

PEACE OF MIND BOOKING POLICY - MT BULLER



Mt Buller's cancellation and refund policy for COVID-19 is the best offering in Australia.

You will be provided a change of dates, credit, or refund on all prepaid resort entry, accommodation, lift, lesson, rental products and other pre-paid services and activities, less a Snowscene and Supplier administration fee of \$250 per booking if;

- You or a family member (or travelling companion) contract COVID 19 and are unable to travel on your intended dates; OR
- The Mt Buller resort is closed due to COVID 19; OR
- Government policies due to COVID 19 prevent you from travelling on your intended dates; OR
- Your transport is cancelled or disrupted due to COVID 19 preventing you from arriving in resort for your travel dates.

If your circumstance meets any of the criteria listed above, please contact your consultant to request a reservation change, or cancellation.

Documentation will be required to support your cancellation.

The Snowscene administration fee is to cover the professional time, trip management and services of Snowscene travel.