



## Alzburg Resort Mansfield 2020 School Planner

Your School Snow Adventure specialist.

**Alzburg Resort** is in the heart of Mansfield an easy 2.45 hrs drive from Melbourne, ideal for both day and overnight trips. It is the springboard to the Mt Buller ski resort - the closest Australian alpine resort to a capital city with a domestic/international airport.

Alzburg Resort has been hosting student ski tours to Mt Buller for over 40 years. We possess both the experience and expertise to tailor your complete package. We are geared to satisfy the needs of all groups and schools. All your requirements, from accommodation, meals, entertainment & ski hire are located on site. Mt Buller and Alzburg offer an unforgettable experience to students and teachers.

### **Alzburg Resort Mansfield, is a one stop shop we can organise:**

- Accommodation
- Meals
- Coach Transportation
- Gate Entrance
- Ski & Board Rental
- Clothing Hire

**Teachers receive complimentary Accommodation (Breakfast and Dinner package when booked with the group) Ski Equipment hire at a ratio of:**

**1:5 for Primary school groups (i.e. one free teacher for every five students) and;  
1:8 for Secondary school groups.**

## Book your school trip now

**1300 885 448**

**Facsimile:** 03 5775 2719

**Telephone:** 03 5775 7400

**Website:** [www.alzburg.com.au](http://www.alzburg.com.au)

**Email** [schools@alzburg.com.au](mailto:schools@alzburg.com.au)  
**www.facebook.com/Alzburg/**

# WHAT'S NEW FOR SCHOOLS IN 2020?

## SCHOOL GROUP PRICING 2020

This year brings some new and improved changes with our School Ski Trip packaging. We are aiming to streamline the booking process to ensure a positive and hassle-free experience.

### Lift & Lessons

**What's New: If your School group is interested in booking Lift and lesson components you will need to reach out to the friendly team at Buller Holidays directly at [schools@bullerholidays.com.au](mailto:schools@bullerholidays.com.au).**

3 Hour Lessons at no extra cost!! During Early Season and Spring – 2020 Early Bird Discount

Bring your school during June or in Spring and your students will get the benefit of 3-hour lessons. More time with our instructors will increase the children's progress significantly. Perfect for first time skiers and snowboarders.

As we all know peak periods (school holidays and weekends) can attract many guests to the resort, to ensure your school has the best possible experience, we strongly recommend visits take place mid-week and/or during low season. This helps to guarantee access to Ski & Snowboard School and its instructors.

## ABOUT MT BULLER

Mt Buller is the most accessible major alpine resort in Australia, just an easy and scenic three hour drive north-east of Melbourne. When you arrive, you'll discover a beautiful alpine village nestled high in the snow-line with everything you need just an easy walk or free shuttle ride away.

Mt Buller's average annual snow depth of more than 1.3 metres is bolstered by the state-of-the-art Snow Factory that produces snow at any temperature, takes a lot of stress out of that 'will there be snow?' question.

Thanks to the Mt Buller Snow Guarantee, you get that all-important insurance and reassurance when booking in your school group nice and early.

On the slopes, Mt Buller has Victoria's largest lift network of 22 lifts, and there is a new lift. It's an exciting upgrade from the Blue Bullet lift decommissioned after a long career at the end of the 2018 winter. The new Doppelmayr 6-seater will form a matching pair with the Mercedes-Benz Express chair, and will whisk passengers up to Bluff View in just over 2 minutes. Less time on lifts means more time on the snow!

More than 300 hectares of patrolled ski area offers you over 80km of ski runs. The Ski & Snowboard School is Victoria's largest, with over 300 friendly and professional instructors from across the globe joining Mt Buller each season and sharing their passion for skiing and boarding with guests.

## GUARANTEED SKIING FROM OPENING WEEKEND

Mt Buller guarantees skiing on our popular Bourke Street run from the opening weekend through to close of the season thanks to the Techno Alpin 220 Snow Factory, which can continuously produce snow 24 hours a day, 7 days a week. It's capable of generating 220 cubic meters of snow daily at 15 degrees Celsius, which will enable Buller to begin snowmaking in May to guarantee skiing on Bourke Street for opening weekend.

## EVEN MORE SNOW – BOOK WITH CONFIDENCE

Mt Buller is excited to boost its already great 'snow guarantee' in 2020 promising more snow right where you want it! A new 'mini' Snow Factory will add even more snow into the mix and focuses snowmaking efforts on teaching zones at the Ski & Snowboard School and Bourke Street in the early season! Snap up those early season savings confident there will be snow for your lessons. No other resort in Australia has the capabilities to produce snow at such high temperatures, nor can any other resort offer such an outstanding snow guarantee to ensure you can book your trip with complete confidence.

### Season Dates 2020:

**Off Peak Season** from the 9th of June to the 28th of June, and 2nd of September to the end of the winter season

**Peak Season** from 29th of June to 1st of September 2020

# PLANNING A SCHOOL TRIP TO THE SNOW?

We know how busy teachers are and organising a school trip to the snow can be daunting. That is why we are here to help you organise everything you need for your next school trip, including:

- Equipment & clothing hire
- Meals
- Accommodation
- Resort Gate Entry
- Coach Transportation
- Heavily discounted rental products for all additional teachers/assistants above the complimentary ratios.

