

**ALZBURG
RESORT**
M A N S F I E L D



MT BULLER

SCHOOL PLANNER

2024



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WELCOME

Alzburg Resort is your springboard to Mt Buller!

Having hosted student ski groups to Mt Buller for over 40 years, we possess the experience and expertise to tailor your complete package.

We are geared to satisfy the needs of all groups and schools, big or small.

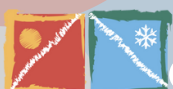
Your one stop shop!

BOOKINGS:

Email schools@alzburg.com.au

Phone: 1300 885 448 or 03 5775 7400

Website: www.alzburg.com.au



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WHY MT BULLER?

- Mt Buller has Victoria's largest lift network with 22 lifts.
- The Doppelmayr 6-seater will whisk passengers up to top of Bourke Street in just over 2 minutes.
- Victoria's largest Ski & Snowboard School. Friendly and professional instructors from across the globe joining Mt Buller each season and sharing their passion for skiing and boarding.
- Mt Buller is the most accessible major alpine resort in Australia.
- Only a three hour drive from Melbourne.
- Mt Buller's average annual snow depth is 1.3m.

SEASON DATES 2024:

Off Peak Season:

Please refer to website.

Peak Season:

Please refer to website.



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WHY ALZBURG RESORT?

Alzburg Resort is one of the largest ski and snowboarding hire outlets in the area, with a wide range of the latest equipment and brands (Burton, Solomon, Head, K2, Atomic, Dynastar and Rossignol), with yearly upgrades.

Bunk room configurations range from 3, 4, 5, 6 or 7 to a room.

Rooms are arranged by gender.

We do not allow Male's and Female's to share the same rooms.

All students need to bring their own bath towels, all other linen is provided by the Resort (a surcharge will apply to any student requiring towels).

Located on the historic grounds of the Lady of Mercy Covert the facilities include:

- **Indoor heated swimming pool and spa**
- **Indoor hot tub**
- **Sauna**
- **Fully equipped ski hire shop**
- **Restaurant and kiosk**
- **Drying room**
- **Basketball court**
- **Board Games and group area**
- **Games Room**
- **Two floodlit tennis courts**



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BOOK WITH CONFIDENCE

- Mt Buller guarantees skiing on the popular Bourke Street run from the opening weekend through to close of the season thanks to the Techno Alpine 220 Snow Factory.
- Capable of generating 220 cubic meters of snow daily and can produce snow 24 hours a day, 7 days a week at 15 degrees Celsius.
- The Snow Factory adds even more snow into the mix and focuses snowmaking efforts on teaching zones at the Ski & Snowboard School and Bourke Street in the early season!
- Snap up those early season savings with confidence there will be snow for your lessons.
- No other Resort in Australia has the capabilities to produce snow at such high temperatures, nor can any other resort offer such an outstanding snow guarantee.

For lift and lesson components you will need to reach out to the team at Buller Holidays directly at schools@bullerholidays.com.au

Peak periods (school holidays and weekends) attract many guests to Mt Buller.

To ensure your school has the best possible experience, we strongly recommend visits take place mid-week and/or during low season. This helps to guarantee access to Ski & Snowboard School and instructors.

BOOKING PROCESS

7 Simple Steps

We recommend booking your trip to Mt Buller as early as possible, to ensure you get your first preference for dates, lesson times and accommodation.

Step 1: Familiarise yourself with this planner or contact our school co-ordinator at the Alzburg Resort on 03 5775 7400, for any information regarding dates, accommodation, transport, meals etc.

Step 2: Complete the online booking form - alzburg.com.au/schools

Step 3: We will enter your accommodation booking into our system and send you a booking confirmation email, followed by an invoice for your deposit.

Bookings are not secure until the deposit of \$1000 is received*.

Step 4: Once deposit is received will enter your booking details and issue a tax invoice for your complete Winter school trip.

Step 5: LIFT & LESSON: Mt Buller control lift tickets & lessons. These must be booked through Buller Holidays directly on 1800 810 200 and then submit your school group booking form on <http://www.bullerholidays.com.au/school-and-group-bookings>

It's a good idea to book a lesson at 10:30am or 11:30am on your first day to ensure you have a relaxed start to your snow trip.

Step 6: 25% Deposit & Confirm Numbers: Payment of 25% is due to Alzburg Resort for all booking costs. This is payable by the 15th March 2024.

Step 7: FINAL PAYMENT. Bookings details are locked in 1 month prior to arrival. We will email an updated invoice, with payment due in full. Please refer to our Terms and Conditions. After we receive your final payment, we will confirm your booking and send your Snow Adventure confirmation.

