



2016 Mt Buller School Snow Trip Planner

The School Snowsports Specialists



Book your school trip now

Freecall 1800 810 200

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2016 Mt Buller School Snow Trip Planner

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Buller Ski Lifts Pty Ltd
Trading as Buller Holidays
ABN 25 153 985 829

PO Box 1, Mt. Buller VIC 3723 Australia
P: 1800 810 200 F: (03) 5777 7865

1 ABOUT MT BULLER

Mt Buller is the most accessible major alpine resort in Australia, an easy and scenic three hour drive from Melbourne. When you arrive, you'll be greeted by a beautifully-situated alpine village that offers a breadth of experiences on and off the snow.

On the slopes, Mt Buller has Victoria's largest lift network of 22 lifts, and more than 300 hectares of patrolled ski area with over 80km of ski runs. The mountain has a great mix of terrain for skiers and boarders, from beginners to experts.

Our average annual snow depth of more than 1.3m and our state-of-the-art snowmaking infrastructure (237 snowmaking guns) is backed by the reassurance of our Snow Guarantee, which means you can book your snow trip with confidence.

Our Ski & Snowboard School is Victoria's largest, with over 300 friendly, professional ski & snowboard instructors from across the globe. We're also home to Subaru Victorian Interschools Snow Sports Championships every winter, the largest multi-discipline sports event in the Southern Hemisphere.

On top of all that, we have the most competitive kids pricing in Australia and generous group lift, lesson & rental packages.

HELMET POLICY

The Australian Ski Areas Association (ASAA) recommends the wearing of helmets by Australian skiers and snowboarders. Mt Buller supports this recommendation and encourages all skiers and snowboarders to wear a helmet. It is also important to be aware that skiing and snowboarding in a responsible manner at all times is the primary safety consideration for all skiers and boarders.

In 2016, Buller Sports will be the first Australian rental outlet to extend complimentary helmet hire with all ski and snowboard rental packages for both adults and kids. This is a part of the resort's ongoing commitment to the safety and enjoyment of our guests.

LIDS ON KIDS

Helmets are compulsory for all children participating in any Ski & Snowboard School lessons or seasonal programs. Children not wearing an accredited helmet will not be able to participate in skiing or snowboarding lessons, race training or coaching. Buller Sports includes accredited helmets with all ski and snowboard rental for children through to Year 12. All ski and snowboard instructors, race coaches and other seasonal program instructors are also required to wear an accredited helmet during lessons.



2 CONTACT INFORMATION

Buller Holidays: Phone: (03) 5777 7555 Free call: 1800 810 200
Fax: (03) 5777 7865
Email: bookings@bullerholidays.com.au
Located: "Saleyards" Village Centre Mt Buller
Website: www.bullerholidays.com.au

Mt Buller Website: www.mtbuller.com.au

For all resort information and live updates on resort and snow conditions.

Mt Buller Live

Download the Mt Buller Live, available for both iPhone and Android smartphones, for up-to-the-minute information on snow conditions, lift status, snow cams, on-mountain events and much more.

Ski & Snowboard School Group Supervisor: Phone: (03) 5777 7836
Email: greg.newman@skibuller.com.au

Race Department: Phone: (03) 5777 7860
Email: race.dept@skibuller.com.au

Ski Patrol: Phone: (03) 5777 7808

Medical Centre: Phone: (03) 5777 6185
**Please note that the Mt Buller Medical Centre does not bulk bill*

Mt Buller Police: Phone: (03) 5777 6172

Alpine Resort Management Board: Phone: (03) 5777 7200

Mansfield – Mt Buller High Country Reservations: Phone: 1800 039 049

Mansfield Mt Buller Bus Lines (MMBL): Phone: 03 5775 2606

Victorian Interschools Snowsports Championship: Phone: 1300 853 633

Website: www.vicinterschools.com.au

3 WHAT'S NEW IN 2016?

3.1 Flexible ski & snowboard lesson times:

We're now offering school group lessons at 8:30am, 10:00am, 11:30am & 1:30pm. Morning sessions are 1.5 hours and afternoon session offer 2 hours of tuition from our experienced instructor team.

