



# First Time Visitors' Guide



# Welcome

The snow is cold and the welcome is warm. We look forward to hosting you at Mt Buller this winter and this simple guide is the first step in a memorable visit!

# Must do's...

Discover what all the fuss is about – just add SNOW and let the magic happen!



## Make a friend

Meet our local sled dogs - they love cuddles and selfies! As the sun dips down join the locals in the village for live music and toast a marshmallow around a crackling fire.



## Young at heart

Throw a snowball, slide on a toboggan and you'll feel like a kid again. It's impossible not to smile when you are building a snowman and making memories with family and friends.



## Try something new

There is something thrilling about sliding on snow for the first time. Pre-book a First Timer lesson and our friendly instructors will get you started safely. You'll be amazed how quickly you will master the basics!



Before you leave home



Enjoy the journey



Resort entry



Car parks



Explore an alpine village



Ride the lift



Take a lesson



# Your snow holiday – do it your way...

Choose your own adventure with thrills on the slopes, fun around the village and plenty of photo moments along the way... Here are some suggested itineraries to get you inspired!

## 1. Hit the slopes

- ❄️ Unleash your inner snow bunny in a [First Timer ski or snowboard lesson](#) and have fun learning with like-minded novices or book a private lesson for one-on-one instruction.
- ❄️ Take regular breaks and warm up with a hot chocolate or tasty snack between runs to keep your energy up.
- ❄️ Take photos – this is going to be a day to remember and brag about! Your first day on the slopes!



### TIP

Ask for FREE wrist guards when you rent skis or a snowboard and wear a helmet (they are FREE with rental too at most stores) to keep you safe and sound.

## 2. Winter Wonderland

- ❄️ Discover the magic of a scenic snowshoe around the village or [book a guided tour](#) to soak up the sunset from the summit!
- ❄️ Meet the energetic huskies and take a thrilling [sled dog tour](#) that will take your breath away. An unforgettable alpine experience awaits and you'll fall in love with these cheeky pups. Bookings are essential, head to the Guest Services Information Desk for details.
- ❄️ Treat yourself to a hearty lunch. You'll work up a serious appetite (it's the fresh air!) and there's a mountain of tasty options from pizza to laksa. [Download the Mt Buller Live App](#) or pick up a Village Map in resort to find a café or restaurant nearby.



### TIP

FREE shuttle buses loop around the Village and return to the Village Square - it's a perfect way to see more of the resort if you need to give your legs a rest.

