



2019 Tertiary Snow Trip Planner



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 will 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%

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.



IMPORTANT FALLS CREEK CONTACT DETAILS

TERTIARY GROUP SALES (TICKETS, RENTALS, LESSONS)

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

Phone: 03 5758 1000

E-mail: groupbookings@fallscreek.net
Web-site: www.skifalls.com.au

FALLS CREEK RESERVATIONS CENTRE (ACCOMMODATION)

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

RESORT CONTACTS

EMERGENCY Dial 000 (Police, Fire, Ambulance)

Ski Patrol 5758 1234
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

RENTAL, SNOW SPORTS, TICKET LOCATIONS

Main Administration & Sales Office: Located at the bottom of the Halley's Comet chairlift.
(Falls Express Ticket Box).

Snowsports School: Located at the top of the Halley's Comet chairlift.

Snowzone: School/Tertiary Hub - Located on the 1st floor of the QT complex; adjacent to Halley's Comet Chairlift.
(Previously Après Vous)

Base One: Located in the heart of the Village Bowl.

The Homepage: Located on the ground floor of the QT complex;
adjacent to Halley's Comet Chairlift.

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 by 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 Group Bookings Co-Ordinator 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. Tertiary groups equipment hire needs are specifically catered for by our expert staff at Snowzone, located in the QT complex at Slalom Plaza.

LESSONS

Lesson times available for school groups are 8.30am, 1.30pm and 3.10pm. All lessons are 1.5 hours. Please be on time for your lessons. If you have booked a morning lesson 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 scheduled finish time.

WHERE TO MEET

Snowsports School: Lessons meet at the top of Halley's Comet Chairlift.

Rentals: Collect your rental equipment from Snowzone located in the QT complex at Slalom Plaza.

HOW TO BOOK YOUR TRIP

Booking your trip to Falls Creek couldn't be easier, just follow the steps below. If you have any queries or require further information or assistance with any aspect of your trip please do not hesitate to contact us. Our staff will be available to offer advice and assistance year round.

1. BOOK ACCOMODATION AND TRANSPORTATION

We recommend you do this well in advance to avoid disappointment. You will find information regarding accommodation and transport options within this manual. The Falls Creek Reservation Centre (see page 9) can handle all of your accommodation needs and have many years of experience in finding appropriate school group accommodation.

2. MAKE YOUR BOOKING

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). Please complete the institutional group planner and email to our Advance sales Team, **as early as possible and at least 2 weeks prior to arrival.**

- Email: groupbookings@fallscreek.net

Once this booking form is received, you will be contacted by our Group Bookings co-ordinator to finalise lesson times and to organise your equipment rental.

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.

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. Payment must be made by direct deposit. Credit Card payments are not accepted. **Tickets will not be issued without payment.**

If you are a member of a legitimate Tertiary 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 Bright
BSB: 013 545
ACC: 8375 54566

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

RATES AND INFORMATION

Tertiary group rates are for Lift/Lesson. You will need to differentiate between the rental of skis/boots/poles and snowboard/boots.

Tertiary Students	Lift/Lesson	Ski or Snowboard Rental & Helmet/Clothing Rental			
		Days	Ski or Snowboard Rental^^	Jacket & Pants	Jacket or Pants
1 day	129	1 day	43	45	33
2 days	248	2 days	64	50	38
3 days	350	3 days	80	56	44
4 of 6 days	443	4 days	96	61	49
5 of 7 days	523	5 days	102	67	55
6 of 8 days	592	6 days	113	72	60
7 of 9 days	651	7 days	118	78	65
Per Person					

Free Skiing the day prior from.....

- 1pm for all 5 day or greater tickets

All guests who purchase a 5 day or greater lift pass can ski for **FREE** from 1pm the day prior to the start date of their ticket. This offer does not apply to the '5 day any day' pass.

- 3pm for all 1 through 4 day tickets

All guests who purchase a 1 through 4 day lift pass can ski for **FREE** from 3pm the day prior to the start date of their ticket.

Ski or Snowboard Rental includes Skis, Boots & Poles OR Snowboard & Boots.

*Lift access only included in night skiing price. No lessons provided. Night skiing operates each Wednesday & Saturday subject to weather & snow conditions. Price is per person. Can be pre-booked or organized on the night. If organized on the night, 1 teacher is to pay for & load cards

^ Students are aged between 6 and 17 years of age.