3.2 Different pricing module during our peak and low peak periods:

We're now providing schools a new pricing structure in an effort to encourage mid-week visitation for school groups. As we all know peak periods (school holidays and weekends) can attract a large number of guests to the resort and to ensure your school has the best possible experience, we strongly recommend visits take place mid-week to guarantee access to Ski & Snowboard School and its instructors.

3.3 Further improvements to Victoria's largest snowmaking system

We've invested a further \$450,000 in 12 new fully automatic snow guns, completing the automation of all high pressure snow guns in our world class snowmaking system. Skiers and snowboarders can expect better coverage for longer, on runs like Wombat, Shakey Knees and Family Run. It will also extend snowmaking to the bottom pitch of intermediate favourite, The Chute.

3.4 Upgrades to lighting on Bourke St

Twilight and night skiing remain a favourite for many groups visiting Mt Buller, and in 2016 it's set to be better than ever. We've upgraded the lighting on our most popular ski run, Bourke St meaning better night skiing and an improved ability to stage events and races under lights.

3.5 New rental equipment in Buller Sports outlet

With \$380,000 of new rental equipment, including 300 new skis, 400 new ski boots and brand new rental clothing and helmets, Buller Sports ensures everyone who is hitting the slopes is skiing on the best equipment available. Using the Head BYS system which streamlines the rental process also means guests spend less time waiting and more time on the mountain.

4 PLANNING A SCHOOL TRIP TO THE SNOW?

We know how busy teachers are and that organising a school trip to the snow can be daunting. That's why we're here to help you organise everything you need for your next school trip, including:

- ❄ Lift tickets, lessons and rental equipment including clothing
- ❄ Meals
- ❄ Accommodation options for various needs and budgets.

5 BOOKING TIPS

We recommend booking your trip to Mt Buller as early as possible, to ensure you get your first preference for dates, lesson times and accommodation. Simply follow the steps below to secure your school group's unique winter escape to Mt Buller.

- Step 1:** Familiarise yourself with the planner, visit www.bullerholidays.com.au and www.mtbuller.com.au . Call Buller Holidays to discuss your options for dates, accommodation, lessons, etc.
- Step 2:** Download and complete the booking form from:
<http://www.mtbuller.com.au/Winter/Passes-Rental/Schools-information>
- Step 3:** Email the booking form back to bookings@bullerholidays.com.au along with signed terms and conditions acceptance (section 11), a signed copy of Ticket waiver terms and conditions (section 12.8) and any additional requests or questions you may have. Buller Holidays require these completed booking forms ASAP, to allow enough time for entering during peak times.
- Step 4:** We will enter your booking into our system and immediately send you a booking confirmation, followed by an invoice for your deposit (as per section 12.1) the next day.
- Step 5:** The deposit is due within 14 days from the invoice date. Bookings are not fully confirmed until the deposit is received. Payments can be made by B-Pay, EFT and Cheque as per section 11. If deposit remains unpaid Buller Holidays will release your reserved lessons and cancel booking.
- Step 6:** After receiving your final booking form, we will finalise your booking within the following days of receiving your request resend final confirmation and send you an invoice within 48 hours.
- Step 7:** Full payment must be received 14 days prior to arrival as per section 12.2
- Step 8:** Upon receiving final payment, your final confirmation will be forwarded.

Please note. We only accept additions to bookings via email up to 72 hours prior to your arrival. There are no refunds available on bookings cancelled less than 7 days prior to date of arrival. Refunds will only be considered if you provide Buller Holidays with a valid medical certificate at the conclusion of the trip.

Book early:

As you know, the early bird catches the worm. If you book your visit at the last minute we may not be able to help you find suitable accommodation and you may not be able to secure your preferred lesson times.

