

FAQ (Frequently Asked Questions)

Vehicle Season Pass

- **Should I buy a vehicle season pass?**
The vehicle season pass gives access to both Mt Buller and Mt Stirling throughout the entire snow season. It's a great option for people who make frequent trips to the resort for convenience and to potentially save money.
- **Can I use the same pass for multiple vehicles?**
No, the season pass is not transferable and can only be allocated to the registration of a single vehicle.
- **Can I access the Mt Buller Village with this pass?**
No, the season pass provides access to the day and overnight car parks only and does not permit access to Mt Buller village.
- **How do I collect my vehicle season pass?**
The season pass is a windscreen sticker. It's mailed to your address during the month of May. If purchased after 31 May, passes can be collected from Resort Entry gate at Mirimbah.

Vehicle Season Pass - reservations for day visits on weekends

- **Why do I have to reserve entry on weekends for a day visit?**
On weekends Mt Buller's day car parks often reach capacity. Estimating the number of parking spaces needed for Season Pass holders is increasingly challenging and there is a risk that season pass holders visiting for the day could miss out on a parking bay and therefore not be permitted entry into the resort.
Reserve your entry, print the reservation dashboard pass to display with your windscreen sticker and you're on your way!
- **Is there a cost for reserving entry?**
No.
- **If arriving on the weekend and staying overnight, do I need to reserve entry?**
Reserving entry is required on weekends for day visits only. If you are staying overnight there is no need to reserve entry.
- **I have reserved entry, where do I park?**
Park where directed by the parking attendants as multiple car parks are filled simultaneously on weekends.
- **If I don't reserve entry on a weekend in advance, can I still visit?**
If the resorts have not reached capacity in day car parks, entry is permitted. In this instance, vehicles are required to collect a dashboard pass from Entry gate at Mirimbah.
- **If the resort has reached capacity and I haven't reserved entry, can I still visit?**
Once day car parks have reached capacity, vehicles will not be permitted to enter the resorts including Season Pass holders.
- **What should I do if a reserve entry and then change my mind?**
Cancellations are permitted until 12pm on the Friday before arrival. Failing to cancel may impact ability to make future reservations. Cancellations are made via email to parking@mtbuller.com.au
- **Is there any consequence from reserving entry and not showing up?**
Season Passes may be suspended or cancelled for three or more 'no shows' (i.e. reservation made and not validated).
- **Will I be charged the printing fee if I don't have a reserved dashboard pass when I arrive at Mirimbah Entry Gate?**
No. However, printing the dashboard pass before arriving at Mirimbah Entry is highly recommended for a contactless journey to the day car parks.
- **Can I transfer the reserved dashboard pass to another vehicle?**
No. Dashboard passes are linked to the Season Pass vehicle registration and cannot be transferred between vehicles. If you decide to travel in another vehicle, purchasing Resort Entry will be required.
- **How far ahead of the weekend can I reserve entry?**
Reservations are open for the entire season and can be made up until day of arrival.