

TERMS & CONDITIONS

RESORT ENTRY VEHICLE SEASON PERMIT 2026

Important Conditions of Purchase

These terms and conditions of purchase (**Conditions**) apply to permits purchased for general resort entry to the Falls Creek, Mt Buller, Mt Stirling, Mt Hotham, Mt Baw Baw or Lake Mountain Alpine Resort Crown Land Reserves available for purchase online at each of the following resort websites (**Websites**):

- Falls Creek (<https://www.fallscreek.com.au>)
- Mt Buller (<https://www.mtbuller.com.au>)
- Mt Stirling (<https://www.mtstirling.com.au>)
- Mt Hotham (<https://www.mthotham.com.au>)
- Mt Baw Baw (<https://www.mountbawbaw.com.au>)
- Lake Mountain (<https://www.lakemountainresort.com.au>).

A Resort Entry Vehicle Season Permit (**Permit**) can be used during the 'snow season' as declared by Alpine Resorts Victoria pursuant to the *Alpine Resorts (Management) Regulations 2020* (**Declared Snow Season**).

Alpine Resorts Victoria seeks to ensure that all vehicles entering one of its resorts pay the appropriate resort entry fee. Under Part 19, section 1 of the *Alpine Resorts (Management) Regulations 2020* it is an offence to enter the resort without paying the fee, with some exceptions as outlined in the *Alpine Resorts (Management) Regulations 2020* that includes vehicles transiting Mt Hotham resort WITHOUT STOPPING.

Vehicles transiting the Mt Hotham resort without stopping do not require a Permit. Transiting the resort is defined as entering the resort from one point (Buckland Gap or Mother Johnson) and exiting from the other within the allowable transit time and without stopping. The allowable transit time is determined by the weather and traffic conditions at the time of transit.

1. Each Permit issued by Alpine Resorts Victoria (**Supplier**) is subject to the following Conditions.
2. The Permit entitles the relevant holder (**Permit Holder**) to access the resort for which the permit applies (**Resort**), during the Declared Snow Season.
3. The price of the Permit can be found on the relevant Resort website listed above. No Permit will be issued unless and until the Supplier has received payment of the price in full.
4. An early bird discount is available where the Permit Holder purchases a Permit online (and makes payment in full) during the specified dates of the early bird sale period, (**Early Bird Discount**). The value of the Early Bird Discount will be specified on the relevant Resort website. The Early Bird Discount cannot be used in conjunction with any other discounts or promotional offers.
5. Details of whether Early Bird Discount passes will be posted or available for collection from the resort will be detailed on each of the Resort Websites. Where available, the Permit Holder may elect at the time of purchase to have the Permit delivered by Registered Post via Australia Post or some resorts may allow collection of the Permit from any of the premises listed on the relevant Resort Website. Postage may be charged in addition to the price of the Permit. It is the Permit Holder's responsibility to provide accurate and legible postal details. The Supplier will not be responsible for any Early Bird Permits that are lost in transit as a result of inaccurate or illegible postal details provided by the Permit Holder.
6. A Permit Holder must ensure that the Permit is affixed to the lower driver's side of the front windscreen of the vehicle listed on the Permit and with the expiry date clearly visible before entering into the Resort – Regulation 20(4) Alpine Resorts (Management) Regulations 2020.
7. Permits for Mt Hotham must be affixed to the upper passenger side of the front windscreen of the vehicle listed on the permit to allow access to the resort entry checkpoint bypass lanes.

8. A Permit Holder may be refused entry to a Resort if the Permit is not displayed at the time of entry and/or receive a fine for failure to display the Permit as prescribed under the *Alpine Resorts (Management) Regulations 2020* (Vic).
9. The Permit is only available in respect of privately registered motor vehicles (less than 10 seating capacity), excluding commercial motor vehicles. Commercial motor vehicles include any motor vehicles that are used or intended to be used for carrying passengers for hire or reward.
10. The Permit Holder acknowledges at Lake Mountain, a vehicle must have a seating capacity of less than eight.
11. In relation to trailers:
 - a. for Falls Creek, the Permit Holder must stop at Howman's Gap Ticket Box to purchase a separate vehicle permit for the trailer, which will attract an additional fee as specified on the Falls Creek website listed above. Trailer access will be determined by the Supplier and is subject to road and access conditions. For the avoidance of doubt, trailers must not enter the Falls Creek Resort during the Declared Snow Season without express permission from the Supplier; and
 - b. for Mt Hotham, trailers are allowed to transit the resort regardless of chain status but permission must be sought from the VicRoads representative in the resort. Approval will be subject to weather and road conditions.
 - c. for all other Resorts, trailers are not permitted when wheelchains are required to be fitted as declared by the Supplier on a daily basis subject to weather and road conditions in accordance with the *Alpine Resorts (Management) Regulations 2020* (Vic).
12. Village Access

