



## **Mt Buller Alpine Reservations**

### **Terms and Conditions - Reservations**

**Deposit:** 50% Deposit is payable at the time of making the reservation (Non refundable)

Weekend bookings during the declared snow season require 100% tariff payable immediately to confirm reservation. (Non refundable)

**Balance:** The balance is payable 60 days prior it arrival (Non refundable)

**Payment:** Cheques should be made payable to Mt Buller Alpine Reservations and posted to PO Box 7 Mt Buller Vic 3723. We accept credit cards – Visa or Mastercard. (Note: All credit card transactions are subject to credit card fees.) Please contact us should you wish to pay by internet banking; note: reservations are not confirmed with internet transfers until payment is received in our account.

**Cancellation Policy:** Any cancellation must be made in writing. Deposits are refundable (**less a 25% administration fee of the total amount**) and less any fees as per the accommodation providers terms and conditions up to 60 days prior to arrival. **If less than 60 days notice is given, no refund is applicable. ANY** Alterations to reservation dates, (subject to availability) after confirmation will incur a \$200.00 process fee. Alterations can only be made within the current season to which the booking is made (Summer bookings October 1<sup>st</sup> – opening ski season; winter bookings declared opening ski season each year to end of ski season each year.) General refunds are at the discretion of the individual accommodation provider. Note: **Any** cancellation will incur a minimum administration fee of twenty five (25%) percent of the overall amount of the reservation.

**Cancellations are not accepted due to weather conditions**  
**"Ski Guarantee"**

**"Ski Guarantee"** Provided by Buller Ski Lifts and participating accommodation houses, a ski guarantee package gives you a money back guarantee on all prepaid accommodation, lift ticket and lesson packages in the event that insufficient snow cover prevents our Ski Guarantee lifts from operating within three days of the scheduled arrival date.

The "Ski Guarantee" covers a wide range of beginner and intermediate ski areas. The lifts covered by the guarantee are; Blue Bullet 1 Quad Chair and Holden Express plus two of the following lifts: Emirates quad chair, Wombat Quad Chair, Koflers 'T' Bar, Chamois Double Chair and Wombat Quad Chair.

Please note that the following conditions (exclusions) may apply; Lift closure due to weather conditions, mechanical breakdowns or equipment failure, retail tickets purchased from mountain sales

**Mt Buller Alpine Reservations**  
**PO Box 7 Mt Buller Vic 3723**  
**Tel: 03 5777 6633**  
**Fax: 035777 6633 email: [info@mtbullerreservations.com.au](mailto:info@mtbullerreservations.com.au)**



offices. Refunds are subject to any booking fees or commissions payable.

Please note that not all accommodation providers participate in the Ski Guarantee

Note: Apartment reservations are not covered by the ski guarantee. Mt Buller Alpine Reservations reserves the right to move any guest to another accommodation provider due to circumstances beyond their control.

**"Ski Guarantee Refund Procedure**

If the "Ski Guarantee" is applicable three days prior to the scheduled date of arrival, and guests decide to not come to the Resort, written notification must be received by Mt Buller Alpine Reservations within this period to receive a refund. Refunds are only issued by Mt Buller Alpine Reservations.

**Bonds:**

Persons booking accommodation are to be responsible for any loss or damage to it. A bond of \$500.00 is payable on arrival for all apartment reservations. This is refunded **provided the apartment is left clean and undamaged.** Keys not returned at time of check out will incur a fee of \$50.00. You must leave the apartment as you found it, cleaning products are provided in each apartment and the linen must be stripped from the beds. If you do not wish to clean the apartment please contact us to make payment for the additional cleaning charges. No additional persons are permitted to stay in the accommodation without authorisation from the accommodation provider and Mt Buller Alpine Reservations. Extra persons staying in the accommodation are charged at a rate of \$120.00 per person per night if a roll away can be supplied. Portable cots are provided where available for a cost of \$35.00 per night with linen included.

**Check In:**

Check in is from 4pm – 10.00pm **NOTE: Late check in after 10.00PM is by appointment only; A LATE CHECK IN FEE OF \$100.00 IS APPLICABLE**

**Check Out:**

Check out is by 10am. A late checkout fee will apply if the property is not vacated prior to or at this time.

