and poisonous.
- Corrosives – acids, alkalis, mercury and wet cell batteries.
- Explosives – munitions, fireworks and flares.
- Flammable liquids and solids – lighter fuel, matches, paints, thinners and fire-lighters.
- Oxidising materials - bleaching powder and peroxides.
- Poisons and infectious substances – insecticides, weed killers and live virus materials.
- Firearms, spear guns, crossbows and knives.
- Radioactive materials.

BOARDING REQUIREMENTS

In the interest of on-time departures the Passenger must be ready for boarding by the time fixed by the Company, and in any case not less than 15 minutes prior to the scheduled departure time from relevant pickup location.

At the time of boarding, the Passenger must present their ticket and comply with all lawful instructions given by our staff or agent.

A passenger who fails to board or present themselves at the pickup location within the stipulated time may not be permitted to travel and may be deemed a "no show".

This may result in the Passenger's booking under the Ticket being cancelled. Any of the following events constitutes a cancellation:

- a) Failure to board or present themselves at pickup location within the stipulated time;
- b) Request to cancel part or the entire ticketed journey; and
- c) Breaking any of these agreed Ticket Terms & Conditions.

In these circumstances, the ticket will be deemed cancelled by the company, and is non-refundable. Any changes to transport bookings attract a \$5 per person per sector service fee.

COVID-19 MEASURES AT PERISHER VALLEY GUEST SERVICES

The Passenger will be required to sign a Health Declaration Form confirming:

- They are not experiencing flu like symptoms.
- They are not waiting for a COVID-19 Test Result.
- They have not visited a declared COVID-19 Hotspot (by a relevant Government Agency) in the last 14 days.
- They have not been in close contact to anyone who has tested positive for COVID-19.
- Other statements as required from time to time

If the Passenger does not complete the Health Declaration Form, they will not be permitted to board. If the Passenger does not meet the above Health Criteria, they will not be permitted to board. If the Passenger is unwell or displaying flu like symptoms, they will not be permitted to board.

The Passenger will be required to undergo a temperature check prior to boarding the Oversnow Transport. If the Passenger has a temperature of more than 37.5C, or refuses to undergo a temperature check, they will not be permitted to board.

COVID-19 MEASURES ON-BOARD

The Passenger will be required to wear a face mask at all times while travelling on Oversnow Transport. If the Passenger does not have a face mask, the Company will provide one. The face mask must be worn at all times whilst

the Passenger is inside the vehicle. If the Passenger refuses to wear a face mask, they will not be permitted to board.

VEHICLES

The company reserves the right to change the type of vehicle at any time without notice. The company also reserves the right to alter mode of transport at any time without notice.

GOVERNMENT AND OTHER TAXES AND CHARGES

The price of the Ticket includes any taxes and fees which are imposed by the relevant government authorities.

INSURANCE

Personal and baggage insurance is highly recommended and should be obtained separately. The Company does not offer travel insurance.

SMOKING

In accordance with Company policy, smoking is not permitted at any time during travel with the Company.

DRUGS & ALCOHOL

The company reserves the right to refuse travel if the passenger is under the influence of drugs and/or alcohol.

The company also reserves the right to remove passengers that are considered to endanger the safety of themselves and other passengers.

FOOD AND DRINK

Passengers are not permitted to consume any food or drink whilst on board.

CHANGE OF TERMS AND CONDITIONS

The Company reserves the right to change the Terms & Conditions of Travel at any time. The latest version of the Terms & Conditions are available at charlottepass.com.au

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charlottepass.com.au