Allow plenty of time for your trip:

The journey to Mt Buller may take longer than you expect, please allow extra time on the road as wheel chains may need to be fitted on your day of arrival. Heavy snow on the road can add an extra 30 to 45 minutes to the trip up the

hill. It's a good idea to book a later lesson (11:30am or 1:30pm) on your first day to ensure you have a relaxed start to your snow trip, and have enough time for rental collection.

Booking tips – continued:

Choose the right Buller Sports location:

To make accessing the resort and ski area more convenient, faster and with fewer hassles we strongly recommend the following:

- ❁ If you're staying off the mountain (e.g. in Mansfield or Merrijig), or just travelling up for the day, stop at Buller Sports Mansfield to collect your rental equipment, lift and lesson passes.
- ❁ If you're staying on the mountain, Buller Sports Central is the best option. You can even collect your equipment from 3.30pm the day before.
- ❁ If you're only visiting for the day, collect your lift passes, lesson tickets and rental equipment from Buller Sports Horsehill. Conveniently located in the car park, you can walk straight from Buller Sports to the Northside Express, which takes you straight to lessons held at the Northside Discovery Centre and lunch at Spurs Restaurant.

For groups of 40, please allow a minimum of 30 minutes for equipment collection.

Collect your tickets:

BTAGS, Lesson Tickets and Meal Vouchers must be signed for and collected from the following locations, unless prior arrangements have been made:

- ❁ Buller Holidays office located in the Village Ticket Office, in the heart of the Mt Buller village.
- ❁ At your Buller Sports Rental location, Buller Sports Ski School, Horse Hill or Mansfield

Once the tickets have been collected, it is the coordinator/teacher's responsibility to ensure they are handed out and attached correctly. Lost or stolen tickets must be reported to Buller Holidays as soon as possible.

Don't miss out on Twilight Skiing as an extra activity:

With brand new lights installed on Bourke St over the summer months, Twilight Skiing is set to be even better in 2016!

Students and teachers can enjoy this great activity for just \$21. For groups skiing five days or more, we offer free Twilight Skiing on Wednesdays and Saturdays in July and August, (conditions permitting).

Provide on mountain contact details:

It is important that you provide mobile phone contact details to Buller Holidays when making a booking and confirming any changes upon arrival. This allows Buller Holidays to reconfirm lesson times and meeting places. It will also enable us to contact you in the event of an emergency. This contact information will be placed onto the lesson ticket and provide vital information for instructors and ski patrol team in the event of an emergency. Please note that the Mt Buller Medical Centre does not bulk bill.

Extra teachers/assistants ski at heavily discounted rates:

An additional five teachers/assistants accompanying the group can receive the discount rates contained in the extra teachers/assistants table 6.3. Additional adults accompanying the group will be charged standard adult rates.

Booking tips – continued:

Info we require and why:

In order to have student and teacher names on passes we request that names and date of births are filled out on the school booking form. If a pass is lost, having this information in our system means we are able to locate the person, cancel the lost pass and reissue a new one.

Rental information:

Rental packages* include skis, boots and poles OR snowboards, boots and wrist guards. Complimentary helmet rental is also included in all adult and kids rental packages.

Prior to your arrival, Buller Holidays will provide you with an appointment time to collect rental equipment. If you miss your appointment time, please note it may take longer to process your order.

**Prices quoted are based on a standard package.*

Lesson information:

The Ski & Snowboard School conducts school group lessons at 8:30am, 10:00am, 11:30am and 1:30pm daily. The lessons go for approximately 1 hour 30 minutes for morning sessions and 2 hours in the afternoon. Earliest timeslots are reserved for beginners who have never skied or snowboarded before, to ensure they are educated about safety on the slopes and can make the most of their time on the mountain. Intermediate or advanced students will be allocated lessons at 11:30am or 1:30pm.

10am lesson times are limited from the 2nd day onwards – preference is given to school groups with 1st time skiers & riders

Please note: Your lesson times are considered appointments. Our instructors will have another lesson after yours so if you are late, the lesson will still finish at the scheduled time.

