

Wind Hold Policy

(BSL-PO-MA-0019)

Policy

If on a declared 'Wind Hold Replacement Day' insufficient lifts are operating to allow a Known Guest to a maximum of five (5) rides they will be eligible to receive a replacement day voucher valid for any day of the current season.

Terms and Conditions for Wind Hold Replacement Days

- 1 A determination will be made at 1.00pm on a Wind Hold Day, and published on the Mt Buller website and displayed at all points of sale that replacement day vouchers will be available to eligible guests.
- 2 The replacement day voucher is only valid for the remainder of the current season.
- 3 The replacement day voucher is not applicable to Season Passes, Discover, Learn-to-Ski, School's, and Ski & Snowboard School products.
- 4 Known Guests with multi-day access products must take a minimum of one (1) ride to be eligible to receive a replacement day voucher.
- 5 Wind Hold Replacement Day Application Forms can be obtained at any POS after 2.00pm on the Declared Wind Hold Replacement Day or by downloading the Wind Hold Replacement Day Application Form (BSL-FT-SM-2003) from the eStore and forwarding completed form to the ticketing.supervisor@skibuller.com.au.
- 6 Online applications for replacement day vouchers must be lodged within seven (7) days of the Wind Hold Replacement Day. Replacement day vouchers will be issued within two (2) days of receiving completed application forms.
- 7 Definitions:

Extreme wind conditions are conditions that due to either the strength or direction of the wind makes the operation of an aerial ropeway unsafe.

Wind Hold Days are days that due to the presence or forecast for extreme conditions lift operations are likely to be severely impacted in terms of both the number of lifts operating and the lift operating hours that day.

Declared Wind Hold Day is a determination made by 7.00am and published on the Mt Buller website and displayed at all points of sale that lift operations are likely to be adversely impacted.

Declared Wind Hold Replacement Day is a determination made at 1.00pm on a Wind Hold Day, and published on the Mt Buller website that replacement day vouchers will be available to eligible guests.

Known Guest is a guest who has updated their personal details, including a photograph, into BSL Customer Manager database either online or at a POS.

Ride is defined as a single trip on a chairlift, T-Bar or carpet lift.