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# HOTHAM

alpine resort

## INTRODUCTION

### **Welcome to Hotham, Victoria's Premier Snow Destination!**

Hotham's well established schools Snowsports programs provide school groups with the ideal winter holiday. Offering world class instructors for all levels of skiing and snowboarding, from complete beginner through to race training, top quality hire equipment and friendly, efficient service to take the stress out of organising your holiday.

Hotham's 320 hectares of terrain and 35km of cross country trails will challenge skiers and snowboarders of all levels. With the highest natural snowfalls in Victoria and advanced snowmaking facilities Hotham is able to provide the best possible snow cover all season.

With customer service a top priority; Hotham provides school groups with a flexible booking service, catering to wide ranging requirements and changing circumstance. Our experienced Group Bookings Team is available year round to assist you with bookings and enquiries.

This manual has been designed to provide you with all the information you need to book your school's trip to Hotham. If you require any further information please do not hesitate to contact us on 03 5759 4436 or email [GroupBookings@hotham.com.au](mailto:GroupBookings@hotham.com.au).

In accordance with the recent legislation, all Mount Hotham Ski Company employees' working with kids will hold a valid "Working with Children Permit". This is to ensure that your child is in safe and capable hands during the day to put the parent's minds at ease.

We look forward to seeing you at Hotham.

Kind Regards

*Min Martin*

Advanced Sales Coordinator  
Mt Hotham Skiing Company  
Ph: 03 57594436  
Fax: 03 57593164  
E: [groupbookings@hotham.com.au](mailto:groupbookings@hotham.com.au)

## Complimentary and Adult Ticket Ratio

Complimentary ticket ratio – Primary and Secondary Groups:  
**1 complimentary Teacher per 8 Students**

Additional teachers/adults attending as part of the organising excursion for Primary or Secondary Groups may take advantage of the adult prices below. The total number of adults must not exceed 50% of the total number of students.

Example – A group consisting of 20 students would be entitled to 2 complimentary tickets and could purchase a further 8 tickets at the additional adults price.

## SCHOOL GROUP PACKAGES

SEASON DATES:

OFFICIAL OPENING:

Saturday 6 June 2009

OFFICIAL CLOSE:

Sunday 27 September 2009

Primary	Lift & Lesson		Lift/Lesson/Hire		Clothing Hire			
	Student	Adult	Student	Adult	Jacket or Pants	Jacket & Pants	Helmet	Wrist Guards
1 Day	42	57	76	91	21	32	15	5
2 Day	81	111	134	164	26	37	20	10
3 Day	116	161	189	234	32	42	25	15
4 Day	147	207	226	286	37	47	30	20
5 Day	175	250	260	335	42	52	35	25
6 Day	200	290	291	381	47	57	40	30
7 Day	221	326	319	424	52	62	45	35
Each extra day*	21	36	28	43	5	5	5	5

Where Primary Students attend as part of a Secondary Group, it is advised that they be booked into the Milo Kids Klub. However, if they purchase tickets at the Primary rate they will be treated as Secondary Students and as such, will be included with the Secondary Students for their lessons.

Secondary	Lift & Lesson		Lift/Lesson/Hire		Clothing Hire			
	Student	Adult	Student	Adult	Jacket or Pants	Jacket & Pants	Helmet	Wrist Guards
1 Day	60	75	97	112	21	32	15	5
2 Day	116	146	174	204	26	37	20	10
3 Day	166	211	246	291	32	42	25	15
4 Day	210	270	298	358	37	47	30	20
5 Day	250	325	346	421	42	52	35	25
6 Day	285	375	389	479	47	57	40	30
7 Day	316	421	427	532	52	62	45	35
Each extra day*	31	46	38	53	5	5	5	5

\*Extra days must be consecutive and must be booked and paid for prior to ticket collection.

The above School packages are for unlimited use of all operating lifts at both Hotham and Falls Creek Resorts and include a group lesson each day for up to 5 days. 6 or more day packages include 5 lessons only.

**We highly recommend the use of Helmets for all children and wrist guards for snowboarders.**

## SCHOOL CROSS COUNTRY PACKAGES

Cross Country	Hire Only	Hire & Lesson	Lesson Only
1 day	24	51	27
2 days	39	85	46
3 days	49	115	66
4 days	65	148	83
5 days	75	172	97
6 days	85	195	110
7 days	95	215	120

Lesson packages include a group lesson each day for up to 5 days (i.e. 3 day hire & lesson package = 3 lessons, whilst a 6 day hire & lesson package includes 5 lessons).

## HOW TO BOOK YOUR TRIP

Booking your trip to Hotham couldn't be easier, just follow the steps below. If you have any queries or require further information or assistance with any aspect of your trip please do not hesitate to contact us, our staff are available to offer advice and assistance year round.

1. Book your accommodation and transportation. We recommend you do this well in advance to avoid disappointment. You will find information regarding accommodation and transport options on page 13.
2. Complete the **School Booking Form** and either fax or send to our Group Bookings Team, at least 2 weeks prior to arrival. Fax 03 5759 3164 or PO Box 140, BRIGHT VIC 3741. If you prefer to e-mail the forms please e-mail a request for soft copies to [GroupBookings@hotham.com.au](mailto:GroupBookings@hotham.com.au) or go to our website [www.hotham.com.au](http://www.hotham.com.au). If ordering by e-mail, a signed copy of the **Equipment Rental Agreement** must be provided.
3. A tax invoice will be e-mailed to you to confirm your booking. Payment can either be made in advance or upon arrival at the Group Bookings counter in the Hotham Central Ticket Office.
4. Payment options available are school cheque, direct deposit or credit card.  
**Payment details:**  
School Cheque:  
Please make payable to Mount Hotham Skiing Company  
Direct Deposit:  
Mount Hotham Skiing Company (ANZ)  
BSB: 013 545  
AC: 8375 54638
5. If your package includes hire, an electronic hire planner will be e-mailed to you upon receipt of your order. The Hire Planner should be completed as per the instructions and e-mailed back a week prior to your arrival.
6. Contact the Mt Hotham Resort Management Board for a Gate Entry Application Form on Ph: 03 57593550 or e-mail [mhar@mthotham.com.au](mailto:mhar@mthotham.com.au) prior to your arrival.
7. Payment options available for Gate Entry are school cheque, direct deposit or credit card (Visa or MasterCard). If you would like to pay by direct deposit please contact the Resort Management Board for full details.