Before you get here:

Before you leave home, it is a very good idea to check our website www.mtbuller.com.au for all the latest weather, events and resort news.

It is important to ensure all students and teachers have packed the following items for your trip. Remember the weather can change very quickly at Mt Buller so it is imperative to come prepared.

- ❄ Sunscreen
- ❄ Sunglasses or Goggles
- ❄ Water resistant Gloves, Jackets and Pants
- ❄ Sturdy shoes with good tread for walking in the snow
- ❄ Dress in layers so you can add or remove clothing dependent on the conditions
- ❄ Thermals
- ❄ Hat or Beanie

Appropriate gear can also be purchased or rented from Buller Sports depending on the item.

**Goggles and Gloves are not rentable.*

6 SCHOOL GROUP PRICES:

6.1 Primary and Secondary Students:

Standard Pricing:

Duration	Lift, Lesson & Ski/Snowboard Equipment Rental	Add Rental Jacket & Pants	Add Rental Jacket or Add Rental Pants
1 Day	\$ 116	\$ 37	\$ 25
2 Day	\$ 206	\$ 46	\$ 34
3 Day	\$ 280	\$ 52	\$ 41
4 Day	\$ 345	\$ 58	\$ 46
5 Day	\$ 399	\$ 63	\$ 52

Victorian July School Holidays & Weekends Pricing:

Duration	Lift, Lesson & Ski/Snowboard Equipment Rental	Add Rental Jacket & Pants	Add Rental Jacket or Add Rental Pants
1 Day	\$ 121	\$ 37	\$ 25
2 Day	\$ 214	\$ 46	\$ 34
3 Day	\$ 292	\$ 52	\$ 41
4 Day	\$ 362	\$ 58	\$ 46
5 Day	\$ 420	\$ 63	\$ 52

- 6.1.1 All prices are per person and include GST.
- 6.1.2 These prices are available for school groups of 10 or more students.
- 6.1.3 Lift access products, BTAGS include unlimited rides on all open lifts.
- 6.1.4 Equipment Rental pricing include helmets, which are compulsory for all students participating in ski or snowboard lessons. Wrist guards are also included in pricing for those that are snowboarding.
- 6.1.5 All prices shown here are based on the group hiring all of their equipment from Buller Sports. If rental equipment is not required, then a takeout price of \$30 per day will apply, up to a maximum of \$70.
- 6.1.6 Different pricing applies over the Victorian July School Holidays & Weekends.

6.2 Accompanying teachers ski free:

Teachers and assistants travelling with school groups are eligible to receive complimentary lift tickets, equipment hire and lunch vouchers (when purchased for the group). The complimentary ratios are:

- ✿ 1:5 for Primary school groups (i.e. one free teacher for every five students) and;
- ✿ 1:8 for Secondary school groups.

6.2.1 Additional Teachers do not receive complimentary ski or snowboard lessons. These can be purchased at the price printed below Extra Teachers/Assistants rates section 6.3.

6.3 Extra* Teachers/Assistants:

Standard Pricing:

Duration	Lift & Ski/Snowboard Equipment Rental	Lesson Only	Rental Jacket & Pants	Rental Jacket or Pants
1 Day	\$ 116	\$ 32 per day per lesson	\$ 37	\$ 25
2 Day	\$ 206	\$ 32 per day per lesson	\$ 46	\$ 34
3 Day	\$ 280	\$ 32 per day per lesson	\$ 52	\$ 41
4 Day	\$ 345	\$ 32 per day per lesson	\$ 58	\$ 46
5 Day	\$ 399	\$ 32 per day per lesson	\$ 63	\$ 52

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3 Day	\$ 292	\$ 32 per day per lesson	\$ 52	\$ 41
4 Day	\$ 362	\$ 32 per day per lesson	\$ 58	\$ 46
5 Day	\$ 420	\$ 32 per day per lesson	\$ 63	\$ 52

* Maximum of five teachers/assistants in addition to the complimentary teachers per group.