The Permit does not allow village access at the relevant Resort and only entitles the Permit Holder access to a Resort's car park, except in the following instances:

 - a. for Mt Hotham, where the relevant car park is located in the Mt Hotham Resort village; and
 - b. for Falls Creek Alpine Resort, where village access is permitted in instances of low or no snow on the village roads in which case the Supplier may determine (in its absolute discretion) to allow access for a maximum 30-minute baggage drop-off.
13. Where a vehicle with a Permit is sold, damaged or the windscreen broken, the Permit (or as much of the Permit that remains intact, which if possible, should include the Permit number) must be removed and returned to the Supplier for a replacement. For the avoidance of doubt, a Permit is not subject to a refund in such an event. A replacement Permit will only be issued to a vehicle registered in the same name as the original Permit and proof of ownership via registration papers must be produced. A replacement fee of \$40 will apply.
14. The Permit:
 - a. remains the property of the Supplier, is not transferable and cannot be resold;
 - b. is valid only for the date/s shown on the Permit and, subject to Condition 13 in respect of the vehicle shown on the Permit (note that the registration number on the Permit must not be altered);
 - c. must be collected by the Permit Holder, or a person authorised by the Permit Holder from the Resort venue specified on the relevant Resort Website. Purchasers of the Permit should allow at least one week for Permits to be available for collection. Permits subject to an Early Bird Offer under Condition 4 will be posted in accordance with Condition 5.
15. The Supplier may at its discretion withdraw or cancel any Permit or refuse entry if it determines, in its reasonable opinion, that a Permit Holder has breached any of these Conditions in a material respect.

16. The Permit Holder acknowledges and agrees that due to the nature and location of the Resort, access to the Resort during the Declared Snow Season may be impacted from time to time by weather and access conditions that are outside of the Supplier's reasonable control. Subject to Conditions 19 and 35 the Supplier will not be liable to any Permit Holder for any loss or damage (including, but not limited to, indirect or consequential loss or damage, for example, but not limited to, travel and accommodation costs) suffered as a result of or arising from the closure of a Resort for any reason) including but not limited to road closures.
17. Except as set out in Condition 19, and subject to Condition 35, the Supplier will not be liable to refund payments made for a Permit under any circumstances, including, but not limited to:
 - a. the Permit Holder's change of mind;
 - b. a Force Majeure Event (other than as outlined in Condition 19) including:
 - i. fire or explosions;
 - ii. earthquake or major earth tremor;
 - iii. tempest, hurricane or cyclone;
 - iv. flood;
 - v. avalanche or landslide;
 - vi. lightning strike;
 - vii. industrial strike;
 - viii. sabotage, vandalism and malicious damage;
 - ix. war and hostilities and civil war; and
 - x. anything else outside of the Supplier's reasonable control, whether similar to the matters above or not;
 - c. poor snow conditions;
 - d. other facilities within a Resort not operating or open (for example the village shuttle service not operating);
 - e. where the lift service is not operational (other than as set out in Condition 16.b); or
 - f. any other circumstance beyond the reasonable control of the Supplier.
18. Subject to Condition 19, the Supplier is excused from performing its obligations under these Conditions to the extent caused by a Force Majeure Event (as set out in Condition 16.b).
19. Subject to Conditions 21 to 23 (inclusive), the Supplier will refund Permit Holders for payments made for Permits only in the following limited circumstances:
 - a. if the Supplier chooses to close the Resort for operational, safety or maintenance reasons (excluding temporary closures due to capacity issues);
 - b. if the Resort is forced to close due a Government Directive;
 - c. where the Supplier is required by law to provide a refund, in which case such refund will be provided in accordance with those laws.

