



Falls Creek Institutional Planner 2012



Falls Creek Ski Lifts Pty Ltd
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FALLS CREEK THE PERFECT CHOICE

Falls Creek is Australia’s only true ski-in ski-out alpine village and is Victoria’s largest Alpine playground with over 450 hectares of terrain and more than 92 runs which suit abilities ranging from beginner to advanced.

Reliable Snow

Falls Creek records, on average, the highest natural snow falls in Victoria which when backed by our extensive state of the art snowmaking system means that you will ski earlier and for longer this season.

Village Living

Discover a cosy village capped by a layer of snow where you can ski to and from your lodging. Our friendly staff always have a smile and a wave and are here to help you enjoy your stay.

Close to home

You’ll find us in the Victorian Alps and arriving here is hassle free. We’re the closest resort to drive to from Brisbane and an easy trip from all other centres with clear and driver friendly roads.

FACTS AND FIGURES

Highest Altitude	1842 metres
Highest Lifted Altitude	1780 metres
Village Altitude	1600 metres
Longest Advanced Run	Wishing Well 3kms
Longest Beginner Run	Wombats Ramble 2.2kms

RESORT TERRAIN

Beginner	17%
Intermediate	60%
Advanced	23%

TRAVELLING TO FALLS CREEK

Falls Creek is only 4 ½ hours drive from Melbourne, 1 ¾ hours drive from Albury, a day’s drive from Sydney and the closest Alpine resort from Brisbane by road. The road to Falls Creek is safe and cleared daily and while carrying chains is compulsory, they rarely need to be fitted. The closest regional airport is Albury with Virgin, Qantas and Regional Express flying in from capital cities around Australia. Falls Creek Coach Services offer coach transport from Albury or Melbourne to Falls Creek.

From Melbourne	356km
From Canberra	506km
From Sydney	690km
From Adelaide	958km
From Albury	120km
From Mount Beauty	31km



A SMOOTH START TO YOUR TRIP

BOOK EARLY

As Falls Creek is a popular destination for schools, to avoid the possibility of your preferred dates not being available, we recommend you book your trip as far in advance as possible. School holiday periods fill up fast and there are many events on throughout the season. Call the Falls Creek Reservation Centre or check the events calendar on our website (www.skifalls.com.au) to help work out the best time for your trip.

READ YOUR CONFIRMATION DETAILS CAREFULLY

Once you have booked your holiday you will receive confirmation details either by post or email. The onus is on you to read through this document carefully to ensure all details are correct. If you have any questions at all do not hesitate to call or email regarding your confirmation letter to ensure everything runs smoothly on your arrival.

CHOOSE LESSON TIMES

Once we have received your initial reservation, our Snowsports Manager will contact you to discuss lesson times, this ensures that you get the most out of your day as well as allowing us to schedule around our peak times.

ALLOW PLENTY OF TIME

Often the journey to Falls Creek and organising your rental equipment takes longer than first anticipated. This can create unnecessary stress for the group leader and possibly cause you to be late for your lesson. Make sure you have allowed enough time to fit your students. You can opt to collect your rental equipment the evening before if you are staying on mountain. If you are staying off-mountain or are on a day trip, a later lesson will ensure you have a pleasant start to your trip. Gebi's Ski Hire is our School Group Rental Store.

LESSONS

If you have booked a morning lesson, please be on time. This means you will need to have all tickets and rentals organised the evening before. In some circumstances we may be able to arrange a private early fitting. Please contact us for information. Remember, many other people will have booked lessons throughout the day with your instructors so if you are late, you will still finish at the booked time.

WHERE TO MEET

Snowsports School: Lessons meet at the top of Falls Express Chairlift.

Rentals: Read your confirmation details carefully to ensure you collect your rental equipment from the correct outlet.

BEFORE YOU LEAVE

Before you leave home, it is a very good idea to check our website www.skifalls.com.au for all the latest weather, events and resort news. You can also sign up for our online newsletter.

It is important to ensure you have packed the following items for your trip. Remember the weather can change very quickly in Falls Creek so it is imperative you come prepared.

- Sunscreen
- Sunglasses or Goggles
- Water Resistant Gloves, Jacket and Pants
- Sturdy Shoes with good tread for walking in the snow
- Dress in layers so you add or remove clothing dependent on the weather
- Thermal underwear
- Hat / Beanie

The weather can be cold, windy, sunny, rainy or even warm depending on the time of year. Most of your body heat can be lost through the top of your head so to stay warm ensure you have a beanie or hat with you.

Appropriate gear can be purchased or rented at Falls Creek for a competitive price.

ON ARRIVAL...

Resort Entry:

Falls Creek Resort Entry is located at Howman’s Gap approximately 4 kms from Falls Creek. All vehicles entering Falls Creek need to pay resort entry fees. These fees fund Falls Creek’s Ski Patrol, Car Parking, Snow Clearing, Water Supply, Waste Removal and visitor information services. For pricing and further information call Falls Creek Resort Management on 03 5758 1200.