6.4 Lunch* vouchers

\$18.50 per person per day

* Lunches are available at the ABOM or Spurs Lookout Restaurants. If you are going to be late or need to change the venue, please let the Buller Holidays know at least 3 hours prior to the scheduled meal time on 1800 810 200.

Schools partaking in lessons from the village book lunches at the ABOM. If your group is here for a day trip and heading to the Northside Discover Centre, Spurs is the most convenient location for lunch.

7 EQUIPMENT RENTAL

Buller Sports:

Buller Sports is the largest snow retail and rental chain in Victoria. Our six on and off-mountain outlets offer you convenience, quality equipment, good service and great value on clothing and equipment hire. All of our stores carry a large selection of skis, snowboards, boots, clothing and accessories for hire and purchase.

Note: Helmets are compulsory for all kids (under 18) participating in any Ski & Snowboard School program. Buller Sports provides complimentary helmets with all student ski or snowboard rental packages.

On-the-spot adjustments:

We can make any necessary adjustments to your equipment on the spot at any of our six Buller Sports outlets.

Additional equipment:

Any additional rental equipment above what has been pre-booked will be charged at the time of rental collection or billed to the school on the day of collection.

Damage Waiver:

Included in our rental prices is a "Damage Waiver". This covers minor damage to the equipment that occurs during normal use. The school will be held responsible for the replacement, at full retail value, of any equipment significantly damaged, lost or not returned to Buller Sports at the end of your visit.

8 SKI & SNOWBOARD LESSONS

The Mt Buller Ski & Snowboard School has an experienced team of local and internationally qualified ski and snowboard instructors, ensuring your students receive expert tuition and maximise their learning potential. Beginner lessons teach your students the basics so they can progress quickly and safely. Intermediate and advanced skiers and boarders will benefit from the more advanced lessons which let them explore the fun and varied terrain Mt Buller has to offer.

8.1 Lesson start times:

8:30am, 10:00am, 11:30am or 1:30pm

8.2 Duration:

Morning Lessons: 1hr 25 minutes

Afternoon Lessons: 1hr 55 minutes

8.3 Lesson meeting place:

All school group lessons meet in the Village Square at the horse statue.

8.4 Skier & snowboarder ability:

Please use this guide to determine your students' abilities:

ABILITY	LEVEL NUMBER	DESCRIPTION
First Time Skier or Snowboarder	1	I've never skied or snowboarded before.
Beginner	2 – 3	I can link turns on green runs.
Intermediate	4 – 6	I am comfortable skiing or riding in control on blue runs.

8.5 Class sizes & composition:

In some instances, groups from multiple schools may be merged together. The Ski & Snowboard School Group Supervisor will contact you the week prior to your visit to confirm lesson arrangements.

Instructors are generally assigned to groups on a ratio of approximately one (1x) instructor for every 10–12 kids. (Note: This number does not include teachers or assistants.) As a general rule, class sizes tend to be larger for first-timer groups and smaller in more advanced groups. The School Coordinator and instructors will determine the ratio when you arrive at the meeting place to start your lesson.

We generally require a minimum of 7 students of the same ability/discipline to offer a private instructor. If your group has a smaller number of students at a different ability level to the rest of your group, we may need to place those students in a public lesson. If that's the case, the Buller Holiday Team will confirm these meeting times, locations and duration with you upon confirmation.

8.6 Be on time:

Please ensure you meet our Ski & Snowboard School Supervisor at your selected schools meeting place, 15 minutes before commencement of your lesson. Due to the popularity of our schools programs, lessons are required to finish at the scheduled time. Unfortunately, if a school group is late to their lesson, the finish time cannot be extended.

- ❄️ Lessons start and finish at the same place, unless previously organised.
- ❄️ You can rely on the instructor's knowledge with regard to class splits and organisation of the lesson.



