

# HOW TO BOOK CHARLOTTE PASS LODGE PACKAGES

*Note: If any step causes confusion, check the FAQ section at the bottom for more information*

## Step 1: Access Packages

1. Visit the Charlotte Pass website.
2. Click 'BOOK NOW' (top right corner).
3. Navigate to 'Packages' (top left banner) or 'Mountain Packages' (bottom page banner).

## Step 2: Select Your Package

1. Wait for all package options to load (may take a moment).
2. Use the filters on the left to find the right package more easily:
  - Example: Ski / Lesson / 6-day / Adult
3. Click on your chosen package.
4. Check inclusions and select your arrival date.
  - Only dates relevant to the package will appear (e.g., 6-day packages only show Sunday arrivals).
5. Click 'Book Now'.

## Step 3: Log in and Select Guests

1. Log in if prompted.
2. Select the person this package is for, or 'Add Person' if they don't appear.

## Step 4: Oversnow Transport

1. Select Perisher Valley → Charlotte Pass time.
2. Select Charlotte Pass → Perisher Valley time.
3. Confirm the location you will be staying at.

## Step 5: Lessons & Equipment Hire (Packages 2 - 4)

1. Select any additional inclusions relevant to your package by following the prompts
2. Lesson bookings now occur automatically with 2026 packages:
  - Child ski lessons: First day 1pm, following mornings at 9am.
  - Adult/all snowboard lessons: 1pm daily.
3. The lesson times shown when booking are a placeholder for each day of lessons. Our team will assign lesson times based on skill level and prior bookings. You will receive confirmation once sorted. You do not need to fill out additional forms, as needed in previous years. If we cannot confirm a lesson level, we will contact you directly.



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Standard lesson times for sorting are as follows;

	Adult Ski	All Snowboard	Child Ski
<b>First Time</b>	9:30am	9:00am	All levels available at 9am and 1pm daily. Bookings will be automatically placed at 1pm on day of arrival and 9am on following days unless requested otherwise.
<b>Beginner</b>	9:30am	10:30am	
<b>Low Intermediate</b>	11:00am	1:00pm	
<b>High Intermediate</b>	11:00am	2:30pm	
<b>Advanced</b>	1:00pm	*case by case*	

Questions? Read FAQ section below or contact: [snowsports@charlottepass.com.au](mailto:snowsports@charlottepass.com.au)

## Step 6: Lift Ticket Selection

1. Select your RFID Card option:
  - Do not have RFID Card: Pick up a new card on arrival (\$5 fee per card).
  - Reload: Use your existing card (enter WTP number).
  - If your previous card is lost, a new card can be issued on arrival, for a \$5 fee.

## Step 7: Add to Cart & Checkout

1. Click 'Add to Shopping Cart'.
2. To add packages for additional guests, select 'Continue Shopping'; otherwise, 'Proceed to Checkout'.
3. Review inclusions, agree to Terms & Conditions, then click 'Continue'.
4. Apply preexisting credit if applicable.
5. Enter payment details.
6. You'll receive confirmation and receipt via the email linked to your login.

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### FAQ & More Information

**Q: How is my lesson time allocated? Why does it show my lesson at 1:00pm?**

Your 1:00pm lesson booking is a placeholder to ensure your lesson booking is automatically placed into our system and is not missed due to human error. After purchasing, lessons are automatically sorted by skill level. Standard lesson times apply (listed in the table above). Once you are placed into the correct level, you will receive a confirmation email with your updated lesson time.

**Q: Can I request a different lesson day or time?**

Yes. You can reply to your confirmation email or contact [snowsports@charlottepass.com.au](mailto:snowsports@charlottepass.com.au) to request a change. Changes are subject to availability.

**Q: How do I know my accurate lesson time before I receive my confirmation?**

Please refer to the standard lesson times table to see which time slot applies to your skill level.

**Q: When will I receive my lesson time confirmation?**

Your lesson booking is confirmed at the time of purchase. Lesson time confirmations are processed and sent later. We appreciate your patience during this process.

**Q: What if I don't receive my confirmation before I arrive?**

If you have not received your lesson time confirmation before arrival, you can confirm your lesson time at the Snow Centre on arrival. Regardless of whether you receive a timeslot confirmation, your lesson is booked and will appear on your package receipt and voucher.

**Q: Do I still need to fill out forms after booking lessons or rentals?**

No. Lessons and rentals are automatically booked as part of the package. This is part of a system upgrade introduced in 2026. We understand that receiving your accurate lesson time at a later date may cause frustration; however, we are continually aiming to improve the functionality and seamlessness of booking packages. The new automated system ensures that no lesson or rental order is missed, regardless of the lesson level required. To know what your lesson time will be before receiving your confirmation, refer to the standard lesson time table.

## HOW TO BOOK CHARLOTTE PASS LODGE PACKAGES

### **Q: What is an RFID card?**

An RFID card is the physical Charlotte Pass lift ticket used to access the mountain. It is a credit-card-sized card with "The Charlotte Pass" printed on the front and a 14-digit code in the bottom left corner.

RFID cards can only be collected on site at the Snow Centre and are required to access the slopes. You will only already have a card if you have previously visited Charlotte Pass.

### **Q: What if I need a new RFID card?**

If you require a new RFID card, one can be issued at the Snow Centre on arrival. A \$5 fee applies for each new card.

If your previous card is lost, your package can be transferred to a new card; however, the \$5 card fee will still apply.

### **Q: What is a WTP number?**

A WTP number is the unique 14-digit code printed on the bottom left corner of your Charlotte Pass RFID card.

This number allows you to reload your existing card.

### **Q: Can I change oversnow transport times after booking?**

Yes. A \$5 fee per person applies, and changes are subject to availability. Alternative times cannot be guaranteed.

For oversnow transport change requests, contact [transport@charlottepass.com.au](mailto:transport@charlottepass.com.au).

### **Q: Can I book packages for multiple people at once?**

Yes. Select "Continue Shopping" to add additional guests before checkout.

### **Q: Why are the date selection options limited?**

The date picker only shows dates available for each package type:

- 3-Day Package: Friday or Saturday arrival only
- 6-Day Package: Sunday arrival only
- 8-Day Package: Friday, Saturday, or Sunday arrival only

Arrival and departure dates cannot be changed.

### **Q: What is 'Resort.charge'?**

Resort.charge refers to existing credit linked to your account. If you have previously received a credit, it can be used toward your purchase.

If you do not have existing credit, you can skip this step. Your available balance will be shown at checkout.