^^ Includes Helmet & Wrist guards if required

GROUP SIZE

The minimum size for a Tertiary group is 10 students. The Tertiary group pricing is only available to institutions providing an official order form from Falls Creek Ski Lifts and signed by the organising Dean or Principal. The official order is to include a full list of students and teachers attending; this pricing is only available to full time members of that institution.

CHILDREN AGED 5 & UNDER

All children attending school trips who are 5 years of age or less must be enrolled in our Snow club for kids Programs. Please contact our Group Bookings Co-Ordinator for more information.

COMPLIMENTARY TICKETS

Tertiary groups will be issued one complimentary ticket per 20 paying students. Additional teachers and parents attending as part of the institutions excursion may take advantage of the Teacher/Parent price. The total number of both complimentary tickets and additional teachers and parents must NOT exceed 50% of the total number of students.

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 direct deposit as a form of payment. 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 Snowzone unless prior arrangements have been made with the group sales coordinator. Once tickets have been collected, they become the coordinator/ teachers responsibility. Lost or stolen tickets must be reported to Group Bookings. We cannot guarantee lost or stolen tickets will be replaced. *See important information for groups below.* 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 Slalom Plaza ticket office adjacent to the Halley's Commit Chair. 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.

IMPORTANT INFORMATION FOR GROUPS – LOST SNOW PASS CARDS

We strongly recommend the group organiser keep a spreadsheet of all RFID numbers and the student's name each pass is allocated to. If a student loses their RFID pass there is a **\$5.00 replacement fee**. If we do not know which RFID card has been lost/allocated to which student you will need to purchase another pass (i.e. School Student 5 Day Lift & Lesson @ \$402.00) at the full rate rather than just the \$5.00 card replacement fee. Payment is required at time of replacement.

HELMETS

The wearing of an accredited helmet is compulsory for all children aged 3 to 17 years whilst participating in ski and snowboard school lessons or in any other snow sports program. Falls Creek strongly encourages the wearing of helmets for all guests.

SNOWZONE – SCHOOLS RENTAL LOCATION (LOCATED IN QT)

Where rental is included, this consists of executive skis, boots and poles OR snowboard and boots. Any alterations or changes needed during your stay may be made on the spot from our rental 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 by arrangement.

Equipment rental collection times and return times must be arranged prior to arrival with the Groups Coordinator. This can only be done following the completion of the electronic booking form.

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.

ABILITY BREAKDOWNS

Please ensure that you have sent an accurate breakdown of student numbers (skiers and snowboarders) to group bookings. We cannot allocate a lesson time to your group until this has been done. Please either email or ring your numbers through to groupbookings@falls creek.net or 03 5758 1000. It is important to note that instructors will assess students ability level and allocate coaching to meet your ability level.

LESSON TIMES

You can choose to have your lessons at 8:30am, 1:30pm or 3:10pm however please understand that due to the enormous levels of business at times we may not be able to give you your first choice. All Tertiary lessons run for 1.5 hours. Please note the Group Bookings Coordinator will contact you prior to arrival to confirm lesson times. Lesson times are confirmed on a first in best dressed philosophy, so booking early is advisable.

WHERE TO MEET

All Snowsports lessons meet at the Student Groups sign located at the top of the Halley's Comet Chairlift. It is advisable to arrive at least 10 minutes prior to the start time. 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!

GROUP NUMBERS

We allocate instructors based on students/teacher numbers and ability/discipline levels. In some cases Tertiary groups with small numbers may be asked to join other institutions or with our general public lessons. We strongly recommend that you do not allow your students to change from skiing to snowboarding (or vice versa) during the week. This upsets the groups as you will have total beginners in the new discipline who cannot ski/snowboard with your established groups

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**

Participant numbers and abilities should include ALL lesson participants i.e. any teachers joining lessons as well as students as this affects group sizes and number of instructors required.

ACCOMMODATION AND TRANSFERS



FREE CALL 1800 45 35 25

One number, one call and your group trip is taken care of by the experts at Falls Creek Reservations Centre. As Falls Creek's premier reservations centre our friendly, local staff, know the resort well and can organise everything for your next school trip including bus transfers, meals, equipment rental, lift passes and ski & board lessons.

Browse Falls Creek's range of accommodation choices and search for the style you're after at www.skifalls.com.au or for expert advice contact our experienced reservations consultants on 1800 45 35 25 or via email accom@falls creek.net.