No refunds available for reduction of accommodation within 14 days of your arrival.

We are unable to issue refunds for Packages without a medical certificate within 14 days of your arrival.

Our preferred payment method is EFT:

Alzburg Resort Pty Ltd BSB 063 711, Account No: 10170177.

Please use your School as the payment reference. Payment can also be made by cheque or credit card (2% administration surcharge applies for credit card payments)

***\$1000 Hold Deposit is non-refundable.**



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MULTI DAY TOURS*

Multi Day Tours are the most sought after product that brought over 1000 students to Mt Buller in 2023.

Here at Alzburg Resort we have designed a bespoke package that caters for all schools.

DURATION NIGHT / DAY	STUDENT PACKAGE RATE FROM	ONE EXTRA TEACHER ROOM PACKAGE	BUS DRIVER PACKAGE (B.B.D)
SUNDAY TO THURSDAY			
1 NIGHT / 1 DAY	\$199	\$333	\$293
1 NIGHT / 2 DAY	\$312	\$432	\$355
2 NIGHT / 2 DAY	\$395	\$632	\$555
2 NIGHT / 3 DAY	\$491	\$727	\$615
3 NIGHT / 3 DAY	\$574	\$922	\$825
3 NIGHT / 4 DAY	\$658	\$1007	\$887
4 NIGHT / 4 DAY	\$741	\$1194	\$1089
4 NIGHT / 5 DAY	\$817	\$1270	\$1151
5 NIGHT / 5 DAY	\$897	\$1455	\$1350
5 NIGHT / 6 DAY	\$978	\$1520	\$1412
FRIDAY & SATURDAY			
FRIDAY	\$271	\$553	\$520
SATURDAY	\$296	\$600	\$565

(prices based on minimum numbers and are subject to change)

*Sunday Arrival & Departures may incur an additional 10% surcharge

**Rates are based on all ski hire equipment being hired from Alzburg Resort.

***Packages include: Shared accommodation, daily gate entry, cooked buffet breakfast, 3 course dinner, and ski or snowboard equipment hire.

****Above rates do not include charter hire fees. Please see our website for Charter Pricing.



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DAY TOURS - FROM \$124pp

Let Alzburg Resort take the pressure off you with our tailored and budget conscious day tour packaging.

Day Tours from Melbourne Metro to Mt Buller via Alzburg Resort prices include:

Bus Transfers / Ski Hire / Gate Entry

***prices are based on 48 students and 6 FOC Teachers**

Be on the slopes by 10:30am with the option of grabbing a quick and delicious cooked breakfast. Then, feed the hungry masses before you leave on your journey home with the add on of a hot and hearty three course dinner.

Our day tours are fantastic value and are all inclusive of coach transport, gate entry and ski hire.

SKI/SNOWBOARD HIRE

Alzburg has an onsite tuning and waxing workshop along with an industrial laundry, to maintain the highest level of cleanliness and hygiene, with all clothing washed and waterproofed after every hire making the Alzburg Resort a standalone leader in this area.

Clothing hire is made from 10000mm breathable material and ranges from size 0 (toddlers) to 10XL adults.

Gift & Retail Shop - We have a great range of clothing and accessories at discounted prices. Stock on hand ranges from thermal under gear, beanies, gloves, goggles, ski clothing, sunglasses and more.

RENTAL INFORMATION

All rental prices are for the rental of a "Standard" package - which includes skis, boots and poles or snowboards, boots, and wristguards (complementary helmet included in all student ski or snowboard packages).

Equipment rental pricing includes helmets, which are compulsory for all students participating in ski or snowboard lessons.

Wrist guards are included in pricing, which are compulsory for students participating in snowboarding.



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SCHOOL GROUP INFO

Please note clothing hire and Lift and Lesson Passes are NOT included as part of the School Group Packages.

1. Prices are available for school groups of 25 or more students.
2. Prices include helmets, which are compulsory for all students participating in ski or snowboard lessons.
3. All clothing rental prices are based on the group hiring all equipment from the Alzburg Resort.

Accompanying teachers ski free:

Please note teachers clothing is not included FOC, unless all students have pre-paid clothing hire.

The complimentary ratios are:

- **1:5 for Primary school groups**
- **1:8 for Secondary school groups**

Extra Teachers/Assistants:

Maximum of five teachers/assistants in addition to the complimentary teachers per group, thereafter, would be charged at standard rates.

Male & Female Ratio: The male and female ratio is important and needs to be advised 3 months prior to arrival.