\* You can now download our manual & booking forms (including our rental planner) from our website; [www.hotham.com.au](http://www.hotham.com.au)

## BOOKING CONDITIONS AND INFORMATION

All schools prices include unlimited use of all operating lifts at both Hotham and Falls Creek and a 1½ hour lesson each day up to 5 days. 6 or more day packages include 5 lessons only.

### **Hotham Equipment Hire**

Where ski hire is included, this consists of the hire of premier carve skis, boots and poles or snowboard hire consisting of board and boots. Any alterations to equipment hired with Mount Hotham Skiing Company during your stay, can be made on the spot at any of our Hotham Sports outlets.

### **Booking Conditions:**

- Minimum size of group is 20 students;
- Bookings must be made at least 14 days in advance. Late bookings will be subject to availability. Numbers to be finalised 72 hours prior to arrival;
- School and tertiary packages are only available to legitimate school/tertiary groups;
- Prices are available to full time students only. Adults attending are priced as per details on page 3;
- School groups are entitled to 1 complimentary teachers ticket per 8 paying students;
- Where Primary Students attend as part of a Secondary Group, it is advised that they are booked into the Milo Kids Klub. However, if they purchase tickets at the Primary rate they will be treated as Secondary Students and will be grouped with the Secondary Students for their lessons;
- **Tickets will not be issued until they are paid for in full;**
- Ski Hire collection time and location must be arranged prior to arrival, a completed electronic Ski Hire Planner must be sent at least 72 hours prior to arrival if hire is required;
- All tickets are to be collected, by the trip coordinator, from the Hotham Central Ticket Office;
- Once tickets are collected it is the coordinator responsibility to insure they are handed out and attached correctly (**lost or stolen tickets will not be replaced**);
- Tickets are **non-refundable** and **non-transferable**;
- Lesson times for Secondary and Primary groups must be arranged prior to arrival (see following Schools Booking Form). The coordinator must confirm lesson times and numbers of skiers/snowboarders with the Hotham Snowsports Centre (03 5759 4452). Times are allocated on a first come first served basis;
- For 6+ day packages, the lessons will be allocated to the first 5 days unless otherwise arranged;
- In the event of injury to any member of your group, it is the responsibility of the group coordinator/teacher to return both the ticket and a medical certificate to the ticket office in Hotham Central in order to request a snow credit, **credit will only be considered for full days remaining after the day the ticket is returned.** Credit will not be considered if the ticket is returned on the last day.

## SNOWSPORTS LESSON BOOKINGS

To ensure correct instructor allocation for skiing and snowboarding lessons, the organiser **must** advise the Snowsports Centre directly of numbers at least 1 week prior to your first lesson. Whilst we strive to allocate the lesson times requested this is not always possible. Please contact Hotham Snowsports Centre on 03 5759 4452 or email [Snowsports@hotham.com.au](mailto:Snowsports@hotham.com.au) to confirm your numbers and lesson time one week prior to arrival.

Our 1:30pm lesson is usually less busy so you can be assured of a better student/instructor ratio and more individualised attention at this time. The 1:30pm lesson also has a longer duration of 2 hours.

Due to senior instructor (race coach) availability, all race training (3 hours) during the school holidays will be conducted from 1:30pm - 4:30pm.

**LESSON TIMES ARE ALLOCATED ON A FIRST COME FIRST SERVED BASIS – TO AVOID DISAPPOINTMENT, PLEASE COMPLETE & RETURN THE FOLLOWING FORM WITH YOUR PREFERRED LESSON TIMES.**

## SCHOOL BOOKING FORM

School Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Mobile: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Accommodation: \_\_\_\_\_ On-mountain ph#: \_\_\_\_\_

Total days skiing: \_\_\_\_\_ Ticket start date: \_\_\_\_\_ Ticket finish date: \_\_\_\_\_

Product	Quantity	Number of Days	Cost per unit \$	Total Cost \$
<b>Lift &amp; Lesson</b>				
Secondary Students				
Primary Students				
Teachers (FOC)				
Extra Teachers				
<b>Lift Lesson &amp; Hire</b>				
Secondary Students				
Primary Students				
Teachers (FOC)				
Extra Teachers				
<b>Cross Country</b>				
Hire Only				
Hire & Lesson				
Lesson Only				
<b>Extras</b>				
Night Ski \$7 each				
Jacket or Pants (1 item)				
Jacket & Pants (2 items)				
Helmets				
Wrist Guards				
<b>Total</b>				

## SNOWSPORTS CENTRE LESSON TIMES

**Preferred** Lesson Time – Please NUMBER boxes in order of preference. To confirm your lesson times, please contact the Snowsports Department one week prior to arrival on 03 5759 4452

8.30am       - Less crowded (best for beginners)

9.00am     

10.30am   

Lesson Start Date: \_\_\_\_\_

Noon         - Less crowded

Total # Skiing: \_\_\_\_\_

1.30pm      - 2 hour duration

Total # Boarding: \_\_\_\_\_

Please complete and fax this form to: 03 5759 3164 or email [GroupBookings@hotham.com.au](mailto:GroupBookings@hotham.com.au)

## EQUIPMENT RENTAL & BOOKING CONDITIONS AGREEMENT

### WARNING UNDER THE FAIR TRADING ACT 1999

Under the provisions of the **Fair Trading Act 1999** several conditions are implied into contracts for the supply of certain goods and services. These conditions mean that the supplier named on this form is required to ensure that the recreational services it supplies to you are –  
Rendered with due care and skill; and

As fit for the purpose for which they are commonly bought as it is reasonable to expect in the circumstances; and

Reasonably fit for any particular purpose or might reasonably be expected to achieve any result you have made known to the supplier.

Under section 32N of the Fair Trading Act 1999, the supplier is entitled to ask you to agree that these conditions do not apply to you. If you sign this form, you will be agreeing that your rights to sue the supplier under the Fair Trading Act 1999 if you are killed or injured because the services were not rendered with due care and skill or they were not reasonably fit for their purpose, are excluded, restricted or modified in the way set out in 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" is defined in the Fair Trading (Recreational services) Regulations 2004.