If you are coming for one day or are staying off the mountain, remember to check weather forecasts and latest snow reports at mtbuller.com.au. In the event you are required to fit chains on your way up the mountain, this could cause delays. If you expect to be running late, please call Buller Holidays on 1800 810 200.

8.7 Last-minute changes:

Please be aware that our instructors are allocated to lessons before you arrive and there may be limited availability to make last minute changes.

8.8 Changing from skiing to snowboarding (or vice versa):

Sometimes it's hard to choose between skiing and snowboarding, but if your students want to try both, Buller Holidays is here to help. Please notify Buller Holidays at the time of booking if any of your students wish to swap part way through the trip. Depending on the number of students wishing to swap, we may be able to arrange this ahead of time.

8.9 Change of meeting location:

- ❄️ Due to changes in instructor scheduling, please arrange any changes to meeting location with Buller Holidays or the Ski & Snowboard School Group Supervisor.

9 MT BULLER SNOW GUARANTEE

9.1 Book your trip with confidence

To ensure you can book your visit to Mt Buller with confidence, Buller Ski Lifts provides a Snow Guarantee. This is a money-back guarantee on all prepaid accommodation lift, lesson and rental packages. The Snow Guarantee applies if insufficient snow cover means we don't have at least four of our 'Snow Guarantee' lifts operating in the two days before your scheduled arrival.

9.2 How does it work?

If our Snow Guarantee lifts (see the list below) aren't operating in the two days before you arrive, you can contact Buller Holidays to change your booking to a later date or cancel your booking and receive a full refund.

Please note: You can't take advantage of the Snow Guarantee on the day of arrival nor during the stay, only up to 5pm on the day before you arrive. For example, if the scheduled day of arrival is Sunday, then you must call between 9am Friday and 5pm Saturday to take advantage of the Snow Guarantee.

9.3 Snow Guarantee lifts:

The Snow Guarantee applies if we don't have at least four of the following lifts operating, which cover a wide range of beginner and intermediate terrain:

1. Blue Bullet Express
2. ABOM Express

Plus any two of the following lifts:

3. Wombat
4. The Fox Chair
5. Skyline T-bar
6. Koflers T- bar
7. Summit
8. Howqua
9. Bonza
10. Northside Express

Exclusions

Note. The Snow Guarantee only applies if the lifts aren't operating due to insufficient snow cover. It doesn't apply if the lifts aren't operating due to:

- Weather conditions other than insufficient snow, e.g. wind or ice
- Mechanical breakdowns or equipment failure.

The Snow Guarantee also doesn't apply to the following:

- Retail tickets purchased on the e-store or at on-mountain sales offices
- Booking fees or commissions payable to booking agents, and
- Bookings on Opening Weekend (7-8 June)

Conditions apply for the Snow Guarantee and are detailed in this document. Please contact us directly for any further information.

10 SCHOOL TRIP BOOKING FORM

10.1 Available online

You can find the booking form in the table to download on this page: <http://www.mtbuller.com.au/Winter/lift-passes-rental-retail/schools-and-groups>

Choose from the drop down menus to let us know all your group's details and requirements, including:

- ✿ Student Type
- ✿ Name
- ✿ Date of Birth
- ✿ Product Type (eg. Lift, Lesson & Rental – Ski)
- ✿ Ability
- ✿ Duration
- ✿ Lesson Time
- ✿ Lunch Vouchers
- ✿ Rental requirements and data
- ✿ Special requests

11 METHOD OF PAYMENT FORM

11.1 BPAY:

Please refer to the biller code and reference number on the bottom of your tax invoice to make a payment from your cheque, savings or credit card account.

11.2 EFT:

Account: Buller Ski Lifts Pty Ltd.
BSB: 013 381
Account No: 8360 19326
Remittance to: ar.accountant@skibuller.com.au

11.3 Cheque:

Cheque made out to Buller Ski Lifts Pty Ltd. Please send with copy of your invoice to:

Buller Holidays
PO Box 1, Mt Buller, VIC, 3723.