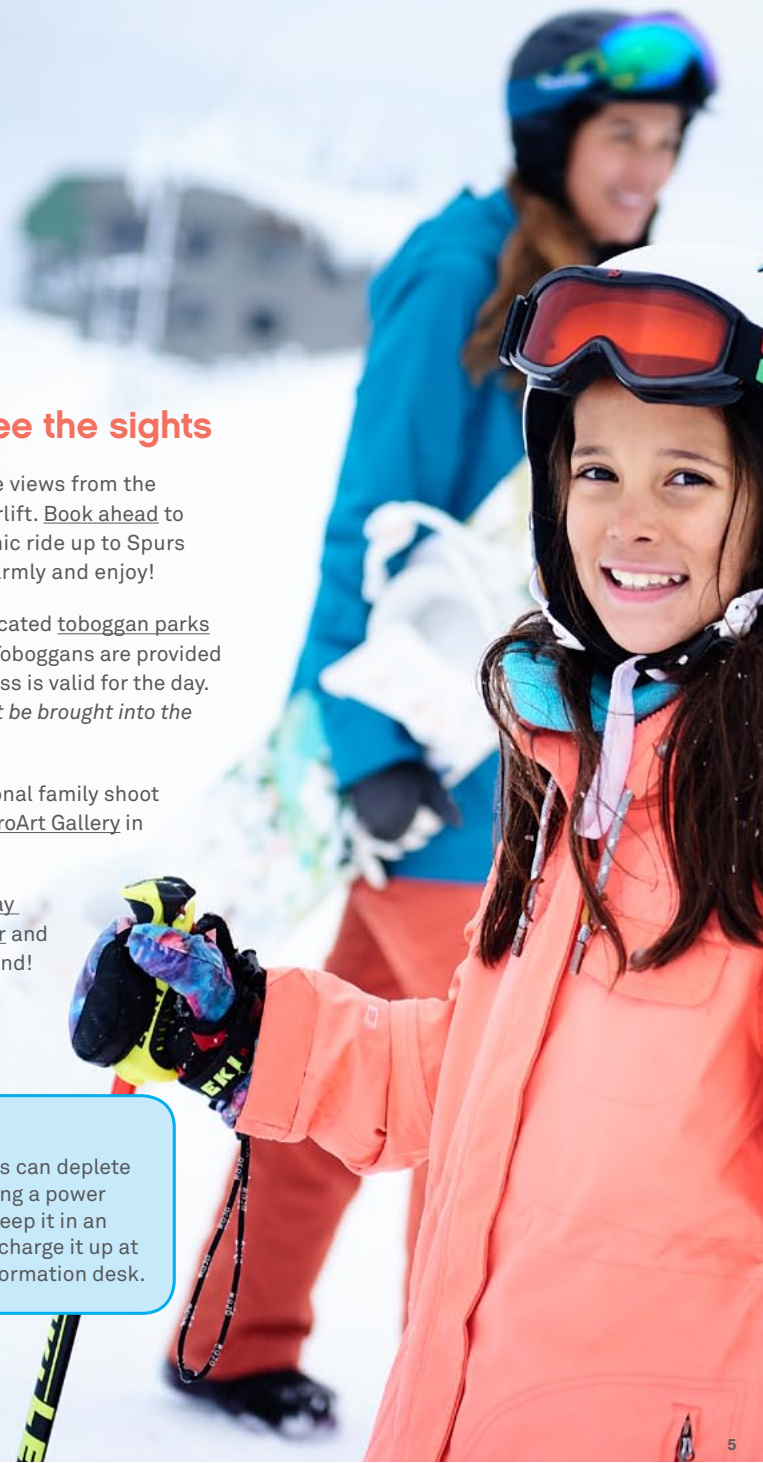
## 3. Toboggan & see the sights

- ❄️ Everyone can take in the views from the Northside Express Chairlift. [Book ahead](#) to reserve your return scenic ride up to Spurs café and back. Dress warmly and enjoy!
- ❄️ Go for a slide in our dedicated [toboggan parks](#) at Celia's or the Village. Toboggans are provided inside the parks. Your pass is valid for the day. *Note – toboggans cannot be brought into the Mt Buller village.*
- ❄️ You can book a professional family shoot at the [Photo Shop & HarroArt Gallery](#) in the village.
- ❄️ Book a [Snow Play in a Day](#) or [guided snow shoe tour](#) and let a local show you around!



### TIP

Mobile phone batteries can deplete quickly in the cold. Bring a power bank for your phone, keep it in an inside layer pocket or charge it up at the Guest Services information desk.





# Before you visit

It's essential to plan ahead and book all the elements of your snow trip online ahead of your visit!

## DO IT ALL ONLINE...



- Choose your dates – mid-week and off-peak (June and September are best) offer the best value and experience for first time visitors
- Pre-pay resort entry and parking online for peace of mind that we've reserved your parking spot
- Park and ride the Village Express from Mirimbah (weekends July/August) for an easy stress-free day trip
- Stay a little longer – check out accommodation online and stay the night!

## WHILE YOU'RE ON THE WEBSITE...

- **Check the weather forecast** – snow or sunshine?
- **What's on in resort** – check the event calendar and join the fun!
- **Call ahead and make some reservations** – there are more than 30 places to enjoy a bite to eat with friends
- **Book a toboggan session** – pick the date and time and we'll have your toboggan waiting!