## BOOKING TIPS

We recommend booking your trip to Mt Buller as early as possible, to ensure you get your first preference for dates, lesson times and accommodation. Simply follow the steps below to secure your school group's unique winter escape to Mt Buller.

**Step 1:** Familiarise yourself with this planner or contact our school co-ordinator at the Alzburg Resort on 03 5775 7400, for any information regarding dates, accommodation, transport, meals etc.

**Step 2:** Complete the attached School Information Form. (Page 12 & 14)

**Step 3:** Email the School Information form back to [schools@alzburg.com.au](mailto:schools@alzburg.com.au) along with any other requests or questions you may have.

**Step 4:** We will enter your accommodation booking into our system and send you a booking confirmation email, followed by an invoice for your deposit.

**Step 5:** Bookings are not secure until the deposit of \$1000 is received.

Our preferred payment method is EFT

Alzburg Resort Pty Ltd

BSB 063 711, Account No: 10170177. Please use your School as the Payment Reference

Or payments can be made by Cheque or Credit card (2% administration surcharge applies for Credit Card payments)

**Step 6:** Complete and email back the Booking forms (Excel).

We will enter your booking details and issue a tax invoice for your Winter School trip.

**Step 7:** For Lift Tickets & Lessons Bookings contact Buller Holidays directly on 1800 810 200 and then submit your school group booking form for all your Lift and Lesson components on <http://www.bullerholidays.com.au/school-and-group-bookings/>

Please Note your Booking at Alzburg Resort will Include (Accommodation- Catering – Ski hire – Gate Entry)

**Step 8:** 25% deposit of the total Alzburg Resort booking cost is payable by the 01.04.2020

**Step 8:** Bookings details are locked in 1 Month prior to arrival. We will email an updated invoice, with payment due in full. Please refer to our Terms and Condition.

After we receive your final payment, we will confirm your booking and send your Snow Adventure confirmation.

**Please note:** There are no refunds available for reduction of accommodation within **14 days of your arrival**.

We are unable to issue refunds for lessons without a medical certificate **within 14 days** of your arrival.

As you know, the early bird catches the worm. If you book your visit at the last minute, we may not be able to accommodate your exact requirements.

Allow plenty of time for your trip, the journey to Mt Buller with breakfast and equipment hire may take longer than you expect. It's a good idea to book a later lesson (10:30am or 11:30am) on your first day to ensure you have a relaxed start to your snow trip.

## Accommodation Packages – Alzburg Resort (Mansfield)

Due to different room types, sleeping configuration ranges from 4, 5, 6 or 8 to a room depending on availability. Our rooms are arranged by gender. **We do not allow boys and girls to share the same rooms.**

**Teachers & Students need to bring their own bath towels**, all other linen is provided by the resort. A surcharge will apply to any guest requiring towels.

Teachers are provided with 1 complimentary teachers apartment only, or 2 single rooms depending on availability, at the ratio of 1 apartment per 40 students.

**Packages include: shared accommodation at the Alzburg Resort, Gate Entry each day, Cooked buffet breakfast and THREE Course Dinner, Ski Equipment.**

**Note: all prices are per person and include GST**

Duration	Student Package Rate From	One Extra Teacher Room Package	Bus Driver Package (Bed, Breakfast & Dinner)
<b>Sunday to Thursday</b>			
1 Night/1 Day Skiing	<b>\$165</b>	\$300	\$244
1 Night/2 Days Skiing	<b>\$207</b>	\$340	\$244
2 Nights/2 Days Skiing	<b>\$317</b>	\$576	\$478
2 Nights/3 Days Skiing	<b>\$346</b>	\$611	\$478
3 Nights/3 Days Skiing	<b>\$461</b>	\$839	\$717
3 Nights/4 Days Skiing	<b>\$476</b>	\$871	\$717
4 Nights/4 Days Skiing	<b>\$591</b>	\$1,110	\$956
4 Nights/5 Days Skiing	<b>\$606</b>	\$1,131	\$956
5 Nights/5 Days Skiing	<b>\$721</b>	\$1,370	\$1,195
5 Nights/6 Days Skiing	<b>\$737</b>	\$1,395	\$1,195
<b>Friday Night – 1Night/2Days Skiing</b>			
	<b>\$232</b>	\$464	\$395
<b>Saturday Night – 1Night/2Days Skiing</b>			
	<b>\$242</b>	\$514	\$445

\* Breakfast is served from 6:30am onwards and Dinner is served from 6:30pm onwards

### EXTRAS:

**Breakfast**      **\$22 per person (also available on arrival)**  
**Dinner**         **\$33 per person (also available on departure)**

### Resort facilities:

- Indoor heated swimming pool and spa
- Indoor Hot spa
- Sauna
- Two Floodlit Tennis courts
- Fully equipped Ski hire shop
- Restaurant and Kiosk
- Drying Room
- Projector & Movie facilities
- Basketball court
- Board Games and Group Area
- Games room
- Disco & Karaoke (Upon Request)

**The above discounted rates are based on all Ski Hire Equipment being hired from Alzburg Resort, Mansfield.**

# We Can Book your Coach Transportation 2020

## Day Tours

Let Alzburg Resort take the pressure off you with our tailored and budget conscious day tour packaging. Be up on the slopes by 10:30am with the option of grabbing a quick and delicious cooked breakfast. Feed the hungry masses before you leave on your long journey home with the add on of a hot and hearty three course dinner.