### RENTAL, LIABILITY RELEASE, ASSUMPTION OF RISK AND WAIVER TO SUE AGREEMENT

#### PLEASE READ CAREFULLY

**BY RENTING EQUIPMENT FROM MT HOTHAM SKIING COMPANY PTY LTD PURSUANT TO THIS AGREEMENT YOU WILL WAIVE CERTAIN LEGAL RIGHTS TO SUE UNDER THE TRADE PRACTICES ACT 1974, AND THE FAIR TRADING ACT 1999 AND FOR NEGLIGENCE AND BREACH OF CONTRACT**

### RENTAL AGREEMENT

In consideration of the **MT HOTHAM SKIING COMPANY PTY LTD** its employees and agents, ("the Supplier") renting to me the equipment (the "Equipment") listed on this form: -

1. I acknowledge receipt of the Equipment in good order and condition and accept full responsibility for its care and I agree to pay for any damage to it however caused (including loss or theft) and replace at full retail value any Equipment not returned by 5pm on the final day of the rental period or be liable for the following and subsequent days rental at daily rates, whichever is the lesser amount. I agree that any deposit lodged by me may be forfeited to pay for all or any part of these liabilities.
2. I am familiar with the proper use of the Equipment. I understand that the rental technicians are able to answer questions I may have as to the proper use of the Equipment but I have not relied on any advice or representation made by them or by the Supplier.
3. I agree to return that Equipment in good order and condition to avoid any additional charges and that I will not be entitled to any refund or reduction in rental for early return of the Equipment.
4. I acknowledge that snowblades are not recommended by the Supplier for use by any person under 1.5 metres tall or under 15 years of age.
5. I acknowledge that the Supplier recommends that all snowboarders wear wrist guards and that all skiers and snowboarders wear helmets, but recognises that the decision to wear a helmet is a matter of personal or parental choice.
6. I agree to use the Equipment in a safe and responsible manner and to comply with the Alpine Responsibility Code on display and with all signage and directions of the Supplier.
7. [DOWNHILL SKI EQUIPMENT ONLY] I have made no misrepresentation in regard to my height, weight, age or skier type. (I acknowledge that this information is required in order to properly adjust the ski boot / binding settings). I agree that the setting appearing in the visual indicator windows on the binding correspond with the setting recorded on this form. I agree not to alter these settings.

### ACKNOWLEDGEMENT OF RISKS

I am aware that alpine skiing, snowboarding, x-country skiing, skiboarding, tobogganing and snowshoeing and all other snowsports involve inherent risks, dangers and hazards and that personal injury (and sometimes death) are a common and ordinary occurrence of these activities.

**ALPINE SKIING:** I understand that the ski boot / binding system will not release at all times or under all circumstances, that it is not possible to predict every situation in which the system will release, and that the system is no guarantee that the user will not be injured.

**SNOWBOARDING/X-COUNTRY/SKIBOARDING/SNOWSHOEING/USE OF SHORT SKIS:** I understand that the boot/binding system for this equipment is not designed to release and will not release under normal circumstances. I understand that therefore this system will not reduce my risk of injury during a fall.

### RELEASE OF LIABILITY ASSUMPTION OF RISK AND WAIVER OF RIGHT TO SUE

In further consideration of the rental to me of the Equipment, I hereby agree as follows:

1. that the supplier shall have **NO LIABILITY** whatsoever in negligence, breach of contract, breach of statute or statutory duty (including conditions or warranties implied by the *Trade Practices Act 1974* and the *Fair Trading Act 1999*) to me, my dependants, legal representative or the user of the Equipment for personal injury or death suffered by me or the user arising in any way whatsoever from the rental or use of the Equipment, including the breakage, malfunction, unsuitability, design, manufacture, selection, installation, maintenance, or adjustment of the Equipment or in respect of the provision of or the failure to provide any warning, directions, advice, instructions or guidance as to the use of the Equipment. (collectively called "the use of the Equipment").
2. I acknowledge that the use of the Equipment and all associated activities are dangerous and have many inherent risks as a result of which personal injury (and sometimes death) are common and ordinary consequences and I accept and assume all risk of personal injury or death in any way whatsoever arising therefrom and hereby waive my right to sue the supplier for all claims I may have for such personal injury or death in any way whatsoever arising from or in connection with the use of the Equipment and all associated activities.
3. that this Agreement (a) constitutes the entire agreement between myself and the Supplier (b) is governed by the laws of the State of Victoria the Courts of which shall have exclusive jurisdiction, and (c) if any part or provision is determined by a Court to be invalid or unenforceable all other parts and provisions shall still be given full legal force and effect.

### PLEASE READ & SIGN

I have read and understand the supplied Equipment Rental Agreement and Booking Conditions and I am aware that by signing this form I am waiving certain legal rights which I, my representatives or my dependents may have against the supplier. I have read, acknowledge and accept all booking terms and conditions outlined in this manual on behalf of the group and all participants.

Group Name: \_\_\_\_\_

Total # in Group: \_\_\_\_\_

Organiser/Renter: \_\_\_\_\_

Organiser/Renter: \_\_\_\_\_

(Print name)

(Position)

Organiser/Renter: \_\_\_\_\_

Date: \_\_\_\_\_

(Signature)

Contact number: \_\_\_\_\_

Mobile number: \_\_\_\_\_



## EQUIPMENT HIRE PLANNER

If your package includes hire you will need to complete an electronic Hire Planner. The Hire Planner will be e-mailed to you upon receipt of your booking form or upon request.

Your equipment can be collected from Hotham Central or @ Pinnacle DP, if you are not sure which rental outlet is most convenient to your accommodation please do not hesitate to contact us.

Once the planner has been e-mailed to you please follow the instructions below:

1. Open the Group Rental Import file attached to the e-mail.
2. Go to 'save as' and enter your groups name and arrival date as the file name.
3. Fill out the School Name and requested pick-up time.
4. Input the names of all students and organisers, who have booked equipment hire, last name in Column A and first name in column B and the start date in column C.
5. Input the remaining information by selecting an option from the drop down menus in columns D to L. It is **essential** that these fields are filled by **selecting one of the preset options from the drop down menus**. If you do not use one of the preset options provided our Ski Hire program will be unable to read the information, like wise if all fields are not complete the system will not accept the information.
6. E-mail the saved sheet to [GroupBookings@hotham.com.au](mailto:GroupBookings@hotham.com.au).

Please ensure that every member of your group is aware of our terms and conditions as stated in the Equipment Rental Agreement on page 7.