### TIP

Sign up for Mt Buller emails before your visit to get regular snow reports and latest offers [mtbuller.com.au/signup](http://mtbuller.com.au/signup)



## LOOK THE PART

Look cool and feel warm with the right gear to enjoy your visit. Here's what you'll need...

- Dress warmly
- Wear layers
- Waterproof pants
- Helmets advised if skiing or boarding
- Good boots and wool socks
- Gloves and a hat
- Sunglasses or goggles
- Don't forget sunscreen!
- Bring some comfy clothes for the drive home or lounging in the lodge

Forgot something? Rent or buy snow gear in Mansfield or Mt Buller.



# Enjoy the journey

Getting to Mt Buller is easy. Make a road trip of it or take a coach – either way, we'll see you up here soon!

## WHERE IS MT BULLER EXACTLY?

It's the easiest major alpine resort to get to in Australia and you'll find us just 3 hours up the road from Melbourne.



## SELF-DRIVE

It's a beautiful drive up to Mt Buller through scenic valleys and along country highways. Allow some time for stops along the way at quaint towns and cafes, and in case of wintry driving conditions.

## WHEEL CHAINS

All vehicles entering Mt Buller or Mt Stirling must carry wheel chains during the snow season. Wheel chains must be carried by any vehicle heading beyond Mirimbah Park up to Mt Buller or Mt Stirling. Various outlets rent wheel chains in Mansfield and will show you how to fit them.



## VILLAGE EXPRESS PARK & RIDE

Great news for day visitors - drive to Mirimbah at the bottom of the mountain, park the car and let the Village Express coach deliver you to the village.

No wheel chains, no snow driving and no fuss. **Available on weekends in July and August.** Enjoy the convenience and book online before your visit to reserve a seat.

## KICK BACK ON A COACH

Let someone else take care of the driving while you relax and enjoy the scenery on one of the many coach services to the resort departing daily from Melbourne City and Tullamarine Airport. It's a great way to get to the slopes in comfort and relax on the ride home.

Search coach at [mtbuller.com.au](http://mtbuller.com.au) for a full list of operators and to book.



## TIP

Mansfield is a bustling town 45kms from Mt Buller and is the ideal place to stop for a snack, rent snow gear and collect wheel chains. Why not make time on the way home for a delicious pub meal?



# Resort Entry

All visitors to Mt Buller and Mt Stirling pay a fee to enter and park. Book online before you drive to secure your spot.

## ENTRY AND PARKING FEES

### Self-drive day entry

Price per vehicle 9 seats or less	\$69
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\* Pre-purchase up to midnight the night before you arrive

### Staying overnight?

Gate entry + one night parking	\$138
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\* Additional nights charged from \$10.50 per night

Coach passengers' resort entry is included in your ticket and most will deliver you directly into the village.

## WHEN YOU ARRIVE

### Pre-paid

Print your dashboard pass at home and display it in your vehicle to drive straight up to the car parks (16kms up the Mount Buller Road from Mirimbah entry gate). Staff at the gate can also print your pass for you.

### Pay at the gate

If you have not pre-purchased gate entry online, you can purchase it at the Mirimbah ticket booth, subject to availability. Please note the day car park can reach capacity on peak weekends in July and August so book your resort entry online before you travel to avoid disappointment. Payment at gate is card only.



# Car Parks



## MT BULLER CAR PARKS

On arrival you will be directed to your car park. Most day visitors park in Horse Hill Car Park, however on busy days you may be directed to other locations.

## HORSE HILL CAR PARK

On arrival at the Mt Buller car parks you are 2km from the Mt Buller Village. Access the village via the free shuttle bus or ride the Northside Express chairlift (ticketed).

At the Horse Hill Car Park you will find:

- Celia's Toboggan Park and snow play
- Access to Buller sled dogs
- Celia's Shop & Café
- Buller Sports rental outlet & ticket office

## NEXT STOP – MT BULLER VILLAGE

There's a winter wonderland waiting for you in the Mt Buller Village.

