

COVID Cancellation Policy

(a) Unless paragraphs (d) and (g) applies, Buller Holidays will allow for either rescheduling or cancellation with a credit or refund on pre-paid bookings for resort entry, overnight parking, transfers, accommodation, lift tickets lesson, rental products and other unused pre-paid services and activities booked via the www.mtbuller.com.au or Buller Holidays Call Centre if:

(i) government restrictions or regulations result in the Mt Buller or Mt Stirling Resorts being closed to visitors at the time of your intended arrival at the Mt Buller or Mt Stirling Resorts (based on the booking details); and/or

(ii) government restrictions or regulations do not allow you to visit the Mt Buller or Mt Stirling Resorts on your intended dates (based on the booking details).

(b) If you satisfy the criteria under paragraph (a) (i)-(ii) you can contact the Mt Buller reservations team on bookings@bullerholidays.com.au to request a reservation change, or cancellation and credit/refund. Please insert "coronavirus application" in the subject line of your email and include details of your booking (itinerary ID, shopping cart number, etc.) and the products you want changed, credited or refunded.

(c) If you are, or appear to be, located in an area (based on the booking details) that mean you will be or could be prevented by government restrictions or regulations from visiting the Mt Buller or Mt Stirling Resorts as at 21 days prior to your intended arrival date (based on the booking details), Buller Holidays may contact you and provide you with not less than 7 days (**cancellation time-frame**) and give you the opportunity to elect to reschedule or get a credit or refund for the accommodation component of your booking. If you do not elect to reschedule or obtain a credit or refund for the accommodation component of your booking within the period of the cancellation timeframe, then you:

(i) take the risk that you and your travelling companions may be prevented by government restrictions or regulations from visiting the Mt Buller or Mt Stirling Resorts for your intended visit; and

(ii) will not be entitled to reschedule the booking or for any credit or refund for monies paid for the accommodation component of your booking if you and any of your travelling companions cannot visit the Mt Buller or Mt Stirling Resorts for the relevant booking because of government restrictions or regulations.

(d) The policy is not a substitute for travel insurance. Travel insurance is highly recommended.

(e) This policy may be updated or amended from time to time as a result of new or changed government restrictions or regulations.

(f) It is the responsibility of the person making the booking to ensure that all people included in the travelling party can and will comply with all relevant government restrictions or regulations (including without limitation any COVID test and/or vaccinations requirements) relevant to resort entry and/or services and activities at the Mt Buller and Mt Stirling Resorts. No rescheduling or cancellations with a credit or refund under paragraphs (a) and (b) will be provided if you or people included in your travelling party do not comply with relevant government restrictions or regulations at relevant times.

(g) In this policy 'COVID' means the pandemic and / or public health emergency in connection with the virus or respiratory illness of known as COVID-19 and any associated strain, variety or mutation of that virus or respiratory illness.