**Pricing starts from \$88 per student midweek (Sun – Fridays) or from \$98 per student on Saturdays. Our Day Tours are fantastic value and are all inclusive of coach transport, gate entry and ski hire.**

Equipment Hire(1:8 FOC high School 1:5 FOC Primary)					
	Rental - Takeout	Rental	Rental	Rental	Rental
Duration	Take Out Price	Jacket & Pants	Jacket or Pants	Walking	Toboggan
				Boots	
1 Day	\$35	\$36	\$25	\$13	\$15
2 Day	\$68	\$50	\$33	Helmets are included for all skiers and boarders and wrist guards for boarders. PURCHASE: GLOVES \$20/GOGGLES \$32	
3Day	\$85	\$60	\$42		
4 Day	\$85	\$64	\$47		
5 Day	\$85	\$68	\$52		

**\* Helmets are included for all skiers and boarders and wrist guards for boarders.**

**\* PURCHASE ONLY: GLOVES \$20/GOGGLES \$32**

Optional add-ons can include fully cooked breakfast on arrival and three course buffet dinner before departure. For only \$22 per student, a Fully Cooked Breakfast includes:

- Bacon
- Scrambled Eggs
- Hash Browns
- Baked Beans
- Grilled Tomatoes
- Toast
- Fruit
- Yogurt
- Tea & Coffee
- Juice
- Cereal

At the brilliant value of \$33 per student, Three Course Buffet Dinner varies from:

- Pizza Night,
- Pasta Night,
- Curry Night,
- Stir-Fry Night
- One hot & One cold dessert
- Juice
- Tea & Coffee

Take Away Add-on Options: For a quick and budget friendly option, why not add a takeaway kiosk package.

**Take-Away Brekky includes a bacon & egg muffin, a piece of fruit and either a juice or water \$15 per student**

**Take-Away Dinner includes a chicken schnitzel burger and a can of soft or water \$17 per student**

Please contact the Alzburg Resort for further assistance and tailored pricing for your school group day tour  
**You will need to contact Buller Holidays directly on 1800 810 200 and then submit your school group booking form for your Lift and Lesson components only on <http://www.bullerholidays.com.au/school-and-group-bookings/>**

## **Multi-Day Tours**

**The below pricing is based on departures from Metropolitan Melbourne ONLY.** For regional camps or if your school group is not one of the outer Melbourne surcharge areas please ask for an individual charter costing.

Please contact the Alzburg Resort for further assistance and tailored pricing for your school group day tour.

### **Coach Charter Rates for 2020**

<b>Coach - Duration</b>	<b>50-Seater Coach</b>
Day Trip	<b>From \$1810</b>
Weekend Day Trip	<b>From \$1855</b>
2 Day 1 Night (M-F)	<b>From \$2665</b>
3 Day 2 Night (M-F)	<b>From \$3565</b>
4 Day 3 Night (M-F)	<b>From \$4465</b>
5 Day 4 Night (M-F)	<b>From \$5365</b>
6 Day 5 Night	<b>P.O.A</b>

**The above discounted rates are based on all Ski Hire Equipment being hired from Alzburg Resort, Mansfield. Please note all the prices excludes GST.**

## **Rental Information**

All rental prices are for the rental of a "Standard" package. This includes skis, boots and poles or snowboards, boots, and wrist guards. Alzburg Resort include **complementary helmet** in all student ski or snowboard packages...safety first!

Alzburg Resort is one of the largest skis and snowboarding hire outlets in the area, with a wide range of the latest equipment and brands (Burton, Solomon, Head, K2, Atomic, Dynastar and Rossignol), with yearly upgrades. The Alzburg have an onsite tuning and waxing workshop along with an industrial laundry, the Alzburg thrive on maintaining a very high level of cleanliness and hygiene, with all clothing washed and waterproofed after every hire making the Alzburg Resort a standalone leader in this area. Clothing hire is made from 10000mm breathable material and range from size 0 (toddlers) to 10XL adults.

**Gift & Retail Shop** - We have a great range of clothing and accessories at discounted prices with savings of up to **50%** off on-mountain retail. Stock on hand range from thermal under gear, beanies, gloves, goggles, ski clothing, sunglasses and more.

## Ski Hire Rentals

Please forward a copy of the completed Ski Hire booking form (Excel) to Alzburg Resort to advise Ski Hire Equipment required which will be picked up from Alzburg Resort, Mansfield.

### Pricing Details

\*Equipment rental pricing includes helmets, which are compulsory for all students participating in ski or snowboard lessons (picked up from Alzburg Resort).

\*Wrist guards are included in pricing, which are compulsory for students participating in snowboarding.

## School Group Clothing Prices

**Primary & Secondary Students:** all prices are per person and include GST.

**Please note clothing hire is NOT included as part of the ski hire equipment.**

1. Prices are available for school groups of 10 or more students.
2. Prices include helmets, which are compulsory for all students participating in ski or snowboard lessons.
3. All clothing rental prices are based on the group hiring all equipment from the Alzburg Resort.

### Accompanying teachers ski free:

Please note teachers **Clothing is not Included FOC**, unless all students have pre-paid clothing hire.

### The complimentary ratios are:

- 1:5 for Primary school groups (i.e. one free teacher for every five students) and;
- 1:8 for Secondary school groups.

