

# TERMS & CONDITIONS

## CHARLOTTE PASS RESORT CHARGE

### Please read all Resort Charge Conditions below

By purchasing or using Resort Charge, you are agreeing to the terms and conditions below:

#### ACCEPTANCE OF TERMS AND CONDITIONS

By loading credit/money to your Resort Charge account you acknowledge and accept the terms and conditions for the use of Resort Charge. To add funds to a Resort Charge account, you must be aged 18 years and over. Parents/guardians are required to accept these terms and conditions for Resort Charge loaded on behalf of minors.

If credit has been loaded on to your resort charge account you acknowledge and accept the terms and conditions for the use of Resort Charge.

All Resort Charge monies have an expiry date. If the Resort Charge is not used by the expiry date, all monies will be forfeited.

#### INTRODUCTION TO RESORT CHARGE

Resort Charge allows you to make payments for mountain products and services sold at points of sale operated by Charlotte Pass Snow Resort. You can load up to \$1000 to your Resort Charge account which is stored on your unique customer account retained in Charlotte Pass' point of sale system (Axess). You can then access the funds in your Resort Charge via your online account or at Guest Services Offices by showing your Charlotte Pass Card at points of sale that display the Resort Charge logo.

You will be provided with only one Charlotte Pass Card that will double as your lift ticket or season pass, as well as your access card for Resort Charge. You will not be provided with a separate card for your Resort Charge account. Your Resort Charge is not stored on your Charlotte Pass Card but on your customer account which provides you with added security should your Charlotte Pass Card be misplaced, lost or stolen.

Resort Charge is not a credit facility and the customer account is not permitted to have a negative balance.

Resort Charge cannot be used to make cash advances or cash withdrawals or as security deposit for Snowsports equipment hire.

#### HOW TO LOAD ONTO YOUR RESORT CHARGE ACCOUNT

If you already have a Charlotte Pass Card you can either;

- Visit the Charlotte Pass Online Store at <https://charlotte.axess.shop/en> or,
- Visit any Charlotte Pass Snow Resort ticket outlet.

If you don't have a Charlotte Pass Card then you will need to visit a Charlotte Pass ticket outlet to purchase a Charlotte Pass Card or request to open a Resort Charge account without ski lift access.

Once you have a Resort Charge account set up, you can load money into your account at any of Charlotte Pass ticket outlets.

Accepted methods of payment for loading money into your Resort Charge account at Charlotte Pass ticket outlets include EFTPOS and Credit Card. The accepted method of payment on the Charlotte Pass Online Store is limited to Credit Card.

#### WHERE YOU CAN USE MOUNTAIN MONEY

All resort charges can be redeemed via our online store.

#### HOW CAN RESORT CHARGE BE USED TO PURCHASE PRODUCTS

To use Resort Charge to purchase products:

- Select goods or services in the Charlotte Pass Web Store
- When checking out it will provide the option to pay using Resort Charge.

#### PURCHASES EXCEEDING THE REMAINING BALANCE ON RESORT CHARGE

Your Resort Charge may only be used to make purchases up to the balance remaining on your customer account. If you wish to make a purchase for an amount that exceeds the remaining balance of your Resort Charge account, you must pay the excess using another payment method.

#### NO CASH ADVANCES

You cannot obtain any cash advances or cash withdrawals or use Resort Charge as a security deposit for Snowsports equipment hire.

### **REFUNDS ON RESORT CHARGE**

There are no refunds on products purchased solely, or in part with though resort charge.

### **UNCLAIMED BALANCES**

Any unclaimed balance on an expired Resort Charge account will be retained by Charlotte Pass for a period of not more than six years plus 12 months (expired period). It will then be dealt with in accordance with the requirements of the Unclaimed Monies Act 1995 (NSW) (to the extent that it is applicable)

### **LIMITS AND CHECKING YOUR BALANCE**

The maximum amount that can be stored on a Resort Charge Account is \$10,000.

There are two ways to check the balance of your Resort Charge account;

1. At all point of sale terminals or,
2. Logging onto your Charlotte Pass account on the <https://charlotte.axess.shop/en>

### **LOST, MISPLACED OR STOLEN CHARLOTTE PASS TICKET/PASS**

The balance of the amount deposited onto a Resort Charge account is the equivalent of cash. If your Charlotte Pass Card is lost or stolen or allowed to be used by another person, there is a risk that the balance, if any, may be stolen or misappropriated. In the event that your Charlotte Pass Card is lost or stolen, you should immediately seek to deactivate the Charlotte Pass Card by reporting the loss to any Charlotte Pass ticket outlet or email [ski@charlottepass.com.au](mailto:ski@charlottepass.com.au). A fee of \$5.00 is payable for a Charlotte Pass Card to be replaced. You may be required to provide photo identification before a replacement Charlotte Pass Card is issued.

### **LIABILITY FOR ALL FINANCIAL TRANSACTIONS**

You are responsible for, and bear the cost of, all transactions made with your Charlotte Pass Resort Charge. You should not release your Resort Charge account details to anyone, other than Charlotte Pass authorised personnel. You should ensure safe keeping of your Charlotte Pass Card and should not permit any other person to use your Charlotte Pass Resort Charge. Charlotte Pass is not responsible for any unauthorised use of Resort Charge or for any loss arising from your failure to abide by these terms and conditions, except to the extent to which there has been fraud or negligence by Charlotte Pass or by any of its employees.

If your Charlotte Pass Card is lost or stolen, you are responsible for all Resort Charge transactions up until the time a lost/stolen Charlotte Pass Card report is received and acknowledged by Charlotte Pass Snow Resort. If a transaction is determined to be an unauthorised transaction Charlotte Pass will reimburse your Resort Charge account with the equivalent value of the unauthorised transaction.

### **CHANGES TO TERMS OF USE**

Charlotte Pass Snow Resort reserves the right to change the terms and conditions applying to Resort Charge upon 30 days prior notice. Notices will be provided electronically if you have consented to receiving emails by checking the relevant checkbox when you first accepted these terms and conditions when you loaded money onto your Resort Charge Account.

Notification of changes to terms and conditions will be made to all Resort Charge account holders via the Charlotte Pass website [www.charlottepass.com.au](http://www.charlottepass.com.au), where the current version of the terms and conditions may be viewed at any time.