SAMPLE:

Drop down menus

Group Name

Pickup Time

**Mount Hotham Skiing Company**  
Group Ski Hire Booking List

Last Name	First Name	Start Date	Duration	Pickup	Weight	Height	Age	Ability	Damage Waiver	Style
Smith	Joe	15/07/2005	5 Days	White Crystal	49-57 Kg	149 - 157 cm	14 & Under	Type I (Beginner)	No	Skier
Young	Alan	15/07/2005	5 Days	White Crystal	42-48 Kg	149 - 157 cm	14 & Under	Type I (Beginner)	No	Skier
Evens	Norah	15/07/2005	5 Days	White Crystal	49-57 Kg	158 - 166 cm	15 - 20	Type II (Intermediate)	No	Boarder
Richards	Victor	15/07/2005	5 Days	White Crystal	79-94 Kg	> 195 cm	21 - 49	Type III (Advanced)	Yes	Skier
White	Sam	15/07/2005	5 Days	White Crystal	26-30 Kg	< 148 cm	14 & Under	Type I (Beginner)	No	Skier
Fountain	Rob	15/07/2005	5 Days	White Crystal	10-13 Kg	< 148 cm	14 & Under	Type I (Beginner)	No	Skier
Carson	Anthony	15/07/2005	5 Days	White Crystal	49-57 Kg	158 - 166 cm	14 & Under	Type II (Intermediate)	No	Boarder
Walsh	Belinda	15/07/2005	5 Days	White Crystal	67-78 Kg	167 - 178 cm	21 - 49	Type III (Advanced)	Yes	Skier
Allen	Clint	15/07/2005	5 Days	White Crystal	58-66 Kg	158 - 166 cm	21 - 49	Type II (Intermediate)	No	Cross Country
Wallace	Mathew	15/07/2005	5 Days	White Crystal	42-48 Kg	< 148 cm	14 & Under	Type I (Beginner)	No	Cross Country
Groves	Rachel	15/07/2005	5 Days	White Crystal	79-94 Kg	> 195 cm	50 & Over	Type III (Advanced)	No	Cross Country

To obtain a copy of this form, please email a request to [GroupBookings@hotham.com.au](mailto:GroupBookings@hotham.com.au).



# HOTHAM

## Mount Hotham Resort Management Board

PO Box 188 Bright 3741 Victoria Australia  
Phone 03 5759 3550 - Fax 03 5759 3693

EMAIL [MHAR@MTHOTHAM.COM.AU](mailto:MHAR@MTHOTHAM.COM.AU) - WEBSITE [WWW.MTHOTHAM.COM.AU](http://WWW.MTHOTHAM.COM.AU)

## ALPINE RESORT ENTRY DETAILS

Dear Ski Trip Organiser,

**MOUNT HOTHAM RESORT MANAGEMENT BOARD WELCOMES ALL NEW AND RETURNING VISITORS TO MOUNT HOTHAM FOR THE 2009 SEASON. AS PART OF OUR ONGOING COMMUNICATION WITH OUR VISITORS PLEASE FIND BELOW IMPORTANT INFORMATION TO READ BEFORE YOUR VISIT TO MT HOTHAM THIS WINTER.**

**IF YOU ARE ENTERING THE RESORT IN A BUS, YOU WILL NEED TO COMPLETE THE BUS GROUP APPLICATION FORM AND FAX BACK TO OUR OFFICE ON 03 5759 3693 OR EMAIL TO [MHAR@MTHOTHAM.COM.AU](mailto:MHAR@MTHOTHAM.COM.AU). ALL BOOKINGS ARE TO BE MADE AT LEAST 72 HOURS (3 DAYS) BEFORE YOUR ARRIVAL DATE AND TIME. ALL PAYMENTS MUST BE MADE BEFORE ENTRY. IF YOU HAVE BOOKED YOUR TRIP THROUGH A TRAVEL OR BUS COMPANY, PLEASE CHECK IF THEY HAVE BOOKING ARRANGEMENTS WITH US ALREADY IN PLACE.**

### 1. Where Does Your Money Go

The gate entry fee you pay when buying your Resort Entry Permit helps to fund a range of visitor services provided to you by the Resort Management Board. Please enjoy your stay at Mt Hotham and take advantage of the excellent facilities and services provided for your convenience.

- Village Transport 40%
- Ski Patrol 25%
- Traffic and Parking Management 10%
- Snow Clearing 8%
- Community Facilities 7%
- Cross Country Trails 5%
- Environmental Management 5%

### 2. Parking Restrictions

Day parking is available in designated areas within the village. Vehicles holding a valid Authorised Permit may park in these areas between the hours of 7am until 11pm. After 11pm these vehicles must be moved to the overnight parking areas. Overnight parking commences at 200 metres below Transport Stop 8 (Langi Taan Ski Club) and is marked with a sign saying "All Hours Parking Commences Here". Look for the large red sign indicating the start of Overnight Parking. THERE IS NO OVERNIGHT PARKING WITHIN THE VILLAGE.

If visitors arrive after the ticket boxes have closed it is important that they make their way to the overnight car parking areas and purchase or collect an authorised permit from the Mt Hotham Alpine Resort Management Office prior to 10am the following morning.

Visitors may load/unload in 15/30 minute loading zones near their accommodation. Visitors arriving must move their vehicles to overnight parking areas, a bus will visit regularly to check for arrivals. For a speedy pickup you can advise a bus driver who will arrange for a bus to collect you as soon as possible.

Parking infringements will be issued to vehicles that do not adhere to the parking signs. If any vehicles receive a parking infringement and wish to contest they must do so in writing to Mt Hotham Alpine Resort Management PO Box 188, Bright, Victoria 3741. No decisions or cancellations will be made on parking infringements verbally.

### 3. Further Information

Please remember to adhere to the speed limit especially in all control points where the speed limit is 40kph.

It is a legal requirement that all vehicles travelling on the hazardous area section of the Great Alpine Road during the declared snow season must carry wheel chains and fit chains as directed.

Further information is available on our website at [www.mthotham.com.au](http://www.mthotham.com.au). An information pack is available that will provide all the information you require to better prepare yourself for your holiday at Australia's highest ski resort. From how to get here, to where to eat, and how to stay safe while you're here.

Bus drivers must hold a Hazardous area Authority (Mt Hotham Specific)

## ACCOMMODATION

A range of accommodation to suite school groups is available whether your group chooses to stay on-mountain, in DP, Hotham Village or in the Ovens Valley.