Cheques have to be posted no later than 7 days before you arrive.

I acknowledge and accept all booking terms and conditions outlined in this publication on behalf of the school, students and teachers. I agree to settle any additional charges payable to Buller Ski Lifts that may be accrued by the school during the trip.

School: _____

TRIP COORDINATOR: Print Name _____ Signature _____

SCHOOL PRINCIPAL: Print Name _____ Signature _____

12 ACCEPTANCE OF TRADING TERMS & CONDITIONS FOR SCHOOL BOOKINGS

THIS FORM MUST BE RETURNED AND SIGNED WITH YOUR TRIP RESERVATION FORM

Buller Ski Lifts are committed to providing the most competitive prices in order to keep snowsports accessible to all students. These prices are offered on the understanding and adherence to the following, please read this section carefully. These conditions are binding.

12.1 Deposit:

A deposit of 25% of the total value of the booking must be paid 14 days after receiving your invoice. Bookings are not confirmed until the deposit is received.

12.2 Final Payment:

Full payment must be received 14 days prior to arrival. Failure to observe this condition may result in cancellation of your ski and snowboard school booking – lesson priority is given to schools that have paid in full.

12.3 Cancellation/Refunds:

There are no refunds available on bookings that have cancellation or reduction made inside 7 days prior to date of arrival. Refunds will only be considered if you provide Buller Holidays with a valid medical certificate at the conclusion of the trip.

12.4 Booking Changes:

Lift tickets are not transferable and cannot be resold. Buller Holidays is happy to accept any booking additions over 72 hours before arrival. If you require additional tickets on the day (or within 72 hours of arrival) they must be paid in full at the Buller Holidays office.

12.5 Rental Equipment:

All prices apply to equipment rented from Buller Sports. Any extra purchase over and above the order is the schools responsibility. Extras will be invoiced on departure of visit.

12.6 Ticket Waiver/Exclusion of Liability

IMPORTANT – PLEASE READ

EXCLUSION OF LIABILITY – WAIVER OF RIGHT TO SUE – YOUR ASSUMPTION OF RISK – THESE CONDITIONS AFFECT YOUR LEGAL RIGHTS

Buller Ski Lifts Pty Ltd being the Supplier of recreational services in the Mount Buller Alpine Resort sells all access products, including tickets and Buller Passes, that provide the purchaser with access to all ski lifts in the Resort on a

daily or multi day basis and supplies all recreational services including skiing, snowboarding, tobogganing, snowtubing, skiing and snowboarding lessons, snow making, snow grooming, the use of chair lifts, t-bars, moving carpet, rope tows, operations of the ski patrol, the condition, layout, design, construction, maintenance, grooming and use of ski/snowboard slopes and surrounds (including the presence of people or objects thereon or nearby) and all other associated sporting activities or similar leisure time pursuits (recreational activities) subject to the following conditions:

