



## 2020 Private Lesson Amendment & Cancellation Policy

1. When making a Snow Sports private lesson booking online, via phone or directly with our sales team you are making a reservation for an instructor at a designated time and date.
2. Cancellations or amendments to the time or date of a Snow Sports private lesson booking must be made prior to the commencement of the private lesson. All requests are to be in writing to [snowsports.school@skibuller.com.au](mailto:snowsports.school@skibuller.com.au) or made in person at the Mt Buller Ski & Snowboard School Sales Counter. The amendment or cancellation will only be accepted from the person whose name the booking is made under and will attract the following fees;
  - i. \$50 where the cancellation or amendment to the time or date is made more than 3 days prior to the original booking time and date;
  - ii. \$100 where the cancellation or amendment to the time or date is made between 24 to 48 hours prior to the original booking time and date;
  - iii. 100% of the booking total where the booking is cancelled within 24 hours of the original booking time and date. If the private lesson booking is made within the 24 hour period then the booking is not refundable.
  - iv. 100% of the booking total if the private lesson/s are cancelled by the client due to adverse weather and our lifting system is operational.
3. Credit notes may be issued for private lessons cancelled due to illness or injury. The Mt Buller Ski & Snowboard School requires a medical certificate by a doctor to be presented within 24 hours of the scheduled lesson by email. The licensed medical practitioner must not be related to the participant by blood, marriage or in a defacto living arrangement.
4. If your instructor has made the private lesson booking on your behalf, a confirmation letter will be sent to you with the email held on file in our data base. If this booking be made in error or is unauthorized, you must make contact with the Ski & Snowboard School immediately via email (within 24 hrs). Cancellations and amendments of your private lesson are outlined in Clause 2.

The Ski & Snowboard School office hours are from 8am to 5pm every day during the official winter season.

### **Buller Ski Lifts Pty, Ltd**

Mt Buller Ski & Snowboard School Private Lesson Reservations

T: 03 5777 7877

E: [snowsports.school@skibuller.com.au](mailto:snowsports.school@skibuller.com.au)