### On Mountain

Hotham Holidays	1800 46 84 26	<a href="mailto:holidays@hotham.com.au">holidays@hotham.com.au</a>
Arlberg Hotham	03 5986 8200	<a href="mailto:bookings@arlberghotham.com.au">bookings@arlberghotham.com.au</a>
Altitude Accommodation	03 5759 3333	<a href="mailto:bookings@altitudeaccom.com.au">bookings@altitudeaccom.com.au</a>
Austen Alpine Club	03 5756 2527	<a href="mailto:k.j.mock@ewestnet.com.au">k.j.mock@ewestnet.com.au</a>
Kalyna Ski Club	1800 63 36 11	<a href="mailto:bookings@kalyna.com.au">bookings@kalyna.com.au</a>
Leeton Lodge	03 5759 3283	<a href="mailto:enquiries@leetonlodge.com">enquiries@leetonlodge.com</a>
Shepparton Alpine Club		<a href="mailto:bookings@sac.asn.au">bookings@sac.asn.au</a>
Tanderra Ski Club	1800 81 94 10	<a href="mailto:bookings@tanderrahotham.com.au">bookings@tanderrahotham.com.au</a>
The Snowbird Inn	1800 65 90 09	<a href="mailto:reservations@snowbirdinn.com.au">reservations@snowbirdinn.com.au</a>

### DP Hotham Village

High Plains Lodge	03 5159 6665	<a href="mailto:info@highplains.com.au">info@highplains.com.au</a>
Currawong Lodge	1800 63 55 89	<a href="http://www.currawonglodge.com.au">www.currawonglodge.com.au</a>

### Ovens Valley

Coach House Inn	03 5755 1475	<a href="mailto:coachhouse@bigpond.com.au">coachhouse@bigpond.com.au</a>
Feathertop Chalet	03 5759 2688	<a href="mailto:feathertopchalet@westnet.com.au">feathertopchalet@westnet.com.au</a>
Bright Chalet	03 5755 1833	<a href="mailto:info@brightchalet.com.au">info@brightchalet.com.au</a>
Mountain View Holiday Retreat	03 5759 2530	<a href="mailto:info@mountainviewretreat.com.au">info@mountainviewretreat.com.au</a>

## HOW TO GET HERE

With the Hotham Village positioned at the crest of the Great Alpine Rd, the drive to Hotham is spectacular. If you'd rather sit back and watch the scenery while someone else does the driving you can catch regular coach services and flights direct to Hotham.

**Drive** – Take the Hume Highway towards Wangaratta where it intersects with the Great Alpine Rd and head for the hills along one of the most magnificent drives in the country.

**Fly** – Hotham is the only snow resort in Australia with its own airport situated 20km from Hotham village. It is serviced by QantasLink and charter aircrafts. You can fly direct from Melbourne's Tullamarine Airport and Sydney's Kingsford Smith Airport with connecting flights available to other major cities. Upon arrival at Hotham Airport transfer by luxury coach will deliver you straight to your accommodation. For details of flights call: **1800 HOTHAM**.

**Coach** – Coaches depart daily from Melbourne and Wangaratta with specialised Bus services operating in other regions.

### **Coach Operators**

Christians 4WD and Coach Service	1300 72 21 91	<a href="mailto:hotham@christiansbus.com.au">hotham@christiansbus.com.au</a>
Trekset Tours - Snowball Express	1300 65 65 46	<a href="http://www.snowballexpress.com.au">www.snowballexpress.com.au</a>
Hoys Bus & 4WD Taxi Service	1800 46 76 69	<a href="mailto:lizhoy@hoyskis.com.au">lizhoy@hoyskis.com.au</a>
O'Connell's Bus Service	03 5159 1377	<a href="mailto:omeobus@bigpond.com">omeobus@bigpond.com</a>
Rowville Coaches	03 9759 6338	<a href="mailto:rowville@exemail.com.au">rowville@exemail.com.au</a>
Rysons Coaches	03 5428 4003	
Ski Connection	08 8202 8660	<a href="mailto:bookings@theskiconnection.com.au">bookings@theskiconnection.com.au</a>

## USEFUL CONTACT DETAILS

### Mount Hotham Skiing Company

Reception 03 5759 4444  
Group Bookings 03 5759 4436  
Group Bookings Fax 03 5759 3164  
Snowsports Centre 03 5759 4452

[www.hotham.com.au](http://www.hotham.com.au)

[mhsc@hotham.com.au](mailto:mhsc@hotham.com.au)  
[GroupBookings@hotham.com.au](mailto:GroupBookings@hotham.com.au)

[snowsports@hotham.com.au](mailto:snowsports@hotham.com.au)

### Mount Hotham Resort Management Board

For resort entry, road conditions and cross country trail  
03 5759 3550

[www.mthotham.com.au](http://www.mthotham.com.au)

[mhar@mthotham.com.au](mailto:mhar@mthotham.com.au)

### Essential Services

Medical Centre 03 5759 3551  
Ambulance 000  
Ski Patrol 03 5759 3550  
Police - Hotham - winter season only 03 5759 3535  
Police - Bright 03 5755 1444  
CFA - Emergency 03 5759 3000  
CFA Office 03 5759 3089  
Vic Roads (Snow conditions) 13 11 70  
RACV 03 5750 1230

## BOOKING CHECK LIST

This check list has been provided purely to assist you in planning your trip and does not need to be returned:

### Have you booked and confirmed your:

Accommodation:  Lodge: \_\_\_\_\_ Contact: \_\_\_\_\_  
Transport:  Company: \_\_\_\_\_ Contact: \_\_\_\_\_

### Have you completed and returned the following forms:

#### No less than 14 days prior to arrival:

School Booking Form:  Confirmation: \_\_\_\_\_  
Equipment Rental & Booking Conditions Agreement:  Lesson Time: \_\_\_\_\_

#### No less than 7 days prior to arrival:

Resort Entry Form:  Confirmation: \_\_\_\_\_  
If hiring with Hotham Sports -  
Equipment Hire Planner:  Pick up point: \_\_\_\_\_ Time: \_\_\_\_\_

### Have you:

Arranged payment for your lift tickets:   
Arranged payment for your gate entry:

## RACE TRAINING BOOKING FORM

Name of School / College: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Name(s): \_\_\_\_\_ Position: \_\_\_\_\_

Phone No: \_\_\_\_\_ Fax No: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Accommodation: \_\_\_\_\_ On Mountain ph#: \_\_\_\_\_

Ticket Start Date: \_\_\_\_\_ Finish Date: \_\_\_\_\_

Lift Tickets Only – Please nominate your choice (include the numbers of each product you require):

	PRIMARY	ORDER	SECONDARY	ORDER
1 Day	33		48	
2 Days	65		94	
3 Days	94		134	
4 Days	119		169	
5 Days	141		203	
6 Days	161		231	
7 Days	179		255	

**Above lift prices are only valid in combination with one of the following options:**

**Training Options - Please nominate your choice (maximum 10 per group)**

TIME PERIOD	PRICES BASED ON GROUPS OF 10	PLEASE INDICATE WHICH OPTION YOU REQUIRE
2 HOURS	280	
3 HOURS	399	
4 HOURS	499	
5 HOURS	623	

**Please specify your training requirements:**

Alpine (Race or Freestyle): \_\_\_\_\_

Snowboarding (Race or Freestyle): \_\_\_\_\_

No. Students: \_\_\_\_\_

This form must be completed and returned with payment at least **1 WEEK PRIOR TO YOUR ARRIVAL.**

**TICKET COLLECTION: Hotham Central Ticket Office**

Please complete this form carefully as it will help us to provide an efficient service for your group.