### Extra\* Teachers/Assistants:

\* Maximum of five teachers/assistants in addition to the complimentary teachers per group, thereafter, would be charged at standard rates.

### Note:

#### On-the-spot adjustments:

We can make any necessary adjustments to your equipment on the spot if required, with our on-mountain affiliate (Black mountain located at Cow Camp in the centre of the Village)

### Additional equipment:

Any additional rental equipment above what has been pre-booked will be charged at the time of rental collection or billed to the school on the day of collection.

### Damage Waiver:

Included in our rental prices is a "Damage Waiver". This covers minor damage to the equipment that occurs during normal use. However, the school will be held responsible for the replacement, at full retail value, of any equipment significantly damaged, lost or not returned to Alzburg Resort at the end of your visit.

# SCHOOL INFORMATION FORM 2020 – Multi Day

This form is to be returned at the time of booking

<b>School Name</b>			
<b>Address</b>	Suburb:	Post Code:	State:
<b>Accounts Department Contact</b>	Name		Phone
	Details Email Address		
<b>Teacher In Charge Name</b>			
<b>Teacher in Charge Email Address</b>			
<b>Teacher In Charge Mobile</b>			
<b>Departure from School</b>	Day	Date	
<b>Arrival at Alzburg</b>	Day	Date	
<b>Expected Arrival Time At Alzburg</b>	AM /PM (allow 2.45 hours non-stop ex Melb Metro area)		

## ACCOMMODATION INFORMATION

*Please note: Single night accommodation packages are only available Monday-Wednesday.*

<b>Accommodation Start Date</b>	Day	Date					
<b>Number of Nights staying at Alzburg</b>							
<b>Number of Students</b>	Female	Male	Total				
<b>Number of Staff</b>	Female	Male	Total				
<b>Do You Need an Extra Teachers Room – see pricing listed on pg.4</b>	Yes <input type="checkbox"/>	No	<input type="checkbox"/>				
<b>Dinner Please Circle</b>	SUN	MON	TUES	WED	THUR	FRI	SAT
<b>Breakfast Please Circle</b>	SUN	MON	TUES	WED	THUR	FRI	SAT
<b>Conference/Meeting Rooms ** request only/not guaranteed</b>	Yes <input type="checkbox"/>	No	<input type="checkbox"/>				
	Please indicate Date and Times						
<b>Seating time for meals</b>	6:30 am for Breakfast		6:30pm for dinner (unless otherwise notified by us)				

## COACH INFORMATION

<b>Coach Transportation</b>	Yes <input type="checkbox"/>	No	<input type="checkbox"/>	
<b>Vic Roads Regulation for all Buses</b>	If selecting NO this means you will be arranging your own transport. All bus drivers must have a Hazardous Area Authority permit to enter Mt Buller			
<b>Pick up Day and Date</b>	Day _____	Date	_____/_____/2020	
<b>Pick up time</b>	AM / PM			
<b>Pick up address (if different from above)</b>				
<b>Coach Size Required</b>	50 Seater <input type="checkbox"/>	Other	<input type="checkbox"/>	MIMBL <input type="checkbox"/>
<b>Special Instructions or Requests</b>				
<b>Return Day and Date</b>	Day _____	Date	_____/_____/2020	
<b>Departure Time from Mt Buller/Alzburg</b>	PM			
<b>Expected Time back at School</b>	AM/PM (trip time to Metro Melbourne with a stop to drop off ski hire is approx. 4 hours and 15 mins)			
<b>Office Use only</b>	Coach company: Driver Name: Mob:			





# SCHOOL INFORMATION FORM 2020

## Day Trip

This form is to be completed and returned at the time of booking

<b>School Name</b>			
<b>Address</b>			
	Suburb:	Post Code:	State:
<b>Accounts Department Contact</b>	Name _____ Phone _____		
<b>Details</b>	Email Address _____		
<b>Teacher In Charge Name</b>			
<b>Teacher in Charge Email Address</b>			
<b>Teacher In Charge Mobile</b>			
<b>Date Of Arrival</b>	Day	Date	/ / 2020
<b>Departure time from School</b>	AM/PM		
<b>Expected Arrival Time At Alzburg</b>	AM/PM (allow 2.45 hours non-stop ex Melb Metro area)		
<b>Number of participants</b>	<b>Students:</b>	<b>Teachers:</b>	

### COACH INFORMATION

<b>Coach Transportation</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>		
<b>Vic Roads Regulation for all Buses</b>	If selecting NO this means you will be arranging your own transport. All bus drivers must have a Hazardous Area Authority permit to enter Mt Buller		
<b>Pick up Day and Date</b>	Day	Date	/ / 2020
<b>Pick up time</b>	AM / PM		
<b>Pick up address if different from above</b>			
<b>Coach Size Required</b>	21 Seater <input type="checkbox"/>	50 Seater <input type="checkbox"/>	Other <input type="checkbox"/>
<b>Special Instructions or Requests</b>			
<b>Return Day and Date</b>	Day	Date	/ / 2020
<b>Departure Time from Mt Buller/Alzburg</b>	PM		
<b>Expected Time back at School</b>	AM/PM (trip time to Metro Melbourne with a stop to drop off ski hire is approx. 4 hours and 15 mins)		
<b>Office Use only</b>	Coach company: Driver Name: _____ Mob: _____		