ADDITIONAL INFORMATION TO NOTE:

On mountain adjustments:

We can make any necessary adjustments to your equipment on the spot if required, with our on-mountain affiliate (Black Mountain - located at Cow Camp in the centre of the Village)

Additional equipment:

Any additional rental equipment above what has been pre-booked will be charged at the time of rental collection or billed to the school on the day of collection.

Damage waiver

Included in our rental prices is a "Damage Waiver". This covers minor damage to the equipment that occurs during normal use. However, the school will be held responsible for the replacement, at full retail value, of any equipment significantly damaged, lost or not returned to Alzburg Resort at the end of your visit.

PAYMENT & BOOKING TERMS & CONDITIONS

Deposit Due:

A non-refundable deposit of \$1000 per group is required within 7 days of booking. All prices include GST, unless otherwise stated. Please make all cheques payable to ALZBURG RESORT.

25% Deposit:

To guarantee your accommodation and charter reservation, Alzburg Resort requires a 25% deposit to be paid of the total booking cost by the 12th March 2023.

Final Payment:

The Final Balance payment is due 30 days prior to your arrival – An invoice will be generated according to your details at that date.

There will be NO invoice changes after this date until the conclusion of your visit, where your final invoice will be generated.

Please refer to T&C's for cancellation and refund conditions.

Late Payments:

If you have not paid your final balance in full 30 days prior to arrival, the remaining balance will incur interest of 2% on a weekly basis, additional admin charges may apply.

Changes:

We only accept changes to bookings via email. We are unable to issue refunds for any reduction in numbers within 30 days of your arrival to Alzburg Resort & Mt Buller.

Pricing:

All prices are per person and include GST.



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PAYMENT FORM

Payment

EFT:

Account: Alzburg Resort Pty Ltd.
BSB: 063 711
Account No: 10170177
Reference: Invoice Number
Remittance to: schools@alzburg.com.au

Cheque:

Cheque made out to Alzburg Resort Pty Ltd. Please send with copy of your invoice to:

Alzburg Resort
PO Box 222, Mansfield, VIC, 3722.
Please post no later than 7 days before you arrive.

Credit Card Payment Details – 2% surcharge applies:

Card Type: ☐ Visa ☐ MasterCard

Card Number

Expiry Date: ____/____ CVV: _____

Name on Card: _____ Signature: _____

I acknowledge and accept all booking terms and conditions outlined in this publication on behalf of the school, students and teachers. I agree to settle any additional charges payable to Alzburg Resort that may be accrued by the school during the trip.

School: _____

TRIP COORDINATOR: Print Name _____ Signature _____



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ACCEPTANCE OF TRADING TERMS & CONDITIONS FOR SCHOOL BOOKINGS

Invoices:

An initial \$1000 deposit invoice will be generated at the time of booking.

A 25% deposit invoice will be generated to guarantee accommodation booking.

A Final Balance invoice will be generated. This MUST be paid 30 days prior to arrival.

Late Payment:

As per our terms and conditions, if final payment has not been made 30 days prior to arrival, balance is subject to interest of 2% and additional charges.

Cancellation/Refunds:

There are no refunds available for Transport or Accommodation bookings if cancelled less than 30 days prior to date of arrival. No refund is available if cancelled within 14 days of arrival.

Accommodation Packages:

If booking is cancelled between 30 and 14 days of arrival: -

- 50% Accommodation and F & B cancellation fee applies.

- Equipment and Clothing hire will be refunded in full.

Coach Day Tours:

There are no refunds available on bookings cancelled less than 30 days prior to date of arrival. If booking is cancelled between 60 and 30 days, a 50% cancellation fee on any catering will apply.

Booking Changes:

All Booking changes must be emailed to schools@alzburg.com.au.

Once the Final Balance invoice is issued, changes can be requested. However, this invoice will not be adjusted until the trip has commenced and admin fees may apply.

Any approved changes, additional charges or refunds will be issued on your final invoice generated at the conclusion of your trip.

No changes will be permitted within 14 days of arrival.

Rental Equipment:

All prices apply to equipment rented from Alzburg Resort. Any extra purchase over and above the order is the schools responsibility. Additional items added during your trip will be generated and invoiced at the conclusion of your trip.

Travel Insurance

We strongly recommend travel insurance cover against cancellation, personal liability and theft of your luggage or equipment.

SIGNED: _____

PRINT: _____

DATE: _____



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SPECIAL CONDITIONS ON SKI TOURS

These special conditions apply to all Group Coach Packages:

The Road Traffic Authority does not permit alcohol to be consumed on board the coach. The contractor shall not be liable to the client should the client suffer. Smoking is not permitted on board the coach. Every passenger is allowed one suitcase, hand luggage, boot bag and ski equipment.