### Day visitors

From the car parks the Mt Buller Village is easily accessible!

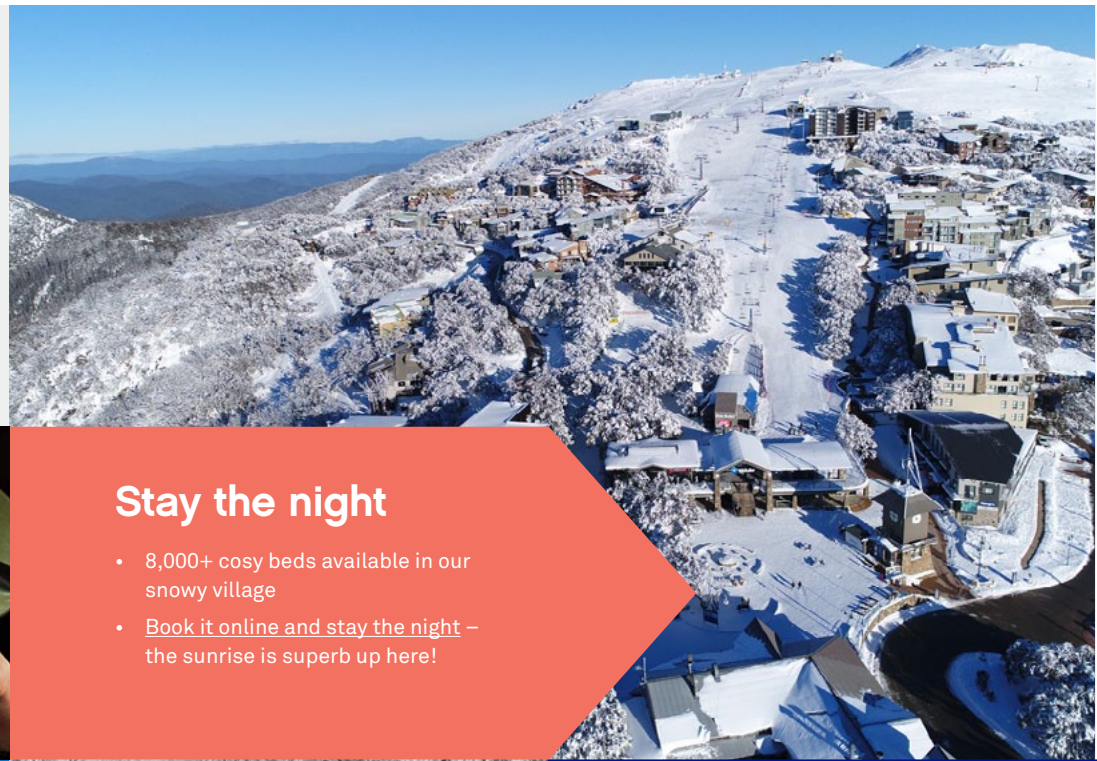
- Hop on the FREE shuttle bus to and from the Village (8am-6pm daily, and until 9pm during Twilight Sessions on peak weekends)
- Take the Northside Express chairlift directly to the snowfields (fees apply)

### Overnight visitors

- Take a Ride Share or private taxi from the car parks to your accommodation. Book ahead online for the best price. Search > Ride Share at [mtbuller.com.au](http://mtbuller.com.au)



# Explore an Alpine Village



## Feed your soul

- Savour and snack with 30+ cafes, bar & dining venues to try
- There's even a supermarket with fresh fruit and vegetables, pre-made meals and a liquor store!



## Stay the night

- 8,000+ cosy beds available in our snowy village
- [Book it online and stay the night](#) – the sunrise is superb up here!



