



### **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 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 on [bookings@bullerholidays.com.au](mailto:bookings@bullerholidays.com.au) to request a reservation change, or cancellation. Please put "COVID-19 application" in the subject line and include the details of your booking and change/refund request.
- Please note 2020 Season Membership refund requests are being accepted [here](#) and will be reviewed in September.

Access the COVID-19 policy