Accommodation Transfer Service:

One of Falls Creek’s main attractions is its snow-filled streets and pedestrian friendly village. To reach your accommodation you may require the transfer service. Not everyone needs to use this service, depending on where your accommodation is. When booking your accommodation, ask if transfers will be required. It will pay to pack smaller items together into a larger bag to save costs. You can pre-book and pre-pay for your transfers by calling their terminal on 03 5758 1203.

SNOWSPORTS GUARANTEE

The Snow Guarantee ensures that if 48 hours prior to your scheduled arrival there is insufficient snow to enable snowsports on at least 3 designated downhill runs at Falls Creek all payments proved to be received (less booking fee) will be refunded. Booking fees vary by property. All snow guarantee cancellations must be received 48 hours prior to scheduled arrival. This guarantee does not apply if snowsports runs at the Resort cannot be accessed should ski lifts be unable to operate due to other conditions.



This guarantee is applicable every day during the declared Victorian ski season.

HOW TO BOOK – FOUR EASY STEPS

STEP 1: DECIDE WHAT YOU NEED

This information guide will help you to determine your group’s needs. You will need to know dates, length of stay, size of your group and the ability levels of the people in your group (i.e. beginner, intermediate or advanced).

STEP 2: MAKE YOUR BOOKING

Once you know your group size, ability and dates of stay you can make your booking. Fill out the Institutional Booking Form and email or fax to Advance Sales. Once this booking form is received, you will be contacted by our Snowsports School to finalise lesson times and by our Rentals department to organise your equipment rental. The Falls Creek Reservation Centre (see page 7) can handle all of your accommodation needs and have many years of experience in finding appropriate school group accommodation.

STEP 3: CONFIRMATION OF BOOKING

It is important to check your confirmation invoice thoroughly once received. Most importantly you will need to check your dates, number of students, lesson times and the tickets/equipment pickup locations. If you have any questions or need to make changes, please contact the Advance Sales Department BEFORE your arrival.

STEP 4: LIFT TICKETS/LESSONS & RENTALS PAYMENTS

Payment is due a minimum of 7 days prior to your arrival. Payment must be received in full prior to the issuing of tickets. If sending a cheque please allow sufficient time for it to reach us. Payment must be made by cheque or direct deposit. Credit Card payments are not accepted.

If you are a member of a legitimate school group amendments can be made up to and including the day of arrival with refunds being issued accordingly. Please be aware that once tickets have been collected refunds will only be issued according to our regular Trading Terms and Conditions (Page 17).

DIRECT DEPOSIT DETAILS

ANZ Mt Beauty
 BSB: 013747
 ACC: 837554566

Please send through confirmation of payment so we can ensure payments are matched to correct school bookings.

SCHOOL GROUP RATES**PRIMARY, SECONDARY & TERTIARY RATES**

School group rates are for Lift/Lesson or Lift/Lesson/Rental. You will need to differentiate between rental of skis/boots/poles and snowboard/boots. For every 8 students one adult/teacher will ski for free (Primary and Secondary only).

Primary Students	Lift/Lesson	Lift/Lesson/Ski or Snowboard Rental	Clothing Rental		
			Jacket or Pants	Jacket & Pants	Helmet
1 day	46	83	27	37	FOC
2 day	91	150	32	42	FOC
3 day	129	209	37	47	FOC
4 day	164	249	42	52	FOC
5 day	196	287	47	57	FOC
6 day	222	321	52	62	FOC
7 day	246	351	57	67	FOC
Secondary Students	Lift/Lesson	Lift/Lesson/Ski or Snowboard Rental	Clothing Rental		
			Jacket or Pants	Jacket & Pants	Helmet
1 day	67	107	27	37	FOC
2 day	129	196	32	42	FOC
3 day	184	273	37	47	FOC
4 day	235	331	42	52	FOC
5 day	279	382	47	57	FOC
6 day	318	430	52	62	FOC
7 day	352	472	57	67	FOC
Tertiary Students	Lift/Lesson	Lift/Lesson/Ski or Snowboard Rental	Clothing Rental		
			Jacket or Pants	Jacket & Pants	Helmet
1 day	98	148	27	37	20
2 day	191	269	32	42	25
3 day	271	379	37	47	30
4 day	343	457	42	52	35
5 day	406	522	47	57	40
6 day	460	581	52	62	45
7 day	506	631	57	67	50

ADULT EXTRA	Prices Lift & Lesson			Lift & Lesson & Rental		
	Primary	Secondary	Tertiary	Primary	Secondary	Tertiary
Consecutive Days						
1 day	62	83	98	99	123	148
2 days	123	161	191	182	228	269
3 days	177	232	271	257	321	379
4 days	228	299	343	313	395	457
5 days	276	359	406	367	462	522
6 days	318	414	460	417	526	581
7 days	358	464	506	463	584	631

All tickets are for consecutive days. Institutional Lift & Lesson Ticket Inclusions: All day access to all operating lifts and terrain plus a class lesson of any standard.

