



### **What is your Cancellation Policy?**

In addition to the usual refund policy Buller Holidays will provide a cancellation, change of dates, credit forward or full refund on prepaid resort entry, accommodation, lift tickets, lesson, rental products and other pre-paid services and activities if;

- You or a family member (or travelling companion) contract coronavirus and are unable to travel on your intended dates; OR
- Victorian Government coronavirus restrictions close Mt Buller resort; OR
- Victorian Government coronavirus restrictions prevent you from travelling on your intended dates; OR
- Your transport is cancelled or disrupted due to coronavirus preventing you from arriving in resort for your travel dates.

If your circumstance meets any of the criteria listed above, please contact the Mt Buller reservations team on [bookings@bullerholidays.com.au](mailto:bookings@bullerholidays.com.au) to request a reservation change, or cancellation. Please insert "coronavirus application" in the subject line and include the details of your booking and change/refund request.

This cancellation policy excludes 2021 lift season memberships, village vehicle permits and resort entry season passes. Refer to those products terms and conditions for their specific pandemic clauses.