



## **Mt Buller COVID 19 Cancellation Policy**

This policy is in addition to the standard booking terms and conditions provided by **Buller Holidays**. In the event of any inconsistencies between these this policy shall take precedence.

Due to the unprecedented nature of the COVID 19 pandemic Mt Buller will provide comfort to guests booking holidays in these uncertain times.

Buller Holidays will provide a cancellation, change of dates, credit forward or full refund on all pre-paid resort entry, accommodation, lift, lesson, rental products and other pre-paid services and activities if;

- You or a family member (or travelling companion) contract COVID 19 and are unable to travel on your intended dates; OR
- The Mt Buller resort is closed due to COVID 19; OR
- Government policies due to COVID 19 prevent you from travelling on your intended dates; OR
- Your transport is cancelled or disrupted due to COVID 19 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 to request a reservation change, or cancellation.

You will be required to provide supporting documentation such as a medical certificate when applying for a cancellation or reservation change. All claims, with supporting documentation, are to be submitted no later than 24 hours prior to arrival.

This policy provides guests with more certainty in booking snow holidays at Mt Buller in these uncertain times and should be viewed as an addition to rather than a replacement for travel insurance which is recommended.

24 March 2020