GROUP SIZE

The minimum size for a school group is 20 students. The school group pricing is only available to schools providing an official order form from Falls Creek Ski Lifts and signed by the organising teacher or principal. The official order is to include a full list of students and teachers attending; this pricing is only available to full time students.

COMPLIMENTARY TICKETS

Primary and Secondary groups will be issued with one complimentary ticket for teachers per eight paying students. Tertiary groups will be issued with one complimentary ticket per 20 paying students. Additional teachers and parents attending as part of the organising excursion may take advantage of the student price plus \$16 per day. The number of adults must NOT exceed 50% of the total number of students.

LIFT TICKETS/LESSONS & RENTALS PAYMENTS

Tickets will not be issued until payment is received in full. Payment is required at least 7 days prior to your arrival; we can only accept cheque or direct deposit as a form of payment. Unfortunately we do not accept credit card payments for group bookings. Please be aware that amendments can be made up to and including the day of arrival with refunds being issued accordingly.

TICKET COLLECTION

Tickets are to be collected by the trip coordinator / teacher from the requested sales outlet unless prior arrangements have been made. Once tickets have been collected, it is the coordinator/ teacher responsibility to ensure they are handed out and attached correctly. Lost or stolen tickets must be reported to Group Bookings. We cannot guarantee lost or stolen tickets will be replaced.

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 Gully Top ticket office in the Village Bowl. 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.

HELMETS

Falls Creek Ski Lifts in conjunction with the Australian Ski Areas Association 'ASAA' recommends the wearing of helmets for skiing and snowboarding. Skiers and snowboarders are encouraged to educate themselves on the benefits and limitations of helmet usage while emphasising that skiing and snowboarding in a controlled and responsible manner at all times is the primary safety consideration for all skiers and boarders.

GEBIS SKI HIRE EQUIPMENT RENTAL

Where rental is included, this consists of the rental of executive skis, boots and poles and snowboard hire consists of board and boots. Any alterations or changes needed during your stay may be made on the spot from our equipment outlets. Equipment may be picked up the day prior to the commencement of the ticket from 3pm, and returned the morning after the last day on the ticket, strictly by arrangement. For equipment rental where tickets have already been collected, tickets **MUST** be presented for rental allocation.

Equipment rental collection times and return times must be arranged prior to arrival. An electronic rental registration form will be emailed to you, the completed form must be returned to Falls Creek Ski Lifts – Tickets at least 7 days prior to your arrival.

NEW Helmet Policy

Falls Creek recommends the wearing of helmets for skiing & snowboarding. Guests are required to wear helmets while undertaking certain Snowsports activities and programs:

- All participants in Kids Snowsports School Programs (Snowclub 4 Kids 3-5yrs, Junior Workshop and Junior Shred 6-14yrs and/or any Teenage/Primary or Secondary Programs) must wear an accredited ski or snowboard helmet. Helmets are available from Falls Creek Sports outlets. Helmets are FREE with children's equipment rental at these outlets.
- All guest participants, of whatever age, in Snowsports School or other resort race programs, which involve or include terrain parks, pipes, skier/boarder cross and/or race courses will be required to wear an accredited ski or snowboard helmet.

The ASAA recognises that a helmet may make a difference in reducing or preventing injury. Be aware however that helmets are most effective at providing protection at speeds of 20kph or slower. If a person was to collide with a tree, any other object or another skier at moderate or high speed, a helmet may not prevent or reduce serious injury. Each snowsport enthusiast's behaviour has as much to do with their safety as does any piece of safety equipment.

SKI AND SNOWBOARD LESSONS

Falls Creek’s Snowsports School has an experienced team of local and internationally qualified ski and snowboard instructors, ensuring your students receive expert tuition and maximise their learning potential. Beginner lessons will ensure a quick and safe progression while the intermediate and advanced students will benefit from more advanced lessons and perfect their technique.

LESSON TIMES

You can choose from morning or afternoon lessons. Morning lessons run for 1 hour and 30 minutes and start at 8:30am. Afternoon lessons run for 1 hour and 50 minutes and start at 1:30pm. Dependent on demand, other times may be available if you cannot meet these designated times. Please note the Snowsports School will contact you prior to arrival to confirm lesson times.

WHERE TO MEET

All snowsports lessons meet outside the Snowsports School at the top of the Falls Express Chairlift. Please remember that instructors often have a very busy schedule with lessons booked throughout the day. If you are late for your lesson it will still finish at the scheduled time. Please be prompt or call in advance to advise you are behind schedule!

CONDITIONS

- Lessons start and finish at the same place except by prior arrangement.
- Teachers are not to interfere with an Instructors lesson
- Organisers are to rely on the Instructors knowledge with regard to class splits and organisation.