20. If one of the events in Condition 19 occurs, the Permit Holder will be entitled to apply for a refund as follows:

- a. a full refund of the price of the Permit if the Permit Holder has not had access to the Resort within the Declared Snow Season; or
- b. a proportionate refund of the price of the Permit will be provided in accordance with the pro-rata refund Schedule below:

Number of Days Permit Used at the Resort	Refund percentage (of purchase price)
1 day	90%
2 days	80%
3 days	70%
4 days	60%
5 days	50%
6 days	40%
7 days	30%
8 days	20%
9 days	10%
10 days +	0%

21. The payment of a refund to Permit Holders under Condition 20 is conditional on the Permit Holder:

- α. applying for a refund by 19 October 2026 via the channel advised on the relevant Resort Website;
- providing proof of purchase of the Permit;
- supplying any additional supporting documents requested by the Supplier; and
- returning the Permit to the Supplier via registered post (at its cost) within two weeks of receiving confirmation by the Supplier that the Permit Holder has met the refund conditions.

22. For the avoidance of doubt, refunds will not be automatically processed if an event described in Condition 19 occurs. All Permit Holders seeking a refund must apply for the refund in

accordance with the process in Condition 21 above (unless otherwise required by law).

23. Refunds will only be processed by the Supplier on receipt of the returned Permit as required under Condition 21. Refunds can take up to 14 business days to show in an account. Refunds will not be provided for fees such as third-party service and delivery fees, postal charges, bank fees and other third-party charges. Interest will not be payable in respect of any monies refunded. No refunds will be made for Permits which, for any reason, were provided free of charge.
24. At all times while in the Resort, the Permit Holder must comply with:
 - a. the Alpine Responsibility Code which is available at snowsafe.org.au
 - b. *Alpine Resorts (Management) Act 1997* and associated regulations;
 - c. *Alpine Resorts (Management) Regulations 2020*;
 - d. any directive made under the *Public Health and Wellbeing Act 2008 (Vic)*; and
 - e. all signs (including during hours of darkness) or other directions of the Supplier or any of its employees and agents.
25. Permit Holders acknowledge and agree that:
 - a. ski lifts at the Resorts may be owned and operated by the Supplier or by an independent third party;
 - b. purchasing a Permit does not guarantee that ski lifts will be operational or that ski lift passes will be available for purchase; and
 - c. the Supplier will have no liability to the Permit Holder for any unavailability of ski lift passes or inability to use the ski lifts.
26. Permit Holders must park within marked bays or in accordance with the reasonable directions of Resort staff or signage. If a Permit Holder is found to have left a vehicle in a position that causes any obstruction to footpaths, roads or is outside of marked parking bays, the Permit Holder may be subject to a fine as prescribed under the *Alpine Resorts (Management) Regulations 2020 (Vic)*.
27. If the Resort is closed or inaccessible for one of the reasons set out in Condition 19 - the Supplier will use reasonable endeavours to notify Permit Holders. However, the Supplier does not guarantee that Permit Holders will be informed of such closure before they arrive at the Resort. Permit Holders should regularly check the relevant Resort Website for up to date information about the Resort (including closures).
28. The Supplier is not obliged to replace a Permit or provide a refund for a lost, stolen or damaged Permit but may do so in its absolute discretion (provided the Permit Holder can show satisfactory proof of purchase) in which case a replacement fee of \$40 will apply.
29. Permit Holders acknowledge that the Supplier and third parties authorised by the Supplier may make or record film, photographs or other forms of moving picture, still picture or any of them at the Resorts (including, but not limited to, of Permit Holders). Each Permit Holder grants to the Supplier and third parties authorised by it, permission to use photographs, film, tape, or other images or likenesses of the Permit Holder in any media (including publication within or outside Victoria, Australia and for any purpose without identification or compensation or payment of any kind).
30. The Supplier collects personal information about patrons attending the Resorts. The Supplier may collect the name, address, phone number and email address of permit holders, as well as film, photographic and other footage, for the purposes of conducting research, marketing and promotional activities in respect of the Resorts. Film and photographic footage may be used as set out in Condition 29. If the Permit Holder does not provide the Supplier with the personal information described above:

- a. the Permit Holder may not be admitted to the Resorts; and
- b. the Supplier may not be able to provide the Permit Holder with information about products and services that the Permit Holder may want, including information about discounts, sales or special promotions and / or notification about Resort closure or accessibility.

