

## ALL RESORTS VEHICLE SEASON PASS FAQ (Frequently Asked Questions)

### Refunds

There are no refunds on All Resorts Season Permits except in very few circumstances (refer to Conditions for details):

- When ALL resorts are closed for more than 24 hours (for example through government directive)
- Death or extreme medical incapacitation of Permit Holder.

Should a refund be approved, the Principal Resort will manage the refund, and retain administration fees.

### When one or more Resorts are closed

- There are NO refunds should one or more Resort be closed for any reason, other than those above.
- If the Resort of choice is closed, guests may choose to attend another Resort, although there is no guarantee of entry.
- Guests planning to travel to Falls Creek or Mt Buller when bookings are required are advised to plan and book in advance.
- Guests are advised to plan ahead and arrive early to the Resort of their choice.

### Permit Upgrades (from resort permit to All Resorts permit)

- Guests wishing to upgrade from a resort season permit to an All Resorts Permit will need to contact the resort they purchased their permit and negotiate an upgrade. There may be an administration fee payable.
- Permit upgrades are at the discretion of Principle Resort.

### Which resorts are covered by the All Resorts Season Permit?

All of Victoria's six declared alpine resorts – Falls Creek, Mt Buller, Mt Hotham, Mt Stirling, Lake Mountain and Mt Baw Baw.

### How will staff know I have an All Resorts Permit?

You will receive a windscreen sticker to help resort visitor services staff identify you as an All Resorts Season Permit holder. These stickers will be distributed by your Principal Resort. You must display your All Resorts Permit sticker at all times.

### What happens if a resort is closed when I arrive? Am I entitled to a refund?

The All Resorts Season Permit provides access to all of ARV's six alpine resorts, so holders of the permit have the advantage of being able to visit a different resort if one happens to be closed. Please check resort communication channels for information about resort capacity on the day you are planning to visit. You will not be entitled to a refund if one resort is closed. Refer to Ts and Cs.

### Am I guaranteed a car park with the All Resorts Season Permit?

Holders of All Resorts Season Permit are not guaranteed a car park at any resort, but you have the convenience of being able to choose any of ARV's six resorts to visit. In the event of a resort reaching capacity, we recommend you visit another of ARV's resorts. Please check resort communication channels for information about resort capacity on the day you are planning to visit.

### Do I need to book?

Mt Buller and Falls Creek require bookings during peak periods, check their websites for more information.

### Can I bring a trailer?

Each resort has different requirements for trailers, however when chains are being fitted trailers are generally not permitted in resort. Refer to resort website for details.

### Can I drive into the Village at the resort?

Where parking is not restricted guests can use their Permit to access the resort Village, however in resorts where access is restricted (Mt Buller, Falls Creek, Mt Baw Baw) guests will need to obtain (where available) a separate permit.