### SKI HIRE EQUIPMENT

<b>Please circle Skiing/Snowboarding day</b>	SUN	MON	TUES	WED	THUR	FRI	SAT
<b>Ski Hire Collection Date/Time</b>	Date / / 2020						am
<b>Number of days Ski Hire required</b>							
	<b>NO. OF SKIERS</b>			<b>NO. OF BOARDERS</b>			
<b>Students</b>							
<b>Teachers</b>							
<b>Extra teachers</b>							
<b>TOTAL</b>							



# METHOD OF PAYMENT FORM

## EFT:

Account: Alzburg Resort Pty Ltd.  
BSB: 063 711  
Account No: 10170177  
Reference: Invoice Number  
Remittance to: [schools@alzburg.com.au](mailto:schools@alzburg.com.au)

## Cheque:

Cheque made out to Alzburg Resort Pty Ltd. Please send with copy of your invoice to:

Alzburg Resort  
PO Box 222, Mansfield, VIC, 3722.

**Please post no later than 7 days before you arrive.**

## Credit Card Payment Details – 2% surcharge applies:

Card Type:  Visa  MasterCard

Card Number

Expiry Date: \_\_\_\_/\_\_\_\_ CVV: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Signature: \_\_\_\_\_

I acknowledge and accept all booking terms and conditions outlined in this publication on behalf of the school, students and teachers. I agree to settle any additional charges payable to Alzburg Resort that may be accrued by the school during the trip.

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

TRIP COORDINATOR: Print Name \_\_\_\_\_ Signature \_\_\_\_\_

## CONTACT INFORMATION

### Alzburg Resort:

Phone: (03) 5775 7400 or 1300 885 448

Fax: (03) 5775 2719

Email: [schools@alzburg.com.au](mailto:schools@alzburg.com.au)

Website: [www.alzburg.com.au](http://www.alzburg.com.au)

### Additional Contacts

Ski Patrol: Phone: (03) 5777 7808

Medical Centre: Phone: (03) 5777 6185

Mt Buller Police: Phone: (03) 5777 6172

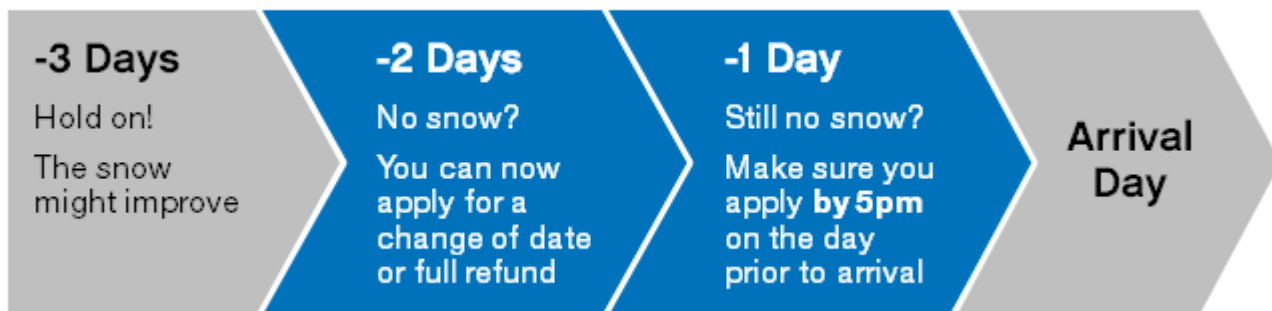
Alpine Resort Management Board: Phone: (03) 5777 7200

Buller Holidays/Ski School Phone: (03) 5777 7555



## NO SNOW? MONEY BACK!

The Snow Guarantee is provided by Buller Ski Lifts and participating Mt Buller accommodation providers to give confidence when booking a snow holiday. It's a money-back guarantee on all prepaid accommodation, lift ticket, rental and lesson packages and applies if insufficient snow cover means 'Snow Guarantee' lift/s are not operating for skiing/snowboarding in the two (2) days before your arrival.



### How does it work?

If our Snow Guarantee lifts (see the table below) aren't operating in the two (2) days before you arrive, you can contact your booking agent to change your booking to a later date or cancel your booking and get your money back. Please note: You can't take advantage of the Snow Guarantee on the day you arrive nor during your stay, only between 9am two days prior to your arrival through to 5pm on the day before you arrive. E.g. if your scheduled day of arrival is Sunday, you must call between 9am Friday and 5pm Saturday to apply the guarantee to your booking.

The Snow Guarantee applies as follows:

Season	2020 Dates	Snow Guarantee Lift/s
Off Peak Season	9 June - 28 June 2 Sept - Season closes	Blue Bullet Chairlift
Peak Season	29 June - 1 Sept	Blue Bullet and Mercedes Benz Chairlifts, PLUS any two (2) of the following: Wombat, The Fox, Skyline, Koflers, Summit, Howqua or Northside Express

### Exclusions

Note: The Snow Guarantee only applies if the lifts aren't operating due to insufficient snow cover. It does not apply where the lifts aren't operating due to following:

- Lift closure due to weather conditions other than insufficient snow, e.g. wind or ice;
- Lift closure due to mechanical breakdowns or equipment failure.