KNOW YOUR ABILITY

Please use the guide below to determine your students’ ability prior to booking your snowsports lessons. Please remember all abilities can benefit from a lesson, not just beginners.

First Timer	Never Skied/Boarded before (never ever)
Beginner	Comfortable on Green runs (had one or two lessons)
Intermediate	Comfortable on Blue runs
Advanced	Comfortable on Black runs



ACCOMMODATION AND TRANSFERS



FREE CALL 1800 45 35 25

One number, one call and your whole holiday is taken care of by the experts at Falls Creek Reservations Centre. As Falls Creek's premier on-mountain reservations centre, situated right in the heart of the village, our staff know the resort intimately and are ready to help you plan your stay. We are a fully licensed Travel Agency and can organise everything your next school ski holiday requires including... Qantas Link or Virgin Blue Flights and Transfers, Equipment Rental, Lift Passes, Ski & Board Lessons and even meals. All with just one call... nothing could be easier!

Browse our range of accommodation choices, search for the style you're after, or for expert advice and someone to do the work for you, contact our experienced reservation consultants at the Falls Creek Reservation Centre on 1800 45 35 25 or via email accom@falls creek.net

Accommodation Options

Apartments

Usually with separate bedrooms, living area and cooking facilities – your home away from home!



Hotels & Lodges

From the budget conscious who like to do everything themselves, to the more discerning who like to be pampered by their host, hotels and lodges offer a memorable experience. Lodge options range from self catering lodges through to all inclusive meal deals.



Off Mountain

Often a good value alternative – in a wide range of styles, from luxury to comfortable and easy, each in a location with its own special charm.



For Information, Pricing and Bookings Contact Falls Creek Ski Lifts

Web: www.skifalls.com.au

Email: groupbookings@falls creek.net

Fax: 03 5758 3614

Ph: 03 5758 1000

Hotels & Lodges

Budget	Standard	Premium	Luxury
Alpha Lodge – Self Cater	Cooroona B & D	Attunga B & B	Astra B & B
Schuss – Self Cater	Diana B, L & D	FC Hotel B & D	Summit Ridge B & D
	Halley's B, L & D	Feathertop B & B	
Viking – Self Cater	Lakeside B, L & D	Pretty Valley B, L & D	
	Nelse B & B	Trackers B & B	
	Ripparoo B & D		
	Silver Ski B & B		
	Snowdrift B & B		

Apartments

Budget	Standard	Premium	Luxury
Off Mountain Properties	Kilimanjaro	Alpine View	Alpine Woodsmoke
Private Apartments	Les Chalet	Attunga	Frueauf Village
	Koki Alpine Resort	Altitude Apartments	Fjall
		FC Country Club	Quay West Resort & Spa
		Gebi's Apartments	Altezza 1570
		Snow Ski	
		Cedarwood Apartments	

FREECALL
1800 45 35 25



FALLS CREEK ACTIVITIES

Falls Creek has a range of winter activities that can be tailored to your school group. Whether it's super sliding your way down the custom built Snow Tube Park or getting air on the Bungy Trampoline, we can help your group to experience the extras Falls Creek has to offer. Call the Activities Desk for special group rates on 1800 20 44 24.

Night Shows: Free ^

Falls Creek comes alive with a spectacular night show featuring skiing demos, retro fashions, Pete the Dragon, synchronised snowmobiles, spinning Kassbohrers and an awesome fireworks display. Thursday nights 8.00 pm for 25 minutes during July and August.



Snoccé: Free

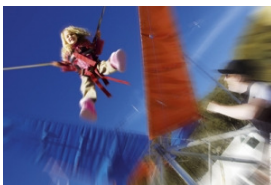
It's Boccé for the snow. Challenge your family and friends to a game on our groomed Snoccé courts in the Village Bowl. Play in our regular competitions or just for fun. Wednesday and Saturday evenings from 4.30pm in the Village Bowl.

Night Skiing: \$20 per adult, \$15 per youth & \$10 per child*^

When the sun goes down the skiing and boarding doesn't have to stop. Wednesday and Saturday evenings from 6:00 pm to 9:00 pm on Wombat's Ramble.

Snow Tubing: \$21 per session*

Spin, bounce, bump and laugh your way downhill on a snow tube in our purpose built Snow Tube Park. Great fun for the whole family right in the heart of Falls Creek - the Village Bowl. Daily 11.00 am to 8.00 pm.



Bungy Trampoline: \$12 Per Session*

Learn aerial manoeuvres and tumbling tricks, bounce into orbit or soar with the snowflakes on our Bungy. Part trampolining, part bungy jumping equals heaps of fun in the Village Bowl. Daily in the Village Bowl.

