



ALZBURG RESORT
MANSFIELD

UPDATED: MARCH 2021

SAFETY FIRST!

How do Alzburg Resort manage COVID-19 refunds when required?

Alzburg Resort has a COVID Safe operating plan to ensure the health and wellbeing of staff, guests and the wider community.

In the event that health authorities issue explicit advice, under the State of Emergency declaration restricting non-essential travel, it is impossible for Alzburg Resort to carry out our contracted arrangements with your school group.

It is useful to outline two scenarios:

- If the school group has not arrived at Alzburg Resort, your school would be entitled to a refund of any payments already made. We would also hope to negotiate alternative arrangements. For example, hold the deposit over to be used at a different time - a postponement or a deferment of the booking.
- If your school group have commenced their visit at Alzburg Resort, and the lockdown is set for 11.59pm that night, the group would be entitled to a refund for the activity contracted with Alzburg Resort for the following day and beyond.

Alzburg Resort will provide a cancellation, change of dates, credit forward or full refund on all prepaid accommodation, rental products and other pre-paid services and activities for your school group. For third party businesses, eg. coach transport, Mt Buller lift/lesson tickets etc, negotiation would need to be made direct with that organisation.

If your circumstance meets any of the criteria listed above, please contact the Alzburg Resort reservations team to request a reservation change, or cancellation.

For specific Mt Buller / Buller Holidays information, please see:
www.mtbuller.com.au/Winter/resort-info/about-mt-buller/covid-19