**Responsibility Clause:**

We do our best to ensure your arrangements are satisfactory. The standards of the accommodation and other services booked by us are based on various factors, which are generally indicative of a certain class or style of accommodation or service. Mt Buller Alpine Reservations does not accept any liability whatsoever for the acts, omission or default, whether negligent or otherwise, of those coach operators, lodges, hotels, clubs, apartments, ski hire, lift companies or any other persons whom we have no direct or exclusive contract.

Mt Buller Alpine Reservations, its respective agents and employees shall not be liable for any injury, damage, loss, additional expenses, accident, delay, charges in accommodation, breakdown in equipment or vehicles, weather, strike, sickness, theft, cancellation, or of the foregoing shall likewise not be liable for any injury, damage, loss, additional expenses, accident, delay or irregularity, whether to property or person, or otherwise arising in connection with any vehicle or transport or other services. The right is also reserved to alter the price, cancel and withdraw any property, component or tour. All fares are subject to change and acceptance of all documents confirms your agreement of these conditions.

**Travel Insurance** We highly recommend that guests take out travel insurance.

It will cover you in the event of:

- Personal liability, death, accident or illness.
- Damage or permanent loss of luggage and personal effects during travel.
- Cancellation fees and lost deposits that you cannot recover in any other way. Or if your journey is cancelled or shortened at any time through circumstances neither expected nor intended by you, or outside your control.
- Note: Under the provisions of the Health Act it is illegal to cover medical or hospital expenses in domestic insurance policies.

**Lift/Lesson/Ski rental**

All lift/lesson and ski rental tickets are purchase subject to the conditions printed on Buller Ski Lift tickets/vouchers. The conditions exclude the right to sue Buller Ski Lifts Pty Ltd for personal injury or death.

**If Mt Buller Alpine Reservations has provided you with on snow products it is important that you carefully read the following exclusion of liability – assumption of risk.**

IMPORTANT NOTICE

EXCLUSION OF LIABILITY – ASSUMPTION OF RISK THESE CONDITIONS WILL AFFECT YOUR LEGAL RIGHTS PLEASE READ CAREFULLY!

**This ticket is purchased from Buller Ski Lifts Pty Ltd (Buller) for use in the Mt Buller Alpine Resort subject to the following conditions: -**

- 1. Buller, its employees and agents (the supplier) shall have no liability whatsoever in negligence, breach of contract or statute or statutory duty (including conditions or warranties implied by Section 74 of the Trade Practices Act 1974) to the Ticket Purchaser or User (the Customer), their Dependant/s or legal representative for personal injury or death suffered by the Customer arising in any way whatsoever from the supply of recreational services, including but not limited to, skiing, snowboarding, snowtubing, tobogganing, skiing or snowboarding lessons, the use of ski lifts, all ski area services and facilities including operations of the ski patrol, the conditions, layout or design of ski runs or slopes or the presence of people or objects thereon or any associated sporting activities or similar leisure time pursuits.**

2. The Customer acknowledges that these activities are dangerous with many inherent risks as a result of which personal injury (and sometimes death) are common and ordinary consequences and assumes and accepts all risk of personal injury or death in any way whatsoever arising from such activities.

3. **WARNING:** If you (the Customer) participate in these activities you will give up your rights to sue the supplier under the Fair Trading Act 1999 if you are killed or injured because the activities were not supplied with due care and skill or were not reasonably fit for their purpose.

**NOTE:** This waiver of rights to sue does not apply if your death or injury is due to recklessness or gross negligence on the part of the supplier.

4. This ticket must be worn on the upper part of the body and be clearly visible. It remains the property of Buller, is not transferable and cannot be resold. It is valid only for the date/s shown. No replacement or refund will be made for its loss or if any lift service is not operating. It is void if the seal is broken and may be suspended or cancelled and access to lifts, services and other facilities denied at the absolute discretion of the supplier for reckless or careless conduct or non-compliance with the [Alpine Responsibility Code](#) or signs or other directions of the supplier.