Nordic Snowshoeing: \$24^

If you can walk you can snowshoe - it's easy & fun! We'll guide you through ancient alpine forests and safely beyond the fringes of Falls Creek to explore our winter wonderland. Available Thursdays 2.00 pm to 4.00 pm

Snow Bikes: from \$38 per session*

Falls Creek is the only resort in Australia where you can slide a ski trail on a bike made for the snow. Grab a bunch of friends and have a ball trying to master the art of riding a snow bike. Daily from the Snowsports School between 1.30pm to 2.30pm and 2.30pm to 3.30pm and Wednesday and Saturday evenings from 5:00pm to 8.00pm. Valid Lift Ticket Required.



RACE TRAINING

RACE TRAINING PROGRAMS

Race Training is an exciting way to introduce skiers and snowboarders to racing techniques. Participants cover a range of activities with experienced coaches including: racecourse practice, mental preparation hints, technical drills, start training, finish line crossing tips, and explanations of basic race rules.

Race training lessons are designed to assist schools to prepare students for the Victorian Interschools Snowsports Championships. The Falls Creek Race & Events Department has tailored a race-training program designed for intermediate to expert skiers, snowboarders and cross-country skiers (minimum age 6 years):

SKIING GS Training (Giant Slalom), Moguls, Skiercross (meets at Cloud 9 Snowsports Student group sign*)

SNOWBOARDING GS Training (Giant Slalom), Boardercross (meets at Cloud 9 Snowsports Student group sign*)

CROSS-COUNTRY Classical, Skating (please contact us for meeting place)

*N.B. The Cloud 9 Student group sign is located at the top of the Falls Express Chairlift.

**N.B. Cross-country race training bookings are available from 1.30pm onwards only.

Race Training can be booked for 1 hour 55 minutes, 3 hours or 4 hours per day. Coaches are assigned to a maximum group of 10 students. In order to maximize your experience please remember when booking coaches that each group needs to be of roughly the same ability level.

RESERVING RACE TRAINING

Complete the RACE TRAINING BOOKING FORM and return to Advance Sales ASAP for allocation of requested times.

COST PER COACH (max of 10 students per coach)			
	SKIING & SNOWBOARDING		
Duration	1 hr 55 mins	3 hours	4 hours
Times Available	9:00-11:00 10:00-12:00 11:00-13:00 13:30-15:30	9:00-12:00 10:00-13:00 13:30-16:30	9:00-13:00
Midweek Excluding VIC School Holidays & VIC Interschools Week	\$327	\$458	\$574

RACE TRAINING LIFT TICKETS

(Available only on days with Race Training or Time Trials booked)

	DAYS						
	1	2	3	4	5	6	7
Primary students	36	70	103	130	155	177	196
Secondary students	53	104	147	186	222	253	280
Tertiary students	77	150	217	272	330	389	438

INTERSCHOOLS GRAND PRIX SERIES

The Interschools Grand Prix series is a lead-up series to the Victorian Interschools Snowsports Championships in August and provides the opportunity for schools and individuals to race on a regular basis. The Grand Prix Championships are structured in a similar format to the Victorian Interschools Snowsports Championships with students racing in divisions based on school years. The organisers reserve the right to change the format.

ENTRY FEE	\$22		Per Race/ Discipline
WHEN	Saturday Sunday Saturday Sunday	7 July 8 July 14 July 15 July	Giant Slalom Ski and Snowboard Giant Slalom Ski and Snowboard Giant Slalom Boardercross & Skiercross Giant Slalom Boardercross & Skiercross
ENTRY DEADLINE	Friday 12 noon, prior to event each Saturday		
ENTRIES	All enquiries: Falls Creek Race & Events Department Ph: 03 5758 1026 Fax: 03 5758 3416 Email: events@fallscreenet.net		
BIB COLLECTION	Team organisers/individuals to collect bibs from the Race Dept Office from two hours prior to the start of the race or from 45 mins at start of race track.		
PRESENTATION	To be announced on the day.		
NOTE	Official results will be posted on the Internet www.skifalls.com.au/EventsResults2012		
DIVISIONS	SKIING: Division 1 - Year 11 & 12 Division 2 - Year 9 & 10 Division 3 - Year 7 & 8 Division 4 - Grade 5 & 6 Division 5 - Grade 4 & under	SNOWBOARD: Division 1 - Year 11 & 12 Division 2 - Year 9 & 10 Division 3 - Year 7 & 8 Division 4 - Grade 5 & 6 Division 5 - Grade 4 & under	

IF YOUR SCHOOL WISHES TO ENTER THE VICTORIAN INTERSCHOOL SNOWSPORTS CHAMPIONSHIPS IN AUGUST, PLEASE REGISTER ON THE SSDF WEBSITE WWW.INTERSCHOOLS.ORG.AU.