## Retail therapy

Indulge in some retail therapy or get the essentials from one of 11 retail and rental stores on the mountain. Rent some gear or buy the latest European styles



## Grab a lift

- FREE regular shuttles make getting around the village easy
- Pre-book your return [Ride Share online](#) for you and your bags to come and go smoothly



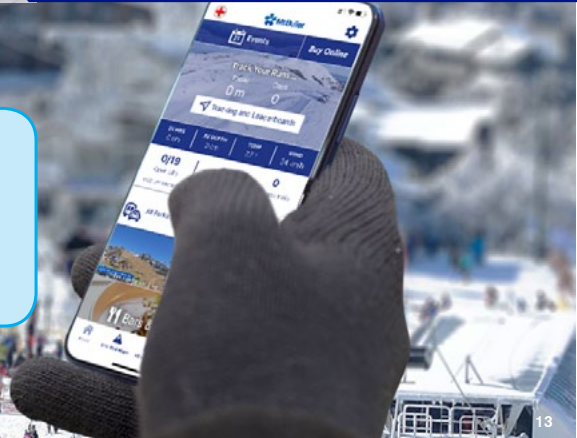
### TIP

Look out for Guest Services staff in bright yellow jackets if you need help and pick up a handy Village map.



### TIP

Download the Mt Buller Live App for live resort updates, maps and more.





## Ride the Lift

Half the fun of skiing down the slopes is the journey up on the lift - you'll need a B-TAG which is your ticket to ride.

A B-TAG is your access pass for the lifts at Mt Buller. Keep it in your left-hand pocket (away from your phone) and it will scan automatically at the lift.

BUY your B-TAG ONLINE and pick it up anytime from the B-TAG collection boxes at Horse Hill Ticket Office or outside Buller Sports Central in the Village Square that operate 24/7.

Keep your B-TAG, reload it online and get back on the slopes next time – no waiting.

Not sure how to ride the chairlift? Ask our Lift Operations staff for help and they can show you how.



## First Timer Lesson

Get started with a lesson.

We want your first day on the slopes to be one you remember for all the right reasons! Start your snow journey at the Ski & Snowboard School in a [First Timer Lesson](#).

Our qualified instructors are ready to help you master the basics in a fun and friendly setting, with beginners just like you, in the protected learning area on Bourke Street.

Once you've mastered sliding (and stopping!) we've got gentle terrain where you can practice and build confidence. You'll be ready to join the Beginner or Beginner Plus groups and ride the carpet next!

### HOW DO I BOOK?

Booking in advance is essential to secure a place. Go to [mtbuller.com.au/lessons](http://mtbuller.com.au/lessons) and book in your lift and lesson package online before your visit.

### WHERE ARE THE LESSONS?

Ski lessons meet at the Ski & Snowboard School (pictured) and snowboarders gather in the Village Square. Look for your instructors in the sky BLUE jackets and lesson flags!

### CAN I HAVE MY OWN LESSON?

Yes! Book a Private lesson for tuition tailored to your level. Prior booking essential on 03 5777 7877 or online [mtbuller.com.au/lessons](http://mtbuller.com.au/lessons)





# Ski & Snowboard School

Look out for our friendly team of ski and snowboard instructors in bright blue jackets when you visit and book in for a lesson!



The Ski & Snowboard School offers lessons for skiing and snowboarding for all ages and abilities. Lessons start for children as young as 3 years old!

Lessons are a smart idea for everyone and we can all learn new skills and get help to be safer on the slopes.

Visit [mtbuller.com.au/lessons](http://mtbuller.com.au/lessons) for information on all the lessons available including private classes, children group lessons and adult group lessons. It's best to book your lift & lesson together online BEFORE you visit to secure your place in a class and to get the best price.



**TIP**  
All children MUST wear a helmet to participate in Ski & Snowboard School lessons. Most rental stores include a helmet FREE with rental packages.

# Snow Speak

Your first visit to the snow can feel like you are in another world - so here's a few phrases to make you sound like a local!