The Snow Guarantee also doesn't apply to the following:

- Retail tickets purchased via the e-store or at on-mountain sales offices;
- Booking fees or commissions payable to booking agents.

# ACCEPTANCE OF TRADING TERMS & CONDITIONS FOR SCHOOL BOOKINGS

THIS FORM MUST BE RETURNED AND SIGNED WITH YOUR TRIP RESERVATION FORM

## **Invoices:**

An initial deposit invoice will be generated at the time of booking.

A 25% deposit invoice will be generated to guarantee accommodation booking.

A balance invoice will be generated 30 days prior to arrival

A final invoice will be generated at the conclusion of your Snow Adventure.

## **Cancellation/Refunds:**

There are no refunds available for Transport or Accommodation bookings if cancelled less than 30 days prior to date of arrival.

## **Accommodation Packages**

If booking is cancelled between 30 and 14 days of arrival: -

- 50% Accommodation and F & B cancellation fee applies.
- Equipment and Clothing hire will be refunded in full.

No refund is available if cancelled within 14 days of arrival.

## **Coach Day Tours**

There are no refunds available on bookings cancelled less than 30 days prior to date of arrival. If booking is cancelled between 60 and 30 days, a 50% cancellation fee on any catering will apply.

## **Booking Changes:**

All Booking changes are to be emailed to [schools@alzburg.com.au](mailto:schools@alzburg.com.au).

Once the Balance invoice is issued at 30 days prior, changes can be requested however this invoice will not be adjusted.

Any approved changes, additional charges or refunds will be issued on your final invoice generated at the conclusion of your trip.

**No changes will be permitted within 14 days of arrival.**

## **Rental Equipment:**

All prices apply to equipment rented from Alzburg Resort. Any extra purchase over and above the order is the schools responsibility. Extras will be invoiced on departure of visit.

## **Travel Insurance**

We strongly recommend travel insurance cover against cancellation, personal liability and theft of your luggage or equipment.

Signed: \_\_\_\_\_

# Special Conditions on Ski Tours

## These special conditions apply to all coach packages

The Road Traffic Authority does not permit alcohol to be consumed on board the coach. The contractor shall not be liable to the client should the client suffer. Smoking is not permitted on board the coach. Every passenger is allowed one suitcase, hand luggage, boot bag and skis

## Transport to Mt Buller

The term refers to the coach parking area at the Skating Rink or Northern Express Car Park. Any additional transport required is at passenger's own expense.

## Ski Hire

Skis and snowboards along with a full range of clothing and accessories are available to guests, tour groups and the general public from the Alzburg Resort.

## Conditions of Equipment Hire Contract

Subject to the following conditions, Alzburg Tours Ski Hire, (herein called the contractor) shall make available to the client, the equipment specified in the quotation on the front. The client shall compensate the contractor for loss of, theft and any damage (other than fair wear and tear) caused to equipment whilst on hire to the client.

The client is responsible for all losses and or damages which arises for all costs and other expenses relating to or resulting from any breach of this condition. The client shall hold and keep the contractor indemnified from and against liability in respect thereof. The client shall not remove, deface or cover up any identifying marks or ownership on the equipment. The contractor shall not be liable to the client should the client suffer any loss, damage or injury (including death) arising out of or incidental to the use of the equipment whether or not such loss, damage or injury (including death) is caused or contributed to by any negligence on the part of the contractor or its servants or agents.

The client shall indemnify the contractor from and against liability in respect of claims arising directly or indirectly out of the use of any equipment whilst under hire to the client which indemnity shall extend to and include all costs and expense incurred by the contractor in respect of any claim therefore made upon it of investigating and/or defending the same. The client agrees not to dry boots in any form of oven or stove, in front of an open fire or in a drying room as temperature over 100 degrees F. Any breach of this term will constitute damage referred to in condition 2 hereof.

## Toboggans must only be used in designated areas

## Ski Lifts

Alzburg Resort cannot be responsible for any action taken by Buller Holidays.

Please call **1800 810 200** or refer to Buller Holidays website <http://www.bullerholidays.com.au/school-and-group-bookings/>

## Alzburg Resort Commitment

Alzburg Resort believes that the accommodation and tour outlined in this school planner are a fair and honest description of the services as they are performed. It is important to understand however, that during the course of providing these services, acts of God, and a host of other non-recurring factors can influence the performance of the service. Alzburg Resort is not liable for any failure to meet a coach at the pre-determined departure point and cannot guarantee exact arrival or departure times. Any personal expense incurred as a result of delays to weather, road conditions, mechanical difficulty, or because or/for any other reason, are the responsibility of the passenger.

Any person causing harm/harassment, inconvenience or damage to other person's property, or to be found to be excessively under the influence of alcohol or drugs whilst staying at the Alzburg Resort or travelling on a coach package, will not be accommodated and will forfeit all money paid. Alzburg Resort reserves the rights to vary conditions, itineraries, or prices as it sees fit.

All information contained in this document has been carefully checked to the best of our ability and was true and correct at the time of printing.