The Supplier may disclose the personal information it collects to its employees, related bodies corporate, contractors and service providers (including, but not limited to, research, marketing and promotional organisations). The Supplier is not likely to disclose the information to overseas recipients.

The Supplier's privacy policy in respect to each Resort can be found on the Resort's Website and contains more details about:

- c. the personal information it collects and how that information is dealt with
 - d. how a Permit Holder may access the personal information which the Supplier holds about them and seek correction of that information
 - e. how a Permit Holder may complain about a breach of the Australian Privacy Principles and how the Supplier will deal with such a complaint.
31. Alternatively, to find out more about how the Supplier collects and uses personal information, contact our Privacy Officer at 19 Highett Street, Mansfield 3722, or email info@alpineresorts.vic.gov.au.
32. Unless a Permit Holder advises the Supplier to the contrary, the Permit Holder consents to receiving future promotional and marketing material from the Supplier and its related entities, including, but not limited to, via electronic messages (e.g. email, SMS etc). If a Permit Holder does not wish to receive promotional and marketing material, they should select the unsubscribe option where applicable or contact the Privacy Officer using the details set out in Condition 31. Please note opting out of communications will mean that Permit Holders will not be advised directly of any Resort closures.
33. Permit Holders acknowledge and agree that any part or parts of these Conditions that contravene the law of a relevant jurisdiction and are not enforceable may be read down and are severable and do not invalidate the remaining conditions.
34. These Conditions are governed by the laws in force from time to time in Victoria. The parties submit to the exclusive jurisdiction of the courts of Victoria.
35. The Australian Consumer Law (as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (**Australian Consumer Law**) provides Consumers (as that term is defined in the Australian Consumer Law) with a number of protections and Consumer Guarantees that cannot be excluded or limited (**Non-Excludable Rights**). Other than as set out in Condition 40 and 41, these Conditions, and in particular any limitations of liability set out in these Conditions, are therefore subject to, and will not apply to the extent that they limit or exclude, such Non-Excludable Rights.
36. Subject to Condition 35, and in addition to Conditions 40 and 41, the Supplier excludes:
- a. any term, condition or warranty that may otherwise be implied into these Conditions;
 - b. any liability for loss, death or personal injury incurred as a result of or in connection with undertaking activities at any Resort, except to the extent caused by the Supplier;
 - c. any liability for damage to a Permit Holder's property as a result of or in connection with undertaking activities at any Resort, except to the extent caused by the Supplier; and
 - d. any liability for indirect or consequential loss (such as loss of profits, loss of revenue and loss of opportunity).

37. Permit Holders indemnify the Supplier, its personnel, contractors, and any associated entities (**Indemnified Parties**) against all loss, liability, damage or expense incurred by any of the Indemnified Parties in connection with undertaking activities at the Resort, to the extent caused by the Permit Holder. However, the Permit Holder's liability under this Condition 37 will be reduced to the extent the loss, liability, damage or expense is caused or contributed to by an Indemnified Party. The Supplier holds the benefit of this indemnity on its own behalf and on behalf of each Indemnified Party.
38. Permit Holders consent to receive and agree to pay for any medical or hospital treatment (including without limitation, ambulance transportation) that is considered in the opinion of the Supplier or its personnel to be advisable while at the Resort. Each Permit Holder indemnifies and will keep indemnified on demand the Supplier for all costs associated with any medical treatment required.
39. By accessing the Resorts and its facilities, Permit Holders acknowledge and agree that the Supplier and its affiliates have the right to collect and use any image collected of the Permit Holders and its guests while at the Resorts in order to promote the Resorts. The Supplier must comply with the provisions of the *Privacy Act 1988* (Cth) and *Privacy Regulations 2013* (Cth).

