

TERMS & CONDITIONS

2024 DAY TRIPPER TERMS & CONDITIONS

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

By purchasing the Day Tripper, you are agreeing to the terms and conditions below. These are in addition to the standard Terms and Conditions available at www.charlottepass.com.au :

RISK WARNING:

ALPINE RECREATIONAL ACTIVITIES INCLUDING, BUT NOT LIMITED TO, SKIING, SNOWBOARDING, USING LIFTS, SNOWTUBING, TOBOGGANING, AND SNOW PLAY INVOLVE SIGNIFICANT RISKS WHICH MAY RESULT IN PHYSICAL HARM, INCLUDING PERSONAL INJURY, PERMANENT DISABILITY OR EVEN DEATH.

SUCH RISKS AND HARM MAY RESULT FROM YOUR ACTIONS AND/OR OMISSIONS OR THOSE OF OTHERS. THESE RISKS INCLUDE, BUT ARE NOT LIMITED TO: COLLISIONS WITH ANOTHER PERSON, OBJECTS, SURFACES OR TERRAIN; LOSS OF CONTROL AND/OR DIRECTION AND/OR FALLING AT ANY TIME, INCLUDING WHILE PARTICIPATING IN ALPINE ACTIVITIES OR WHILE USING LIFTS; AND UNEXPECTED CHANGES IN WEATHER AND SNOW CONDITIONS.

CANCELLATIONS AND CHANGES

There are NO cancellation and changes on products once have been redeemed/booked. *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.

CPSR will not be held responsible for costs, loss of deposits and payments made or other fees incurred due to cancellations, medical conditions or changes to travel plans. No packages will be transferred to the following year.

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.

GENERAL

Each guest will be required to purchase **The Charlotte Pass Card** at \$5.00 per person if they do not already hold a pass. The Charlotte Pass is your personalised Pass to Charlotte Pass. Lift passes, lessons, hire and oversnow bookings can be loaded onto the **Charlotte Pass** card.

You are responsible for ensuring the accuracy of your order or booking for the Products & Services selected.

Each product and / or service must be assigned to individual guests at the time of purchase. Assignment of Products & Services cannot be altered after the booking has been made other than where permitted where accommodated under these Terms and Conditions.

Day Tripper tickets which are valid during the 2024 season (22nd June to 22nd September 2024) and cannot be combined with any other offer.

Availability of amenities depends on snow and weather conditions. The Snow Season is dependent on weather conditions, and no refunds or transfers are provided for early closures.

Day Tripper tickets are not valid for those guests staying overnight at Charlotte Pass Snow Resort. Any guest staying over will have the remainder of their passes cancelled.

BOOKING

When booking your Day Tripper tickets you may choose from one of the two following options:

- Day Tripper One - Return Oversnow Transport, Full Mountain Lift Ticket & hot lunch from day tripper menu
- Day Tripper Two - Return Oversnow Transport, Guided Snowshoe Tour & a picnic lunch.

Once you have booked your Day Tripper, it cannot be changed, transferred or cancelled.

We recommend you book your Day Tripper as early as possible to avoid disappointment (we cannot guarantee

Oversnow Transport availability). In some circumstances we may be required to alter your Oversnow Transport time.

Snowshoe tours (option 2) may only operate on certain days subject to weather & snow conditions.

You will be required to pre-book your Day Tripper Pass prior to arrival. Charlotte Pass Snow Resort does not guarantee Day Tripper availability if not pre-booked. Day Tripper is subject to weather, transport and snow conditions.

OVERSNOW TRANSPORT

As Charlotte Pass Snow Resort is completely snowbound, Charlotte Pass Over Snow Transport is the only way to access the resort. The cost of your transport to and from Charlotte Pass is included in your Day Tripper pass.

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.

The Over Snow Transport will drop at the Designated Day Tripper Drop Off/Pick Up location within the resort. You must be ready to depart the village at the designated time.

Full terms and conditions are available [here](#).

IF YOU BREACH ANY OF THESE TERMS AND CONDITIONS, WE MAY REQUIRE YOU TO FORFEIT THE LIFT ACCESS COMPONENT OF THE PRODUCT OR SERVICE, AND YOU WILL LOSE ANY PRIVILEGES ASSOCIATED WITH THE PRODUCT OR SERVICE.

Skiers/snowboarders must observe the Alpine Responsibility Code and ski/ride in a safe manner at all times. Failure to do so may result in a suspension or forfeiture of skiing/snowboarding privileges, and / or suspension or cancellation of your Access Card and / or access to other services.

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.



info@charlottepass.com.au

02 6457 1555

charlottepass.com.au