You will receive confirmation of your booking within 48 hours of receipt.

Thank you for choosing Mount Hotham as your destination. If you need any further information please do not hesitate to call Mount Hotham Skiing Company Pty Ltd on 03 5759 4444 or the Hotham Snowsports Centre on 03 5759 4452 or e-mail: [snowsports@hotham.com.au](mailto:snowsports@hotham.com.au)

Name of Organiser: \_\_\_\_\_ Contact #: \_\_\_\_\_

Signature of Organiser: \_\_\_\_\_ Date: \_\_\_\_\_

PRIVACY STATEMENT – Please refer to page 20 or see our website: [www.hotham.com.au](http://www.hotham.com.au) for details of our privacy statement.

## POWDER PLAY AT HOTHAM

### **Sunday Free Ski!**

Make an early start to your ski trip. If you arrive in time for Sunday lunch, make it a hearty one so you have the energy to make the most of a free afternoon of skiing. Available with all 5 day midweek (Monday to Friday) schools packages, from 1:00pm on Sunday. Your group can use this free time on the slopes to get their snow legs or get a head start and take their first lesson on the Sunday. Lessons must be booked in advance with the Hotham Snowsports Centre.

### **Race Days**

Conclude your Skiing holiday with a race day, with the help of Hotham's experienced Race Department.

*Bookings essential and subject to availability of events scheduled.*

Races consisting of 1 or 2 timed runs can be arranged for all levels from novice to expert, either serious or just for fun, fancy dress and theme races welcomed. For prices and bookings, contact the Race Department on 03 5759 4456 (*Minimum of 10 competitors*).

### **Night Skiing** - \$7 per person

Night Skiing at Hotham is conducted at the Big D Quad Chair on Wednesday and Saturday evenings from 6:30pm to 9.30pm.

### **Board if you Ski or Ski if you Board** – Fitting Fee \$10

Swap your gear!!! Find out how the other half ride!! Swap your board for skis or skis for a board and try something new.

### **Cross Country or Telemarking**

Experience the sheer beauty of Victoria's grand High Country on a pair of cross-country skis. Pack your lunch and check out some of Hotham's breathtaking views.

If you're really adventurous, camp in one of the cattleman's huts on the high plains.

### **Theme Days**

Don't forget to check out the Hotham Website [www.hotham.com.au](http://www.hotham.com.au) for details on theme days and events held through out the season at Hotham. Make sure your group comes prepared to join in the fun!

### **Australian Alps Education Kit**

The Australian Alps education kit has information on park management and conservation, recreation and tourism, landforms and climate, plants and animals, fire, and people, past and present. Designed for teachers, secondary students, tour guides and others who want to know more about the Alps, the kit is available for purchase from Australian Alps National Parks or sections can be downloaded from [www.australialps.deh.gov.au](http://www.australialps.deh.gov.au).

## MOUNTAIN FACILITIES

- ACCOMMODATION** Hotham Holidays offers an extensive range of on-mountain apartments, chalets and lodges catering for budget to luxury holiday packages available at Hotham & DP Village. For enquiries phone us on 1800 HOTHAM (46 84 26) or e-mail [holidays@hotham.com.au](mailto:holidays@hotham.com.au).
- AIRPORT** Serviced by QantasLink the only Alpine Airport in Australia offers your guests the express route to the snow. Just 20 kilometres from our ski slopes, guests are transferred by luxury coach from Hotham Airport straight to their accommodation check-in.
- ATM'S** ATM facilities are located at Hotham Central, The General Store, Jack Frost Supermarket & The Dinner Plain Hotel. EFTPOS facilities are available on-mountain at most retail outlets.
- BARS / NIGHT CLUBS** Hotham has something for everyone! With a variety of lively night venues from après cocktails, to the hottest late night spots, featuring regular live bands and guest DJs. Blue Light Discos are available at the General Store
- CHAIN FITTING** You're on holiday! Why do the hard work when you can sit in your car while someone else does it for you. The chain fitting service operates on the Great Alpine Road from the Harrietville direction. Please note : chains cannot be hired on mountain, they must be hired prior arriving.
- CHILDCARE** Located at the Big D our Childcare facility is professionally staffed and caters for children aged 3 months to 5 years of age. Bookings are essential and can be made on 03 5759 4418.
- DAY SPA** Between the White Spa located in Hotham Central and the DP Central Onsen Retreat and Spa in DP Village, guests can choose from a variety of relaxing and therapeutic treatments and health and fitness programs.
- EQUIPMENT HIRE** Hotham Sports stocks a complete range of demo, carve and telemark skis and snowboards as well as clothing, helmets and wrist guards. Conveniently located at Hotham Central, Jack Frost and Pinnacle DP. Cross Country Skis are available at Pinnacle DP.
- FREIGHT SERVICE** HOTHAM FREIGHT work with other national freight carriers to provide door to door service from major urban areas in Australia. This door to door service can cater for guests flying to Hotham, who may have strict luggage weight limits. For more information and quotes, please contact Hotham Freight on 03 5750 1085.
- MEDICAL CENTRE** Our medical centre is centrally located behind the day car park. Staffed by professional medical personnel, it operates daily and is extensively equipped.
- OVERSNOW** 90% of our accommodation is accessible from the main road, with oversnow transport available to the rest. For details please call 1800 46 84 26.
- PARKING** Overnight parking is located approximately 3kms from our main village area. A free village bus service links these areas.
- PETROL** Petrol is available from either Harrietville (half way between Bright and Hotham) or Omeo (45km past DP Village). As petrol is not available on mountain we strongly recommend guests fill up before driving up the mountain.