IMPORTANT FALLS CREEK CONTACT DETAILS

ADVANCE SALES (TICKETS, RENTALS, LESSONS)

Address: Falls Creek Ski Lifts Pty Ltd
PO Box 55
Falls Creek
Victoria 3699

Phone: 03 5758 1000
Fax: 03 5758 3416 (Reception)
03 5758 3614 (Sales Office Direct)
E-mail: advancesales@fallscreek.net

Web-site: www.skifalls.com.au

FALLS CREEK RESERVATIONS CENTRE (ACCOMMODATION)

Reservations Manager: Katrina Milne
Phone: 1800 45 35 25
Fax: 03 5758 3337
E- mail: accom@fallscreek.net

ACTIVITIES DESK (WINTER ONLY)

Email: [1800 20 44 24
activities@fallscreek.net](mailto:activities@fallscreek.net)

RESORT CONTACTS

EMERGENCY Dial 000 (Police, Fire, Ambulance)

Ski Patrol	5758 3502
Police Falls Creek	000 OR 5758 3424
RACV	13 11 11
Medical Centre Falls Creek	5758 3238
Medical Centre Mount Beauty	5754 3400
Mount Beauty Hospital	5754 3500
Falls Creek Ski Lifts	5758 1000
Falls Creek Resort Management	5758 1200

LOCATIONS

Main Administration & Sales Office: Located in the Village Bowl at the top of Gully chairlift. (Gully Top Ticket Box).

Snowsports School: Located at the top of the Falls Express chairlift.

Falls Creek Sports Village Bowl: Located in the heart of the Village Bowl.

Falls Creek Sports Quay West: Located on the ground floor of the Quay West complex; adjacent to Falls Express Chairlift.

Gebi's Ski Hire: Located on the Bogong High Plains Road at the entry to Falls Creek.



TRADING TERMS AND CONDITIONS

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 www.skifalls.com.au.

REFUND POLICY

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

However, for a skier's injury FCSL may consider a Snow Credit for the unused portion of the ticket, which can be redeemed at a Falls Creek Ticket outlet for Lift, Lift/Lesson, Lift/Lesson/Rental or Rental products.

Conditions apply:

- Tickets must be submitted to a Falls Creek Ticket outlet 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.

***Refund Policy is subject to change

TERMS OF TICKET ISSUE

IMPORTANT NOTICE

EXCLUSION OF LIABILITY – YOUR ASSUMPTION OF RISK - THESE CONDITIONS AFFECT YOUR LEGAL RIGHTS!

WARNING: If you participate in the Recreational Activities detailed below 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 notice.

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" is defined in the **Fair Trading (Recreational Services) Regulations 2004**.

Mt Hotham Skiing Company Pty Ltd and Falls Creek Ski Lifts Pty Ltd, as the respective supplier of Recreational Services, sell all tickets and supply all recreational ski area services and facilities including, but not limited to skiing, snowboarding, snowtubing, tobogganing, skiing or snowboarding lessons, the use of ski lifts and helicopter flights between Mt Hotham Alpine Resort and Falls Creek Alpine Resort ("Resorts") ("Recreational Activities") subject to the following conditions:

1. These conditions do not affect any rights you have under Schedule 2 of the **Competition and Consumer Act 2010 (Cth)** ("the Act") except to the extent excluded in condition 2.
2. We and our employees, directors, officers, guides, instructors, contractors and agents ("the supplier") are not liable to you, your dependants or legal representatives in negligence, breach of contract or statute or statutory duty (including for breach of consumer guarantees implied by the Act) for personal injury or death suffered by you from our supply of Recreational Activities and the condition, layout, construction, design or use of ski runs or slopes or the presence of people or objects or any associated sporting activities or similar leisure time pursuits on or at the Resorts.
3. You acknowledge that the Recreational Activities are dangerous with many inherent risks, dangers and hazards and personal injury and sometimes death can occur and you assume and accept all risk of personal injury or death from Recreational Activities, and you waive the right to sue the supplier for any personal injury or death in any way whatsoever arising from such activities.
4. You must:
 - a. wear your ticket on the upper part of your body so it is clearly visible; and
 - b. not transfer or resell it.
5. Your ticket is only valid for the date shown on it and if the seal is not broken.
6. We will not refund or replace a ticket:
 - a. if you lose it or suffer an illness or injury;
 - b. if any lift service is not operating.
7. You must comply with the **Alpine Responsibility Code** and our signs or other directions and we may suspend or cancel your access to Recreational Activities at our absolute discretion for non compliance with these conditions, the Alpine Responsibility Code or for reckless or careless conduct.

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 and personal awareness can reduce. These risks include rapid changes in the weather and surface, as well as natural and artificial hazards such as, rocks, trees, stumps, bare spots, ice, lift towers, snow fences, and snow making 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.
2. It is your responsibility to stay in control on the ground and in the air.
3. Take lessons from qualified professional instructors to learn and progress.
4. As you proceed downhill or overtake another person, you must avoid the people below and beside you.
5. Do not stop where you obstruct a trail or run, or are not visible from above.
6. When entering a trail or run or starting downhill, look uphill and give way to others.
7. When riding chairlifts always use the restraining devices. Always use suitable restraints to avoid runaway boarding/skiing equipment.
8. Observe and obey all signs and warnings. Keep off closed trails or runs and out of closed areas.
9. Before using any lift you must have the knowledge and ability to load, ride and unload safely.
10. Do not ski, snowboard, ride a lift or undertake any other alpine activity if your ability is impaired by drugs or alcohol.
11. If you are involved in, or witness an accident, 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 Falls Creek Ski Lifts 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.

