

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 emailing Charlotte Pass Guest Services email address at 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.