1. By participating in any recreational activities or by using any of the above facilities or services in the Mount Buller Alpine Resort you are deemed to agree to these conditions.
2. The Supplier, its employees, directors and agents are not liable to you, your dependants or legal representatives for personal injury or death suffered by you due to the recreational activities not being supplied with due care and skill or not being reasonably fit for their purpose or for breach of any other of the consumer guarantees applied by the Australian Consumer Law (Victoria), or due to the negligence, breach of contract or statute or statutory duty by the Supplier.
3. You acknowledge that the recreational activities are dangerous with many risks and hazards and as a consequence personal injury and sometimes death can occur and you assume and accept all such risks and hereby waive the right to sue the Supplier for any personal injury or death in any way whatsoever caused by or arising from your participation in such activities;
4. **WARNING:** If you participate in these activities your rights to sue the Supplier under the Australian Consumer Law & Fair Trading Act 2012 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, are excluded, restricted or modified in the way set out in paragraphs 2 and 3 of this notice.
5. **NOTE:** The change to your rights, as set out in or on this notice, does not apply if your death or injury is due to gross negligence on the Supplier's part. Gross negligence, in relation to an act or omission, means doing the act or omitting to do an act with reckless disregard, with or without consciousness, for the consequences of the act or omission. See regulation 5 of the Australian Consumer Law & Fair Trading Regulations 2012 and section 23(3)(b) of the Australian Consumer Law & Fair Trading Act 2012.
6. If you purchase any access product or recreational service from the Supplier on behalf of another person, you make that purchase as the agent of the other person who as a consequence is bound by these conditions.
7. You must comply with the Alpine Responsibility Code and all signs or other directions of the Supplier, its employees and agents and they may suspend or cancel your access to recreational activities at the Mount Buller Alpine Resort in their absolute discretion for non compliance with the Code, these conditions, or for reckless or careless conduct.
8. Despite any other provision of these conditions to the contrary, to the extent permitted by law in no event will the Supplier or its employees, directors and agents be liable to you, your dependants or legal representatives in respect of any claim for any indirect or consequential loss including without limitation personal injury, financial loss (such as loss of profit, or use of capital or revenue or otherwise) or for any punitive, exemplary, special or incidental loss or damage whether such liability arises in contract, tort (including negligence), equity, breach of statute or statutory duty or breach of any consumer guarantees.
9. You must carry your Buller Ski Lifts Pty Ltd access product/ Buller Pass in or on your ski jacket at all times on the ski/snowboard slopes which must be presented to the Supplier's authorised personnel upon request.
10. All Buller Ski Lifts Pty Ltd access products/Buller Passes remain the property of the Supplier and must not be resold, transferred or altered in any manner. They are valid only for the dates purchased. The Supplier will not

refund or replace any access product/Buller Pass if it is lost, if you suffer any illness or injury or if any lift service is not operating.

11. These conditions shall be governed by and construed firstly in accordance with the laws of the State of Victoria and then in accordance with the laws of the Commonwealth of Australia. If any of these conditions should be determined to be illegal, invalid or otherwise unenforceable, it shall be deemed deleted and the remaining conditions shall remain and continue to be valid, binding and enforceable.

PRIVACY STATEMENT – See Website: www.mtbuller.com.au for privacy statement.

12.7 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 and 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 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.

BE AWARE, SKI AND RIDE WITH CARE

12.8 Acceptance of all Terms and Conditions and Acknowledgement of Ticket Waiver

I accept all of the terms and conditions included in this agreement and I confirm receipt and acceptance of the Buller Ski Lifts Pty Ltd ticket waiver (i.e. the exclusion of liability and waiver of right to sue, on the previous pages) and confirm I will commit to the following terms and conditions:

1. All clients purchasing lift and/or lesson and sightseer tickets through the Operator will be given a complete copy of the ticket waiver (as on following page) governing the purchase and use of such prior to the time of purchase.
2. Should my business fail to comply with the agreement in paragraph 1 and as a consequence Buller Ski Lifts Pty. Ltd. is unable to rely upon these Terms and Conditions as a defence to any claim or legal proceedings for personal injury or death brought against Buller Ski Lifts by any client or his/her dependants, I will fully and completely indemnify and keep indemnified Buller Ski Lifts against all such claims or legal proceedings up to a maximum limit of \$100,000.00 per claim.
3. I agree and confirm that my business has in place, and will retain for the 2016 winter season, a contract of insurance with a reputable insurance company or underwriter which will indemnify it for all and any liability that I may at any time have to Buller Ski Lifts Pty. Ltd. for breach of any term of the agreement as set out in this letter. Upon request I will provide Buller Ski Lifts Pty. Ltd. with a Certificate of Insurance confirming the existence of such an insurance contract.

DATE: _____

NAME: _____

SIGNATURE: _____

**Please note that while all care has been taken in the preparation of this manual, we do not accept responsibility for errors or omissions. Prices and details may be subject to amendment without notice.*