40. RISK WARNING – Alpine Resort Conditions

- a. To the maximum extent permitted by law, parking of vehicles at any Resort is at your own risk. The Supplier accepts no liability for damage or loss that may occur to your vehicle while parked at any Resort (except, subject to Condition 40.b, where such loss or damage is directly caused by the Supplier).
- b. Resort operations involve heavy snow clearing machinery operating in difficult conditions. Incidental damage to vehicles can occur from time to time if vehicles are not parked correctly or Permit Holders do not follow the directions of the Supplier. In such circumstances the Supplier will not be responsible for any loss or damage that occurs during this process (except where such loss or damage is a result of the Supplier's negligence or wilful misconduct).
- c. Condition of roads and road surfaces is highly dynamic based on weather, visibility, snow clearing, treatment and surface integrity. The Supplier does not make any guarantee as to the suitability of the roads and car parks for specific vehicles nor guarantee levels of hazard reduction. All Permit Holders must follow any directions provided by the Supplier, including directions regarding the fitting of chains. Permit Holders acknowledge and agree that such directions are necessary to manage and mitigate risks based on the circumstances and conditions at the time.
- d. Where circumstances arise such that the Supplier forms the view that there is a risk to you or other Permit Holders (e.g. if a vehicle falls off a road, becomes trapped or is otherwise located in a position that poses a risk to you or other Permit Holders), the Supplier or a nominated third party may move your vehicle or take any other action that it considers reasonably necessary at the time in order to remove or mitigate such risk. The Supplier will not be responsible for any loss or damage that occurs during this process (except where such loss or damage is a result of the Supplier's negligence or wilful misconduct).
- e. Walking within an alpine village has inherent risks due to the prevalence of snow and ice. The Supplier does not make any guarantee as to the hazard status of public access areas that are highly impacted by weather conditions. Permit Holders must use extreme caution and take appropriate hazard reduction measures (such as boot chains) to ensure you can safely navigate these areas.
- f. Resort roads are shared zones with over snow machinery, skiers and walkers. Permit Holders must use extreme caution at all times when navigating these areas.

41. RISK WARNING – Recreational Activities

This risk warning applies in relation to any activity undertaken at a Resort in connection with the Permit, including but not limited to skiing, snowboarding, using ski lifts, snow tubing, tobogganing and snow play (**Recreational Activities**).

To the extent permitted by the law and in respect of any Recreational Activities, Permit Holders hereby release and discharge each of the Supplier, its personnel, contractors, and any associated entities (the **Released Entities** and each a **Released Entity**) from all liability arising in relation to:

- a. death;
- b. the physical or mental injury of an individual (including the aggravation, acceleration recurrence of such an injury of the individual);
- c. the contraction, aggravation or acceleration of a disease of an individual;
- d. the coming into existence, aggravation, acceleration or recurrence of any other condition, circumstance, occurrence, activity, form of behaviour, course of conduct or state of affairs in relation to an individual that is or may be harmful or disadvantageous to the individual or community or that may result in harm or disadvantage to the individual or community; and
- e. any failure to comply with the provisions of Subdivision B of Division 1 of Part 3-2 of the Australian Consumer Law,

however it may be caused and even if caused by negligence or lack of due care and skill of the Released Entities, arising from or connected with the Recreational Activities, except to the extent that any significant personal injury suffered by, or death of, a person is caused by the reckless conduct (or any other form of gross negligence) of a Released Entity.

WARNING UNDER THE AUSTRALIAN CONSUMER LAW AND FAIR TRADING ACT 2012

If you sign or otherwise accept this form, you will be agreeing that your rights to sue the supplier under the *Australian Consumer Law and Fair Trading Act 2012* are excluded, restricted or modified in the way set out in this form, if you are killed or injured because the services provided were not in accordance with the statutory guarantees outlined below.

Under the Australian Consumer Law (Victoria), several statutory guarantees apply to the supply of certain goods and services. These guarantees mean that the supplier named on this form is required to ensure that the recreational services it supplies to you:

- (a) are rendered with due care and skill
- (b) are reasonably fit for any purpose which you, either expressly or by implication, make known to the supplier
- (c) might reasonably be expected to achieve any result you have made known to the supplier.

Under section 22 of the *Australian Consumer Law and Fair Trading Act 2012*, the exclusion of these statutory guarantees is brought to your attention by this form.

NOTE: The change to your rights, as set out in this form, does not apply if your death or injury is due to gross negligence on the supplier's part. **Gross negligence**, in relation to an act or omission, means doing the act or omitting to do an act with reckless disregard, with or without consciousness, for the consequences of the act or omission. See regulation 5 of the Australian Consumer Law and Fair Trading Regulations 2012 and section 22(3)(b) of the **Australian Consumer Law and Fair Trading Act 2012**.