Falls Creek Ski Lifts Pty Ltd ABN 46 004 843 761

* Alpine Responsibility Code is Subject to Change without Notice.

BOOKING FORMS – SCHOOL BOOKING FORM 2012

A

School Name: _____

Address: _____

Suburb: _____ State: _____ P/C _____

Contact Name: _____ Position: _____

Phone: _____ Fax: _____

Mobile: _____ Email: _____

Accommodation: _____ Total Days Skiing: _____

Ticket start date: _____ Ticket finish date: _____

Ticket delivery / collection: We will contact you to organise collection of your tickets from one of our sales outlets or delivery to your lodge.

Ticket/Rental collection: We will contact you to organise a time for collection of equipment from Gebi's Ski Hire

Snowsports School Lessons: (Tick your preference) Morning Afternoon

Product	Qty	No. of Days	Cost per unit	Total Cost
Lift & Lesson				
Primary Students				
Secondary Students				
Tertiary Students				
Teachers (FOC)				
Extra Teachers/Adults				
Lift Lesson & Ski Rental				
Primary Students				
Secondary Students				
Tertiary Students				
Teachers (FOC)				
Extra Teachers/Adults				
Lift Lesson & Board Rental				
Primary Students				
Secondary Students				
Tertiary Students				
Teachers (FOC)				
Extra Teachers/Adults				
Extras				
Jacket or Pants				
Jacket & Pants				
Helmet				

Lesson Breakdowns. Please indicate ability levels below:

Ski	First Time	#	Beginner	#	Intermediate	#	Advanced	#
Snowboard	First Time	#	Beginner	#	Intermediate	#	Advanced	#



BOOKING FORMS – SCHOOL BOOKING FORM 2012 A

Booking Conditions & Information 2012

Falls Creek Sports and Gebi’s Ski Hire Equipment Rental:

Where rental is included, this consists of the rental of standard carve skis, boots and poles and snowboard hire consists of board and boots. Any alterations or changes needed during your stay may be made on the spot from our equipment outlets. Equipment may be picked up the day prior to the commencement of the ticket from 3pm, and returned the morning after the last day on the ticket, strictly by arrangement. For equipment rental where tickets have already been collected, tickets **MUST** be presented for rental allocation.

Booking Conditions:

- Minimum size of group is 20 students;
- These prices are only available to schools providing an official order form from Falls Creek Ski Lifts and signed by the organising teacher or Principal;
- The official order is to include a full list of students and teachers attending;
- These prices are available to full time students only;
- Primary & Secondary Groups will be issued with one complimentary ticket for teachers per eight paying students;
- Tertiary Groups will be issued with one complimentary ticket per twenty paying students;
- Additional teachers and parents attending as part of the organising excursion may take advantage of the student price, plus \$16 per day. However, the number of adults must not exceed 50% of the total number of students;
- Tickets will not be issued until they are paid for in full;
- Payment is required at least 7 days prior to your arrival; we can only accept cheque or direct deposit as a form of payment. Unfortunately we do not accept credit card payments for group bookings;
- Equipment rental registration forms are required at least 7 days prior to arrival; the registration form must be sent electronically.
- Equipment rental collection times and return times and location must be arranged prior to arrival.
- Tickets are to be collected, by the trip co-ordinator / teacher, from the requested sales outlet unless by different arrangement;
- Once tickets are collected it is the co-ordinator / teachers responsibility to ensure they are handed out and attached correctly. Lost or stolen tickets must be reported to Group Bookings. We cannot guarantee lost or stolen tickets will be replaced.
- Snowsports School lesson times for institutional groups must be arranged prior to arrival. The Snowsports School will contact the group leader for lesson allocation;
- The duration of morning lessons are 1 hour 30 minutes & afternoon lessons are 1 hour 50 minutes;
- All participants in School Group programs must wear an accredited ski or snowboard helmet. Helmets are available from Gebi’s Ski Hire and are FREE with primary & secondary school group equipment rental at this outlet.
- In the event of injury to any member of your group, it is the responsibility of the group co-ordinator / teacher to return both the ticket and a medical certificate to the Gully Top ticket office in the Village Bowl. 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.

Our Trading Terms and Conditions apply to all bookings and all participants associated with that booking. This includes but is not limited to the “Terms & Conditions of Ticket Use”, “Alpine Responsibility Code” and “Booking Conditions”. To ensure that all the information has been read and understood we require this form to be signed and returned to confirm your booking, thus verifying acceptance of all “Terms and Conditions” associated with the booking on behalf of the school, students and teachers.

