



## 2022 Private Lesson Amendment & Cancellation Policy

1. When making a Snow Sports private lesson booking you are making a reservation for an instructor at the 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 in and will attract the following fees;
  - i. \$50 where the cancellation or amendment to the time or date is made more than 5 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 cancellation or amendment to the time or date is made within 24 hours of the original booking time and date.
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.

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

W: [mtbuller.com.au](http://mtbuller.com.au)

T: 03 5777 7877

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

