



## **COVID-19 AND 2020 MT BULLER SEASON MEMBERSHIP & RESORT ENTRY SEASON PASSES**

COVID-19 is changing many aspects of life. While we all hope to enjoy time on the slopes this winter, Buller Ski Lifts Pty Ltd and the Mt Buller Mt Stirling Resort Management Board have developed a COVID-19 refund policy to give our valued Mt Buller season members and Mt Buller & Mt Stirling resort entry season pass holders peace of mind if this cannot happen.

### **2020 SEASON MEMBERSHIP & RESORT ENTRY SEASON PASS REFUND POLICY (COVID – 19)**

This policy is provided by Buller Ski Lifts Pty Ltd (**BSL**) and the Mt Buller & Mt Stirling Resort Management Board (**RMB**), and applies to Season Memberships purchased from BSL and Resort Entry Season Passes (including village access permits) purchased from the **RMB** for the 2020 Snow Season (**COVID-19 Refund Policy**). This COVID-19 Refund Policy is in addition to the 2020 Season Membership and Resort Entry Season Pass Terms and Conditions respectively. In the event of any inconsistencies between this COVID-19 Refund Policy and the above Terms and Conditions, this COVID-19 Refund Policy has precedence to the extent of the inconsistency.

In response to the wide-reaching impact of the COVID-19 pandemic BSL and the RMB seek to reassure holders of Season Memberships (**Season Members**) and Resort Entry Season Passes (**Pass Holders**) planning for the upcoming 2020 Snow Season by providing the following commitment:

- If the ski area at Mt Buller is unable to operate at all for the 2020 Snow Season as a result of COVID-19 issues, BSL will provide a refund of each 2020 Season Membership or an equivalent credit towards a 2021 Season Membership and the RMB will provide a refund of each 2020 Resort Entry Season Pass or an equivalent credit towards a 2021 Resort Entry Season Pass;
- If the ski area at Mt Buller is only able to operate for a limited period during the 2020 Snow Season as a result of COVID-19 issues, BSL will consider offering a partial refund of each 2020 Season Membership or an equivalent credit towards a 2021 Season Membership, and the RMB will consider providing a partial refund of each 2020 Resort Entry Season Pass or an equivalent credit towards a 2021 Resort Entry Season Pass Any decision regarding the offering of partial refunds or credits will be made in September 2020 when the full impact of COVID-19 on the 2020 Snow Season are better known.
- Season Membership credits and Resort Entry Season Pass credits carried forward to 2021 will not be subject to any price increases, but will only be valid for use at Mt Buller.

More detailed information about our approach to refunds and credits will be provided when BSL and the RMB have a clearer understanding of the impacts of COVID-19 issues on the 2020 Snow Season. We expect that refunds or 2021 credits will be processed in September 2020 when 2021 Season Memberships and Resort Entry Season Passes go on sale.

30 March 2020