Signed: \_\_\_\_\_

## IMPORTANT – PLEASE READ

### EXCLUSION OF LIABILITY – WAIVER OF RIGHT TO SUE – YOUR ASSUMPTION OF RISK – THESE CONDITIONS AFFECT YOUR LEGAL RIGHTS

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Buller Ski Lifts Pty Ltd being the Supplier of recreational services in the Mount Buller Alpine Resort sells all access products, including tickets and Buller Passes, that provide the purchaser with access to all ski lifts and ski/snowboard slopes in the Resort on a daily or multi day basis and supplies all recreational services including skiing, snowboarding, tobogganing, snowtubing, skiing and snowboarding lessons, snow making, snow grooming, the use of chair lifts, t-bars, moving carpet, rope tows, operations of the ski patrol, the condition, layout, design, construction, maintenance, grooming and use of ski/snowboard slopes and surrounds (including the presence of people or objects thereon or nearby) and all other associated sporting activities or similar leisure time pursuits (recreational activities) subject to the following conditions:

1. By participating in any recreational activities or by using any of the above facilities or services in the Mount Buller Alpine Resort you are deemed to agree to these conditions.
2. The Supplier, its employees, directors and agents will have no legal liability of any nature whatsoever arising from any personal injury or death suffered by you due to the recreational activities not being rendered with due care and skill or not being reasonably fit for any purpose which you made known to the Supplier or because they failed to achieve any result reasonably expected by you which you made known to the Supplier or for breach of any other of the consumer guarantees applied by the Australian Consumer Law (Victoria), or due to the negligence, breach of contract or statute or statutory duty by the Supplier.
3. You acknowledge that the recreational activities are dangerous with many inherent risks and hazards and as a consequence personal injury (including serious personal injury) and sometimes death can occur and you assume and accept all such risks and hereby waive the right to sue the Supplier for any personal injury or death in any way whatsoever caused by or arising from your participation in such activities;
4. **WARNING:** If you participate in these activities your rights to sue the Supplier under the Australian Consumer Law & Fair Trading Act 2012 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 paragraphs 2 and 3 of this notice.
5. **NOTE:** The change to your rights, as set out in or on this notice, 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 & Fair Trading Regulations 2012 and section 23(3)(b) of the Australian Consumer Law & Fair Trading Act 2012.
6. If you purchase any access product or recreational service from the Supplier on behalf of another person, you make that purchase as the agent of the other person who as a consequence is bound by these conditions.
7. You must comply with the Alpine Responsibility Code and all signs or other directions of the Supplier, its employees and agents and they may suspend or cancel your access to recreational activities at the Mount Buller Alpine Resort in their absolute discretion for non-compliance with the Code, these conditions, or for reckless or careless conduct.
8. You must carry your Buller Ski Lifts Pty Ltd B-Tag in or on your ski jacket at all times on the ski/snowboard slopes which must be presented to the Supplier's authorised personnel upon request.
9. All Buller Ski Lifts Pty Ltd access products and B-Tags must not be resold, transferred or altered in any manner. They are valid only for the dates purchased.
10. These conditions shall be governed by and construed firstly in accordance with the laws of the State of Victoria and then in accordance with the laws of the Commonwealth of Australia. If any of these conditions should be determined to be void, invalid or otherwise unenforceable, it shall be deemed deleted and the remaining conditions shall remain and continue to be valid, binding and enforceable

**PRIVACY STATEMENT – See Website: [www.mtbuller.com.au](http://www.mtbuller.com.au) for privacy statement.**



## 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 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 professional instructors to learn and progress.
3. Use appropriate protective equipment to minimise the risk of injury.
4. Before using any lift you must have the knowledge and ability to load, ride and unload safely and always use the restraining devices.
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.
9. Do not ski, board, 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.

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.

## Acceptance of all Terms and Conditions and Acknowledgement of Ticket Waiver

I accept all of the terms and conditions included in this agreement and I confirm receipt and acceptance of the Buller Ski Lifts Pty Ltd ticket waiver (i.e. the exclusion of liability and waiver of right to sue, on the previous pages) and confirm I will commit to the following terms and conditions:

1. All clients purchasing lift and/or lesson and sightseer tickets through the Operator will be given a complete copy of the ticket waiver (as on following page) governing the purchase and use of such prior to the time of purchase.
2. Should my business fail to comply with the agreement in paragraph 1 and as a consequence Buller Ski Lifts Pty Ltd is unable to rely upon these Terms and Conditions as a defence to any claim or legal proceedings for personal injury or death brought against Buller Ski Lifts by any client or his/her dependants, I will fully and completely indemnify and keep indemnified Buller Ski Lifts against all such claims or legal proceedings up to a maximum limit of \$100,000.00 per claim.
3. I agree and confirm that my business has in place, and will retain for the 2018 winter season, a contract of insurance with a reputable insurance company or underwriter which will indemnify it for all and any liability that I may at any time have to Buller Ski Lifts Pty. Ltd. for breach of any term of the agreement as set out in this letter. Upon request I will provide Buller Ski Lifts Pty. Ltd. with a Certificate of Insurance confirming the existence of such an insurance contract.

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

\*Please note that while all care has been taken in the preparation of this manual, we do not accept responsibility for errors or omissions. Prices and details may be subject to amendment without notice.

# Bus travel in hazardous areas

## Snowfields

### Introduction

In accordance with Chapter 9 of *The Road Safety (Vehicles) Regulations 2009*, areas of the Victorian Alpine region, in which it can be hazardous to drive during the snow season, have been declared as hazardous areas during the period in each year 1 June to 7 October, inclusive. Depending on season conditions, restrictions may be extended beyond those dates. Contact should be made with VicRoads to confirm dates.

