



TERMS AND CONDITIONS

General

- Ticket valid for current snow season only
- LUGGAGE ALLOWANCE – 2 suitcases, 1 pair of skis/board and 1 pair of boots per person. Additional luggage needs to be pre-arranged by ringing our office
- RESORT ENTRY – This is charged per person when travelling to Mt Hotham:
As per Mt Hotham website:
<http://www.mthotham.com.au/plan-my-trip/travel-to-hotham/resort-entry/>
- NO SNOW POLICY – If there are fewer than 3 lifts operating at Mt Hotham due to lack of snow, two days prior to travel, you can elect to either postpone your booking (*tickets valid for current season only*) or cancel your booking and receive a full refund less a 25% administration fee per booking
- Minors must be accompanied by an adult at all times
- The company* and or its agents, are not responsible for any connections missed due to delays. This includes connections on other carriers. The company will transfer your booking to the next available service on a Snowball Express, Mt Hotham Bus service only
- The company* and or its agents, reserve the right to refuse the right to cancel, vary or substitute any service in any way for any reason deemed necessary
- The company* and or its agents, reserve the right to refuse carriage of any person on any service and to remove any person from any service for any reason or in the interest of other passengers
- The carriage of illegal drugs, smoking and/or the consumption of alcohol in the coach is not permitted
- For safety reasons, certain goods or articles cannot be carried such as, but not limited to weapons, explosive goods and flammable items
- Timetables and fares are subject to alteration without notice

*The company is defined as being Alpine Express Australia Pty Ltd trading as:
Snowball Express - Mt Hotham Bus.

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Cancellation/Amendment Charges

- A change of travel date and or service (transfers) requires a minimum of 48 hours' notice from the original travel date and time
- Any changes made to your booking, will incur a \$15 administrative fee
- Cancellation more than 14 days prior to departure – 50% of fare refunded. No refund if changes to the booking have been made prior to cancellation
- Cancellation less than 14 days prior to departure – no refund
- In the event of a No Show, any fare paid will be forfeited
- In the event of cancellation of a service, the option will be given for a full refund or transfer the booking (of equal or lesser value) to an alternative date within the current snow season
- No refunds or no transfers on tickets purchased under a PROMO CODE
- IMPORTANT - If your booking was made through an agent, you must contact your agent to make any changes

Conditions of Sale

SNOWBALL EXPRESS - MT HOTHAM BUS
Division of Alpine Express Australia Pty Ltd
ABN 37 609 660 602

The operators of this service, Snowball Express - *Mt Hotham Bus* and/or associated agent and/ co-ordinator for the airline companies, bus or train operators, hotel, motel or innkeepers and do not assume any responsibility for loss, damage, injury, accident, sickness, delay, fees (including unused accommodation fees) or other inconvenience to passengers incurred on or in connection with any of the aforementioned services or caused by acts of war, terrorism, civil riot, national disturbance, act of nature, severe weather event, road closures, accidents, mechanical breakdowns and or unforeseen circumstances.

The passenger contract in use by the aforementioned services shall constitute the sole contract between the purchases of this tour and/or passenger and the aforementioned services. All tickets, deposit tickets, coupons and orders are furnished and issued subject in all respect to the terms and conditions shown thereon such owners, operators, public carriers, managing agents or agents and providers of service shall be exempt from all liability in respect to or connection with the detention, delay, loss, damage, sickness or injury however, or by whosoever, caused and whatever kind occurring of or to the passenger and/or purchaser of the tour at any time when the said passenger and/or purchaser is not on board a carrier or conveyance used or operated by Snowball Express, its associates or agents while taking every care with passenger's luggage or property, shall not accept any liability for damage, loss or inconvenience in the handling thereof.