## MOUNTAIN FACILITIES CONT.

<b>PHOTOGRAPHY</b>	The best memories of a great holiday are photos. Professional action photography is available from Snowpix, located in the Hotham Central building and out on the slopes. Snowpix also offer film processing and supplies.
<b>POLICE</b>	Situated opposite the General Store the Hotham Police Station provides general policing as well as Search and Rescue resources.
<b>PUBLIC SHELTER</b>	Located on the lower level of the Resort Management Building, the shelter includes toilets and a rest area.
<b>PUBLIC TELEPHONES</b>	Public phones are located in various sites around Hotham. Phone cards are available from the Hotham Central Supermarket and White Crystal Reception.
<b>RACV/TOWING</b>	For on-mountain RACV service call 0500 550 229 Alpine Towing 0418 689 951 or 5759 2573 Peter Canning 0427 004 491
<b>RESTAURANTS</b>	Hotham offers a diverse range of dining experiences. From day time bistro/café dining, to family and fine dining! A wide selection is on offer at both Hotham and DP Village.
<b>SHOPPING</b>	You can shop till you drop at Hotham. Our retail outlets offer a range of ski/snowboarding technical wear and accessories as well as souvenirs and photographic supplies. A range of groceries can also be purchased at Hotham's licensed supermarkets, located in Hotham Central, The General Store, The Arlberg, Jack Frost and Brandy Creek in DP Village.
<b>SKI PATROL</b>	Our friendly and professionally qualified ski and snowboard patrollers are second to none, out on our slopes daily. The Ski Patrol office is located in the Resort Management Building opposite Hotham Central.
<b>SKI/BOARD REPAIR SHOP</b>	For all your guests repair needs, our team of experts are available at our Hotham Sports Rental outlet, located in the Hotham Central building.
<b>SNOWSPORTS CENTRE</b>	The Hotham Snowsports Centre employs some of the most qualified ski and snowboard instructors from around the world. It provides private and group lessons and specialised programs for all ages and levels, from specifically designed beginner packages to professional race training.
<b>TERRAIN PARKS</b>	A state of the art Snowturbo Integra Super Pipe Grinder is used to construct Hotham's half pipes and terrain parks. Our grooming team will be spending countless hours creating and maintaining the pipes and parks. Entry is free with a valid all mountain lift pass. Subject to snow conditions.
<b>TRANSPORT</b>	Throughout winter guests can travel within Hotham village via our free village bus service that runs daily from 7 am until late.
<b>X-COUNTRY TRAILS</b>	Hotham boasts over 35km of scenic, well maintained trails between Hotham and Dinner Plain. These trails are free of charge and x-country equipment can be hired from Jack Frost.



# HOTHAM

Mount Hotham Resort Management Board

## SKI PATROL SNOW SAFETY TALKS

As in past years members of the Hotham Ski Patrol are conducting Snow Safety talks. The talks are designed to inform visitors touring or entering the Alpine region about the preparation and precautions that need to be taken to ensure a safe and enjoyable experience in the Alpine environment.

The talks are run independently by members of the Ski Patrol and have the full support and assurance of the Mount Hotham Resort Management Board.

The Snow Safety talks are usually conducted in the groups' accommodation and preferably on their first night in the resort.

The Snow Safety Talks run by Ski Patrol are designed to inform the group about:

- The Alpine Environment and its unique climates
- Preparing for activities in the Alpine setting
- Snow Safety and how to avoid injury
- Basic survival skills in the Alpine surroundings
- Important places and phone numbers on the mountain.

These topics are related through active discussion with the group, through video media and through information cards given to the group. The talks usually run for an hour and a half and a standard fee applies. For pricing, please contact Ski Patrol. The fee is negotiable for small groups of 15 people or less.

Bookings are essential and numbers need to be confirmed.

For more information please contact Hotham Ski Patrol.  
Phone: 03 5759 3550 Fax: 03 5759 3693

## THE MOUNT HOTHAM RACING SQUAD

*"Creating tomorrow's champions today"*

The Mount Hotham Racing Squad was founded in 1972 as a non-profit organisation to provide a safe but challenging environment for athletes to train and compete in skiing and snowboarding (Giant Slalom, Slalom, Freestyle, and Free Ride).

The club has over one hundred and fifty members and caters to members from seven years of age through to master's level. Programs range from school holiday programs, weekend training sessions through to a full time squad. The programs are tailored for all age groups and levels of experience. Coaches of the highest calibre run our programs and all programs are overseen by a full time Program Director.

Race squad athletes compete in a variety of local, state, national and international competitions. School holiday programs are specifically designed for those students wishing to compete in the Interschool Race Competition.

The race squad has a centrally located clubhouse in the village, which provides an area for our athletes to conduct fitness sessions in the gym, store ski's, prepare meals and drinks and prepare and tune their skis. After the days skiing members are able to review their day on video.

For more information please visit the web site [www.mhrs.org.au](http://www.mhrs.org.au) or email us at [info@mhrs.org.au](mailto:info@mhrs.org.au) or you are welcome to drop into the squad hut (located opposite Zirky's or next to the bottom of the Summit chair) during the ski season.

## INTERSCHOOL GRAND PRIX CHAMPIONSHIPS

This year we are happy to be co-hosts of the **Australian Interschool Snowsports Grand Prix Championships**.

These events are organised and co-ordinated by the School Snowsports Development Foundation (SSDF). The SSDF is an independent, non-profit, incorporated body whose main aim is to develop junior skiing and snowboarding, and to ensure all school children have the opportunity to participate in snow sports.

The SSDF conducts a number of programs designed to provide children from all backgrounds with the opportunity to experience the spectacular Alpine environment and to participate in snow sports. A list of programs can be found on their web page at [www.interschools.org.au](http://www.interschools.org.au)

For the dates of the Mount Hotham Rounds of the Interschool Grand Prix Championships in 2009 please see [www.interschools.org.au](http://www.interschools.org.au)

### **SCHOOL SNOWSPORTS DETAILS**

For information on School Snowsports events and programs: [www.interschools.org.au](http://www.interschools.org.au)

Or contact: **School Snowsports Development Foundation**

Suite 15, 96 Camberwell Road  
HAWTHORN EAST VIC 3123

Phone : 03 9813 4860  
Fax : 03 9813 4861  
Email : [info@interschools.org.au](mailto:info@interschools.org.au)  
Webpage: [www.interschools.org.au](http://www.interschools.org.au)

## ALPINE RESPONSIBILITY CODE

Regardless of how you enjoy your snow sport, always show courtesy to others and be aware that there are inherent risks in all snow recreational activities that common sense, protective equipment and personal awareness can reduce. These risks include rapid changes in the weather, visibility and surface conditions, as well as natural and artificial hazards such as rocks, trees, stumps, vehicles, lift towers, snow fences and snowmaking equipment.