## Let's do après

From the French après (after) and used to refer to catching up for a drink or a snack 'after skiing'. Après can happen anytime!

## Bourke Street

The name of the main run into the village. There aren't trams but it can get busy in 'peak hour' so look both ways, ski in control and give way!

## Shredder

Refers to snowboarders who 'go shredding' on the slopes. "Let's shred"

## Kooroora

Pron 'Kuh-roo-rah' this is the local 'pub'. Hosting snow revellers since the 50's, the tradition continues in an updated venue in the village centre. Stop in for a hearty meal and a drink. Dance 'til late in the night club.

## Dumping

Snowing heavily. We hope it will be dumping for your visit!

## Grooming

Not just the way you comb your hair, our ski slopes get levelled out nightly for smooth sliding.

# Insider tips & smart savings!

A little planning and booking ahead is the smart way to ensure a great snow holiday...

## MAKE A MID-WEEK MISSION

We want you to take your time and savour your first visit! Skip the weekend rush and discover the joys of mid-week – with the added bonus of better value on off-peak accommodation and lift passes.

## GET IN EARLY

Mt Buller's snow guarantee allows you to book a June visit with confidence. If there is insufficient snow to ski, relax with a money-back guarantee\* on pre-paid accommodation and lift & lesson packages.

\* Conditions apply - see [mtbuller.com.au](http://mtbuller.com.au) for details

## KIDS STAY FREE

Book a stay in June or September and up to two kids under 15 can stay FREE with two paying adults at many accommodation houses! These 'shoulder' seasons are also a good time to find discounted lift passes and other savings in resort!

## DO IT ALL ONLINE

Planning ahead and booking online is essential to lock in all the elements of your holiday before you arrive. You can bundle everything including lift passes, lessons, resort entry/parking, rental and even activities for peace of mind.

## SMILE IN SPRING

September is a great time for beginners to get on the slopes with sunnier days, soft snow and great savings.

# Stay Snow Safe

It is great fun sliding around on snow but there are a few things you should know to stay safe while you explore this winter wonderland.

- Obey all signage and direction from resort staff
- Look up - snow and ice can slide off rooftops
- Stay in control on skis and toboggans
- Only ever toboggan in the snowplay parks - NEVER on ski runs or near roads
- Only ski or snowboard in permitted areas
- Take a lesson and learn how to stop and ski in control
- Use safety equipment including helmets
- Ask for help to ride the chairlift safely
- Dress warmly

Ski Patrol wear red jackets with a white cross. They can help with first aid and emergencies. Follow their instructions at all times. They will help keep you safe on the snow.

Guest Services wear yellow jackets and are here to help you enjoy your visit. You'll find them greeting visitors around the village and at the Guest Services Information Centre in the heart of the village.

SNOWSAFE

[snowsafe.org.au](http://snowsafe.org.au)



# Resort visit checklist

You're excited to experience all that Mt Buller has to offer and have picked your dates (mid-week is best!)

Here's a handy checklist to get your snow adventure off to a smooth start!

## BEFORE YOU LEAVE HOME

**Pre-pay resort entry** – get a discount and relax knowing your parking space is booked.

Print your resort entry/parking permit and place on the dashboard of your car. Stay in the right-hand lane at the Mirimbah resort entry gate to drive directly up to the car parks - no need to queue or stop.

**Pre-book all activities online** including sightseeing chairlift, toboggan parks, ski/snowboard lessons and lift passes *before* your visit to secure your place.

**Making a day trip on a peak weekend in July or August?**  
Book a seat on the Village Express Park & Ride service for a relaxing coach ride up the mountain and skip renting wheel chains by parking at the base of the resort (Mirimbah).

## BEFORE YOU ENTER THE RESORT

**Collect wheel chains** for your vehicle if you are driving up beyond Mirimbah Park. Chains must be carried every day of the snow season and can be rented in Mansfield or Merrijig.

