

Frequently Asked Questions...

To help make your purchasing experience as smooth as possible, we've compiled a list of the most frequently asked questions.

1. I have purchase a Snow Pass Card in the resort, how do I link this Card to my account?

When we print you a card, the system creates the beginning of your profile which you can now set up via our online store

- Go to "My Account"
- Click on "I DON'T KNOW my login details but I already have a SNOW PASS Card and I want to RELOAD onto this Card"
- In the pop up box, type your last name & email address and click "Continue"
- You have a few options to search by: by selecting "yes" you can enter details, or click "no" to go to the next option
 - Search by Ticket Or Pass – search by entering your 20 digit RFID number located on the front (skier) of your Snow Pass Card
 - Search with Basic Information – search by entering your Customer ID number which is located underneath your name on your Snow Pass Card
- When you have entered, say your Customer ID a pop up box asking if the customer we have found matches the information you have entered and if this is your account. Click "Yes" to continue.
- To complete setting up your account, enter & confirm a password and any missing information (i.e. address).
- Click "continue" and you can complete setting up your account

2. When I try to add/update my Chip ID (Under My Account > Manage RFID) a message comes up stating "ID# associated with a user that has a login"

When you purchased your Snow Pass card in the resort, your Snow Pass card was automatically associated to a basic profile. When you go to log in to our online store please select "I have a SNOW PASS CARD and I want to RELOAD onto this Card" then search for your account.

If you have already created a new account, please contact our Ticket Team and they will be able to link your account to your existing Snow Pass card so you can then reload.

3. I have my Snow Pass card and I want to RELOAD but the cost for a new card is included in the price

We have included a new snow pass card to our lift products however if you have your existing Snow Pass Card, simply un-tick the Snow Pass Card component when you add your product to your cart.

Item added to your shopping cart.

Close

You may proceed to check out or continue shopping.

Qty	Product	Date	Total				
1	Adult 5 Day Any Day Lift Only Valid for Lift Access ANY 5 days of winter 2015 "Free Ski" afternoon NOT APPLICABLE with this ticket. OPTIONAL EXTRAS: Snow Pass Card (\$5) To opt out, un-tick box after you have added product to your cart. Adults aged between 19-64yrs. You may also select these additional products.	6/10/2014	\$499.00				
	<table border="1"> <thead> <tr> <th>Product</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Snow Pass Card - un-tick to reload onto existing card</td> <td>\$5.00</td> </tr> </tbody> </table>	Product	Price	<input type="checkbox"/> Snow Pass Card - un-tick to reload onto existing card	\$5.00		
Product	Price						
<input type="checkbox"/> Snow Pass Card - un-tick to reload onto existing card	\$5.00						

Edit Cart

Items in Cart (1)

4. Can I just purchase a Snow Pass Card now and load lift pass, lessons and equipment hire at a later stage?

Yes you can.

5. I'm at the payment screen and when I go to complete my purchase I get an error and I'm unable to complete my order

Are you trying to pay using an AMEX or Diners Club Card?
We only accept VISA & MasterCard.

6. I am trying to assign a person to the product but the name is not appearing?

Make sure you have selected the appropriate product for the age of the person you are purchasing for; ages are:

Adult: 18 – 64 years

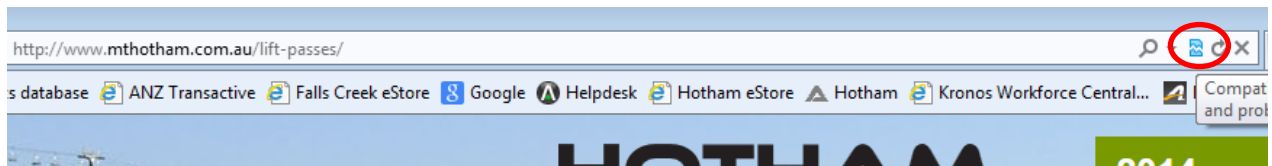
Child: 6-17 years

Senior: 65 – 69 years

5 & under and 70 & over can ski for free (however they must have a valid Snow Pass Card with loaded lift access)

7. I can't add products to my cart

You may need to check your Internet Explorer compatibility settings – this is usually shown at the end of the address bar.



Snow Guarantee



All lift, lesson and equipment hire products purchased in advance via our online store are covered by our Snow Guarantee.

Holiday Snow Guarantee

Falls Creek's Snowsports Guarantee provides important piece of mind when planning your trip to the snow, knowing that if there is insufficient snow 48 hours prior to your arrival, to enable three designated downhill runs at Falls Creek to be open for snowsports, then all payments proved to be received (less booking fee) will be refunded.

All snow guarantee cancellations must be received prior to 48 hours of scheduled arrival. Booking fees vary by property.

This guarantee does not apply if snowsport 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.