### **Observe the code and share with others the responsibility for a great experience.**

1. Know your ability and always stay in control and be able to stop and avoid other people or objects.  
It is your responsibility to stay in control on the ground and in the air.
2. Take lessons from qualified professional instructors to learn and progress.
3. Use appropriate protective equipment to minimize the risk of injury.
4. Before using any lift you must have the knowledge and ability to load, ride and unload safely.
5. Observe and obey all signs and warnings. Keep off closed trails or runs
6. Give way to people below and beside you on the hill. It is your responsibility to avoid them.
7. Do not stop where you are not clearly visible from above. Look uphill and give way to others when entering/exiting a trail or starting downhill.
8. Always ensure your equipment is in good condition and use suitable restraining devices to avoid runaway skiing/boarding equipment, even riding chairlifts.
9. Do not ski, snowboard, ride a lift or undertake any other alpine activity if your ability is impaired by drugs or alcohol.
10. If you are involved in, or witness an accident or collision, alert Ski Patrol, remain at the scene and identify yourself to the Ski Patrol.

#### **PLEASE NOTE:**

Use of any facilities or services is subject to the conditions set out on your ticket.

A valid ticket entitling use of any facilities or services must be produced upon request or demand by Mt Hotham Skiing Company Pty Ltd personnel.

All recreational and sporting activities are inherently hazardous, and your participation in any such activities is an assumption by you of the risk or loss, damage or injury to you or your property (or death).

Weather conditions (including temperatures) on mountains and slopes may change suddenly. This area and surrounding grounds have uneven surfaces. Grounds may be covered with snow and ice and can be slippery. Therefore, appropriate clothing and footwear should be worn.

Natural and man-made obstacles are a part of the alpine experience. Collision with these objects can result in serious or fatal injury. Ski/board with caution and in control. EXPECT THE UNEXPECTED. While skiing or boarding you may encounter natural and artificial hazards, changing visibility and surface conditions.

#### **BE AWARE OF GROOMING MACHINES AND SNOWMOBILES AT ALL TIMES.**

Skiers and Snowboarders found skiing/boarding out of control and/or behaving recklessly will have their tickets confiscated.

**KNOW THE CODE. IT'S YOUR RESPONSIBILITY. FAILURE TO OBSERVE THE CODE MAY RESULT IN CANCELLATION OF YOUR TICKET OR PASS BY SKI PATROL OR OTHER AUTHORISED PERSONNEL.**

Mt Hotham Skiing Company Pty Ltd ABN 95 000 139 015

\* Alpine Responsibility Code is Subject to Change without Notice.

## TERMS AND CONDITIONS OF TICKET USE

### IMPORTANT NOTICE

### EXCLUSION OF LIABILITY – ASSUMPTION OF RISK THESE CONDITIONS WILL AFFECT YOUR LEGAL RIGHTS PLEASE READ CAREFULLY!

All tickets purchased for ski lifts, snowtubing, or for skiing or snowboarding lessons, or helicopter transfer flights from Mt Hotham Skiing Company Pty Ltd or Falls Creek Ski Lifts Pty Ltd (the supplier), for use in the Mt Hotham Alpine Resort and/or the Falls Creek Alpine Resort are subject to the following conditions: -

1. The supplier, its employees and agents shall have no liability whatsoever in negligence, breach of contract or statute or statutory duty (including conditions or warranties implied by Section 74 of the **Trade Practices Act 1974** or by Part 2A of the **Fair Trading Act 1999**) to the Customer, their Dependant/s or legal representative for personal injury or death suffered by the Customer arising in any way whatsoever from the supply of recreational services, including but not limited to, skiing, snowboarding, snowtubing, tobogganing, skiing or snowboarding lessons, the use of ski lifts, all ski area services and facilities, helicopter flights between resorts, the condition, layout, construction, design or use of ski runs or slopes or the presence of people or objects thereon or any associated sporting activities or similar leisure time pursuits.
2. The Customer acknowledges that these activities are dangerous with many inherent risks as a result of which personal injury (and sometimes death) are common and ordinary consequences and assumes and accepts all risk of personal injury or death in any way whatsoever arising from such activities.
3. **WARNING:** If you participate in these activities your rights to sue the supplier under the **Fair Trading Act 1999** if you are killed or injured because the activities were not supplied with due care and skill or were not reasonably fit for their purpose, are excluded, restricted or modified in the way set out in or on this sign.  
**NOTE:** The change to your rights, as set out in or on this sign, does not apply if your death or injury is due to gross negligence on the supplier's part. "Gross negligence" is defined in the Fair Trading (Recreational Services) Regulations 2004.
4. The ticket must be worn on the upper part of the body and be clearly visible. It remains the property of the supplier, is not transferable and cannot be resold. It is valid only for the date/s shown. No replacement or refund will be made for its loss or if any lift service is not operating or for Customer illness or injury. It is void if the seal is broken. The Customer shall comply with the Alpine Responsibility Code and signs or other directions of the supplier and the ticket may be suspended or cancelled and access to lifts, services and other facilities denied at the absolute discretion of the supplier for non-compliance or for reckless or careless conduct.

\*\*\* Terms and conditions of ticket use is subject to change

## REFUND POLICY

As per the Terms and Conditions of your lift ticket NO REFUNDS will be made.

However, for a skier's injury MHSC may consider a Snow Credit for the unused portion of the ticket, which can be redeemed at Hotham Central Tickets for Lift products and at Pinnacle Hotham retail outlets.

Conditions apply:

- Tickets must be submitted to Hotham Central Tickets along with a medical certificate ON THE DAY OF INJURY.
- Unused portion only applies to full days remaining on a consecutive day ticket.
- No credit applies for the day of injury.
- No credit will be issued for non-ski related illness/injury.
- No credit will be considered on Season Passes unless Pass Insurance has been taken out.
- Please refer to Conditions of Use on the back of the Lift Ticket and to the Alpine Responsibility Code.

**LOST TICKETS WILL NOT BE REPLACED**

\*\*\*Refund Policy is subject to change

## PRIVACY COLLECTION STATEMENT

We collect the personal information required by this manual for the primary purpose of providing you with the products or services you are seeking, and accordingly, if the personal information you provide is incomplete and/or inaccurate we may be unable to provide you with those services.

More detailed information about the way we use, disclose and secure your personal information, and how you can access that information can be found in our privacy policy, available by contacting us or by visiting our website.