I acknowledge and accept all booking terms and conditions outlined in this manual on behalf of the school, students and teachers.

Teacher	Principal
Printed Name:	Printed Name:
Signature:	Signature:
Date:	Date:

Falls Creek Ski Lifts Contact Information:

Phone: 03 5758 1000 Direct Fax: 03 5758 3416 Email: groupbookings@fallscreek.net



BOOKING FORMS – RACE TRAINING BOOKING 2012 B

Institutional Group Booking Form 2012 ~ Race Training

School Name: _____

Address: _____ Suburb _____ State _____ P/C _____

Contact Name: _____ Position: _____

Phone: _____ Fax: _____

Mobile: _____ E-Mail: _____

Accommodation: _____ Total days skiing: _____

Ticket start date: _____ Ticket finish date: _____

Ticket only pick-up: Falls Express Ticket Office Gully Top Ticket Office

Product	Quantity	No. of Days	Cost per unit	Total Cost
Lift Ticket				
Primary Students				
Secondary Students				
Tertiary Students				
Teachers (FOC)				
Extra Teachers/Adults				
Race Training (groups of 10)				
2 Hours				
3 Hours				
4 Hours				
5 Hours				
Total:				



Booking Conditions & Information 2012

- Size of group is up to 10 students;
- These prices are only available to Race Groups providing an official order form from Falls Creek Ski Lifts and signed by the organiser or coach.
- The official order is to include a full list of athletes and coaches attending;
- These prices are available to full time students only;
- Groups will be issued with one complimentary ticket for coaches per five paying students;
- ***Tickets will not be issued until they are paid for in full.***
- ***Payment is required at least 7 days prior to your arrival;*** we can only accept direct deposits or school cheques as a form of payment. Unfortunately we do not accept credit card for group bookings.
- Tickets are to be collected, by the organiser / coach from the requested ticket office unless by different arrangement;
- Once tickets are collected it is the organiser / coach responsibility to insure they are handed out and attached correctly. Lost or stolen tickets must be reported to Group Bookings. We cannot guarantee lost or stolen tickets will be replaced.
- Race Department race training times for training groups must be arranged prior to arrival. The Race Department will contact the organiser / coach for race training allocation.
- In the event of injury to any member of your group, it is the responsibility of the organiser / coach to return both the ticket and a medical certificate to the Gully Top ticket office in the village bowl. 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.

Our Trading Terms and Conditions apply to all bookings and all participants associated with that booking. This includes but is not limited to the “Terms & Conditions of Ticket Use”, “Alpine Responsibility Code and Booking Conditions”. To ensure that all the information has been read and understood we require this form to be signed and returned to confirm your booking, thus verifying acceptance of all “Terms and Conditions” associated with the booking on behalf of the school, students and teachers.

I acknowledge and accept all booking terms and conditions outlined in this manual on behalf of the school, students and teachers.

Organiser / Coach

Printed Name:

Signature:

Date:

Falls Creek Ski Lifts Contact Information:

Phone: 03 5758 1000

Direct Fax: 03 5758 3416

Email: groupbookings@fallscreek.net

Name of Club/Organisation: _____

Address: _____

Contact Name: _____

Contact Number/s: BH: _____ Mobile: _____

Fax: _____ Email: _____

EVENT NAME: _____

DAY & DATE OF RACE: _____

DISCIPLINE: GIANT SLALOM SLALOM OTHER _____

RACE COURSE:

(Please note that snow and weather conditions or prior bookings may affect the location and or running of race/s.)

SCOTTS \$1225.00 per discipline

RUINED CASTLE \$1225.00 per discipline

NASTAR If less than 30 competitors \$630.00 per discipline

30 or more competitors \$24.00 pp 1 Run per discipline
 \$29.00 pp 2 Runs per discipline
 \$57.00 pp 4 Runs per discipline

START TIME: NUMBER OF COMPETITORS: BIBS REQUIRED: No / Yes

RACE TRAINING REQUIRED: No / Yes Please Circle: 2hrs 4hrs 6hrs

START LIST DRAW FORMAT: Random Age Category Gender

(tick all relevant boxes)

Start List Collection: All start lists to be received as an Microsoft Excel Spreadsheet in the following column

order: **Bib→Surname→Name→Category→Gender→Club**

Note: All data to be received by 1:00pm the day prior to race day.

Results – Format: Fastest → Slowest

Fastest → Slowest / Category

Fastest → Slowest / Category/ Gender

Custom

Result Collection & Delivery: Email In Person

Presentation & Prize Giving: No / Yes

Additional Information: _____

Please return this booking form by fax, email or in person.

OFFICE USE ONLY: RECEIVED: / / 2012 BY:

PAYMENT RECEIVED: / / 2012 BY: