



## EMERGENCY PROCEDURE

In the event of an emergency (*including but not limited to, extreme weather events, road closures, accidents, etc...*), we call for the following points to be adhered to in order to assist us in assisting you to the highest level of safety and efficiency:

- 1. First and foremost**, you are expected to maintain a level of common sense, decorum and politeness towards other passengers, the driver, support staff and emergency services.  
*\*We will not tolerate rudeness and as such, they will not be allowed to travel on any of our services for a determined period of time. If at that moment of time of the incident, the police are available, they will be contacted.*
2. Remain calm & patient at all times
3. Ensure your mobile phone is turned on  
(*There are sections of Mt Hotham & Dinner Plain that we can expect no mobile phone reception*)
4. An SMS notification will be sent to the phone number given when making the booking with information and updates as they come to hand.
5. Information on road closures is available at: <https://traffic.vicroads.vic.gov.au/>
6. Please **DO NOT** ring the reservations hotline *and/or* office numbers as it distracts us from working on the emergency/incident.
7. Maintain fluid levels when and where possible (water). Eat food if available.
8. You must remain in the vehicle at all times unless advised by Emergency Services or your driver.
9. Please advise your driver before using the on board toilet (if fitted). This is to ensure that effluent levels do not exceed the capacity of the toilet system.
10. Stay warm with whatever additional clothing is available to you.
11. Please allow us to work efficiently to resolve the situation at hand.

### **IN ADDITION:**

- PLEASE KNOW that we are committed to ensuring that whatever action we take and advice we give, is based on your safety coming first – *as you would expect*. This is absolutely paramount to all our service we offer.

This may result in (*but not limited to*): an uncomfortable experience such as excessive time on a vehicle, being cold for a period of time, being hungry or thirsty, being agitated, etc...

All decisions we make are with 'good will intentions' and with consultation with the appropriate Emergency Services, Resort Mountain Road & Ski Patrol units and with the Local Governing Authorities such as VicRoads and Local councils.

- All of the above assists us in helping to get you and your family home safely.