### Hazardous Areas

The following roads have been declared as hazardous areas:

**Mount Buller:** The Mount Buller Road from the junction of the Mount Stirling Road to the Mount Buller Alpine Village.

**Mount Hotham:** The Great Alpine Road from Harrietville over Mount Hotham to Omeo.

**Falls Creek:** The Bogong High Plains Road from Mount Beauty via Falls Creek to the Omeo Highway.

**Mount Buffalo:** The road from the Department of Sustainability and Environment (DSE) control gate situated at the base of Mount Buffalo to the Horn.

**Mount Baw Baw:** The Mount Baw Baw Road from Tanjil Bren to Mount Baw Baw Alpine Village and the South Face Road from the Mount Baw Baw Road to the Tyers-Thompson Valley Road.

**Lake Mountain:** The Marysville-Woods Point Road from the Lake Mountain turnoff to Cumberland Junction.

**Mount Donna Buang:** The Acheron Way between Donna Buang Road and St Fillans, and the Donna Buang Road from Pantom Gap to the intersection of the Acheron Way.

**Mount Saint Gwinear:** The Thomson Valley Road from the Thomson Dam Road intersection to Rocky Knob and the Mount Saint Gwinear Road from Rocky Knob to the Mount Saint Gwinear car park.

**Mount Stirling:** The Mount Stirling Road from the intersection of the Mount Buller Road at Mirimbah to Telephone Box Junction.

**Mount Torbreck:** The Barnwell Plains Road.

**Mount Tamboritha:** The Mount Tamboritha Road between the last crossing of the Wellington River and Mount Tamboritha.

**Licola Area:** The Target Creek Road between Licola and Glencairn and the Jamieson-Licola Road between Licola and Violet Hill.

### Requirements for Buses and Bus Drivers

Chapter 9 of the *Road Safety (Vehicles) Regulations 2009* imposes certain requirements on buses and bus drivers when in a hazardous area.

These requirements apply to:

- a. A vehicle that has 13 or more seats (including the driver) that is operated by a person who is either accredited or registered to provide bus service under the *Bus Safety Act 2009*:
  - i. for hire or reward;
  - ii. as part of a courtesy service; or
  - iii. for or in connection with the activities of a religious, philanthropic, educational, sporting or social body; or
- b. A vehicle that seats more than 30 people (including the driver).



A driver can only use a vehicle described above, in a hazardous area if the vehicle has:

- a. A full dual circuit service braking system;
- b. Adequate demisting and saloon heating systems;
- c. A spare wheel, jack and wheel brace;
- d. Wheel chains of a design approved by VicRoads. The chains must be in good condition (Manufacturers' recommendations should be followed) and capable of being attached to the outer drive wheels of the vehicle. (Approved wheel chains are diamond pattern or similar design. Ladder design chains are not permitted. For further information on approved wheel chains, contact VicRoads on Tel: 1300 360 745);
- e. Wheel chocks;
- f. A torch or portable lead light; and
- g. A shovel.

It is recommended that all buses entering Hazardous Areas should also:

- a. Carry at least 20 litres of appropriate size grit to assist traction if required; and
- b. Be fitted with open tread pattern tyres in roadworthy condition.

### Hazardous Area Authority

The driver of a vehicle described in the previous section must hold a Hazardous Area Authority when driving in a declared hazardous area.

To obtain a Hazardous Area Authority, a four-day training course, which is only conducted during the snow season, must be successfully completed. Details of successful completion of this course must then be forwarded to VicRoads for the issue of a Hazardous Area Authority. A list of training organisations can be obtained at [vicroads.vic.gov.au](http://vicroads.vic.gov.au) or by calling 1300 360 745.

There are two types of Hazardous Area Authorities:

- a. Declared areas other than Mt. Hotham – this allows the holder to drive in any area except Mt. Hotham; and
- b. Mt. Hotham – this allows the holder to drive in any declared hazardous area, including Mt. Hotham.

The Hazardous Area Authority does not allow the holder to drive a vehicle if an appropriate class of driver licence is not held. When driving in a declared hazardous area, the driver must carry a Hazardous Area Authority.

### Renewal of a Driver's Hazardous Area Authority

A Hazardous Area Authority is valid for six years.

While VicRoads sends renewal information to all Hazardous Area Authority holders in February/March of the year the authority is due to expire, it is the responsibility of drivers to ensure that they have a current authority.

The following renewal requirements apply to a Hazardous Area Authority that is due to expire, or one that has not expired by more than five years:

#### To drive in any declared hazardous area, except Mt. Hotham

Drivers must either:

- Satisfactorily complete a one and one half day re-assessment of skills associated with bus operations in hazardous areas; or
- Complete a statutory declaration that states that the driver has driven a bus in a hazardous area at least five times during the period 1 June to 10 October in last two years. Work diary pages or other verification may be required.

#### To drive in any declared hazardous area, including Mt. Hotham

Drivers/applicants must satisfactorily complete a one and one half day re-assessment of skills associated with bus operations in hazardous areas.

Re-assessment of skills courses can be undertaken at the same organisations that conduct the hazardous area authority training course.

### Further information

For further information about driving buses in declared hazardous areas visit [vicroads.vic.gov.au](http://vicroads.vic.gov.au) or at VicRoads registration and licensing offices.