Self Contained Apartments	Self Cater Lodges	B&B Lodges	D, B & B Lodges
Altezza 1570	Alpha Lodge	Astra	Cooroona (L)
Alpine Apartments	Schuss Lodge	Attunga*	Diana (L)
Alpine View		Feathertop*	Falls Creek Hotel
Alpine Woodsmoke		Nelse*	Halley's
Altitude Apartments			Howmans Gap YMCA (L)
Attunga			Lakeside (L)
Cedarwood			Pretty Valley (L)
Elk			Ripparoo
Falls Creek Country Club			Summit Ridge
Fjall			Trackers
Frueauf Village			
Halley's			
Gebi's			
Kilimanjaro			
Koki Alpine Resort			
Private Apartments			
Ropers			
QT			
Silverski			
Snow Ski			

*Dinners can be added at an additional cost
(L) Lunch also included

FALLS CREEK ACTIVITIES

Falls Creek has a range of winter activities that can be tailored to your Tertiary group. Whether it's super sliding your way down the custom built Snow Tube Park or playing a game of snocce, we can help your group to experience the extras Falls Creek has to offer.

Night Shows: Free ^

Falls Creek comes alive with a spectacular night show featuring synchronized skiing demos, Pete the Dragon, snowmobiles, spinning Kassbohrers and an awesome fireworks display. The show is on Thursday nights at 8.00 pm during July and August & lasts for around 25 minutes.

Night Skiing: *Special Tertiary Group Pricing Available*

Wombats Ramble will light up after dark on Wednesday and Saturday nights allowing skiing and snowboarding adventures to continue after the sun goes down. From 6-9pm

Nordic Snow shoeing *Special Tertiary Group Pricing Available*

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.

Snow Tubing^ *Special Tertiary Group Pricing Available*

Snow Tubing provides endless amounts of fun and excitement as you spin, bounce, bump and laugh your way downhill on a snow tube. Please note participants must be 90cm tall and a minimum of 5 years old to Snow Tube.

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 Retail 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 USE

EXCLUSION OF LIABILITY - WAIVER OF RIGHT TO SUE - YOUR ASSUMPTION OF RISK - THESE CONDITIONS AFFECT YOUR LEGAL RIGHTS!

Falls Creek Ski Lifts Pty Ltd and Mount Hotham Skiing Company Pty Ltd being the Suppliers of recreational services in the Falls Creek Alpine Resort and the Mount Hotham Alpine Resort respectively supply and sell all Falls Creek Hotham Snow Pass Media (including Snow Pass Media Cards) and all such services including skiing, snowboarding, tobogganing, snowtubing, skiing and snowboarding lessons, snow making, snow grooming, the use of chair lifts, t-bars, poma lifts, moving carpet, rope tows, helicopter flights between the resorts, 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 purchasing or participating in any recreational activities or by using any of the above facilities or services, in either the Falls Creek Alpine Resort or the Mount Hotham Alpine Resort, you are deemed to agree to these conditions.
2. The Suppliers, their employees, directors and agents are not liable to you, your dependants or legal representatives for personal injury or death suffered by you due to the recreational activities not being supplied with due care and skill or not being reasonably fit for their purpose 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 Suppliers.
3. You acknowledge that the recreational activities are dangerous with many inherent risks and hazards and as a consequence personal injury and sometimes death can occur and you assume and accept all such risks and hereby waive the right to sue the Suppliers for any personal injury or death in any way whatsoever caused by or arising from your participation in such activities;
4. You acknowledge that:
 - 4.1 The Suppliers strongly recommend that all skiers and snowboarders wear accredited helmets whenever skiing or snowboarding and also recommend that snowboarders wear wrist guards;
 - 4.2 The wearing of an accredited helmet is compulsory for:
 - (a) all persons participating in skiing or snowboarding lessons in terrain, rail or half pipes, freestyle or freeform lessons or programs, ski or snowboard racing, race training and skier cross or boarder cross; and
 - (b) all children aged 3 to 17 years whilst participating in ski and snowboard school lessons or in any other snow sports program.
 - 4.3 You hereby waive the right to sue the Suppliers for any head or brain injuries and loss or damage you may suffer due to your failure to wear an accredited helmet as recommended and required by sub paragraphs 4.1 and 4.2 and you also agree to indemnify and hold harmless the Suppliers against any claims by your dependants for any loss or damage suffered by them due to your failure to wear an accredited helmet.

5. **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, 3 and 4.3 of 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, 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. You must comply with the **Alpine Responsibility Code** and all signs or other directions of the Suppliers and they may suspend or cancel your access to recreational activities at their respective resorts in their absolute discretion for noncompliance with the code, these conditions, or for reckless or careless conduct.
7. Despite any other provision of these conditions to the contrary, to the extent permitted by law in no event will the suppliers or their employees, directors and agents be liable to you in respect of any claim for any indirect or consequential loss including without limitation personal injury, financial loss (such as loss of profit, or use of capital or revenue or otherwise) or for any punitive, exemplary, special or incidental loss or damage whether such liability arises in contract, tort (including negligence), equity, breach of statute or statutory duty or breach of any consumer guarantees.
8. The Snow Pass Media card must be carried in your ski jacket at all times while you are on the ski/snowboard slopes, but should be kept away from mobile phones, credit cards or other RFID cards. It must be presented to the Suppliers' authorised personnel upon request.
9. All Snow Pass Media cards remain the property of the suppliers and are not transferable and cannot be sold. The Snow Pass Media card is reusable for future visits year after year when loaded with the purchase of ski lift access, ski or snowboard lessons or ski and snowboard rental products. No refund will be made if any lift service is not operating or for customer illness or injury.
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 illegal, invalid or otherwise unenforceable, it shall be deemed deleted and the remaining conditions shall remain and continue to be valid, binding and enforceable

Tertiary GROUP BOOKING FORM 2019

School/Tertiary Name: _____

Address: _____ Suburb: _____

State: _____ P/C _____ Email: _____

Contact Name: _____ Position: _____

Phone (BH): _____ On Mountain Phone: _____

Accommodation: _____

Ticket start date: _____ Ticket finish date: _____ Total Days Skiing: _____

Ticket/Rental collection: Tickets are available from the Falls Express ticket office. We will contact you to organise a time for collection of equipment from Snowzone.

Product	Total Quantity	No. of Days	Cost per unit	Total Cost
Lift & Lesson				
Students				
Teachers (FOC)				
Rental				
Students				
Teachers (FOC)				
Extras				
Jacket				
Pants				
Jacket & Pants				
			TOTAL	

1st Daily Lessons: (Please nominate your 1st and 2nd preference.)

Morning 8.30am Afternoon 1.30pm Afternoon 3.10pm

Lesson Breakdowns: Please indicate ability levels below: **

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

****Please note lesson times cannot be confirmed until lesson breakdowns are received.**

Please contact the group bookings co-ordinate to confirm.

TERTIARY BOOKING & CONDITIONS 2019

Booking Conditions & Information 2019

Equipment Rental:

Where rental is included, this consists of the rental of executive 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 rental 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 10 students;
- These prices are only available to schools providing an official order form from Falls Creek Ski Lifts and signed by the organising Dean 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;
- School Groups will be issued with one complimentary ticket for 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 Teacher/Parent price, 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.
- Lost or stolen tickets must be reported to Group Bookings. We cannot guarantee lost or stolen tickets will be replaced. We strongly recommend the group organiser keeps a list containing the pass number of each student.
- Snowsports School lesson times for institutional groups must be arranged prior to arrival. The Group Bookings Coordinator will contact the group leader for lesson allocation;
- The duration of lessons are 1 hour 20 minutes
- All participants in Tertiary Group programs must wear an accredited ski or snowboard helmet when in Snowsports School Programs. Helmets are available from Falls Creek Rental outlets.
- 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 Slalom Plaza Ticket office. 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

Printed Name:

Signature:

Date:

Principal/Dean

Printed Name:

Signature:

Date:

Booking Check List (to assist you with booking)

1. Accommodation
2. Transport to Falls Creek
3. Resort Entry (Falls Creek Resort Management)
4. ATS (Accommodation Transfer Service)
5. Ticket & Lesson* Group booking form submitted to groupbookings@fallscreek.net
*Lesson times will not be confirmed until the breakdown of students is complete
Ticket Collection: _____ Lesson Times: _____
6. Signed and Returned Booking Terms & Conditions to groupbooking@fallscreek.net

If renting with Falls Creek

7. Have you returned the equipment rental spreadsheet to groupbookings@fallscreek.net
Pick up Location: _____ Date: _____ Time: _____
8. Arranged payment for tickets, lesson & rental
*tickets, lessons & rental will not be available for collection unless paid
9. Arranged Resort Entry payment