Transport to Mt Buller:

The term refers to the coach parking area at the Skating Rink or Northern Express Car Park. Any additional transport required is at passenger's own expense.

Ski Hire:

Skis and snowboards along with a full range of clothing and accessories are available to guests, tour groups and the general public from the Alzburg Resort.

Conditions of Equipment Hire Contract:

Subject to the following conditions, Alzburg Tours Ski Hire, (herein called the contractor) shall make available to the client, the equipment specified in the quotation. The client shall compensate the contractor for loss of, theft and any damage (other than fair wear and tear) caused to equipment whilst on hire to the client.

The client is responsible for all losses and or damages which arises for all costs and other expenses relating to or resulting from any breach of this condition. The client shall hold and keep the contractor indemnified from and against liability in respect thereof. The client shall not remove, deface or cover up any identifying marks or ownership on the equipment.

The contractor shall not be liable to the client. Should the client suffer any loss, damage or injury (including death) arising out of or incidental to the use of the equipment whether or not such loss, damage or injury (including death) is caused or contributed to by any negligence on the part of the contractor or its servants or agents.

The client shall indemnify the contractor from and against liability in respect of claims arising directly or indirectly out of the use of any equipment whilst under hire to the client which indemnity shall extend to and include all costs and expense incurred by the contractor in respect of any claim therefore made upon it of investigating and/or defending the same.

The client agrees not to dry boots in any form of oven or stove, in front of an open fire or in a drying room as temperature over 100 degrees F. Any breach of this term will constitute damage referred to in Condition of Equipment Hire Contract.

Ski Lifts:

Alzburg Resort cannot be responsible for any action taken by Buller Holidays.

Please call 1800 810 200 or refer to Buller Holidays website <http://www.bullerholidays.com.au/school-and-group-bookings/>

Alzburg Resort Commitment:

Alzburg Resort believes that the accommodation and tour outlined in this school planner are a fair and honest description of the services as they are performed. It is important to understand however, that during the course of providing these services, acts of God, and a host of other non-recurring factors can influence the performance of the service. Alzburg Resort is not liable for any failure to meet a coach at the pre-determined departure point and cannot guarantee exact arrival or departure times. Any personal expense incurred as a result of delays to weather, road conditions, mechanical difficulty, or because or/for any other reason, are the responsibility of the passenger(s).

Any person causing harm/harassment, inconvenience or damage to other persons & property, or to be found to be excessively under the influence of alcohol or drugs whilst staying at the Alzburg Resort or travelling on a coach package, will not be accommodated and will forfeit all money paid. Alzburg Resort reserves the rights to vary conditions, itineraries, or prices as it sees fit.

All information contained in this document has been carefully checked to the best of our ability and was true and correct at the time of printing.

SIGNED: _____

PRINT: _____

DATE: _____



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EXCLUSION OF LIABILITY

IMPORTANT – PLEASE READ

WAIVER OF RIGHT TO SUE – YOUR ASSUMPTION OF RISK
THESE CONDITIONS AFFECT YOUR LEGAL RIGHTS

Buller Ski Lifts Pty Ltd being the Supplier of recreational services in the Mount Buller Alpine Resort sells all access products, including tickets and Buller Passes, that provide the purchaser with access to all ski lifts and ski/snowboard slopes in the Resort on a daily or multi day basis and supplies all recreational services including skiing, snowboarding, tobogganing, snowtubing, skiing and snowboarding lessons, snow making, snow grooming, the use of chair lifts, t-bars, moving carpet, rope tows, operations of the ski patrol, 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 participating in any recreational activities or by using any of the above facilities or services in the Mount Buller Alpine Resort you are deemed to agree to these conditions.
2. The Supplier, its employees, directors and agents will have no legal liability of any nature whatsoever arising from any personal injury or death suffered by you due to the recreational activities not being rendered with due care and skill or not being reasonably fit for any purpose which you made known to the Supplier or because they failed to achieve any result reasonably expected by you which you made known to the Supplier 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 Supplier.
3. You acknowledge that the recreational activities are dangerous with many inherent risks and hazards and as a consequence personal injury (including serious personal injury) and sometimes death can occur and you assume and accept all such risks and hereby waive the right to sue the Supplier for any personal injury or death in any way whatsoever caused by or arising from your participation in such activities;
4. **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 and 3 of this notice.
5. **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. If you purchase any access product or recreational service from the Supplier on behalf of another person, you make that purchase as the agent of the other person who as a consequence is bound by these conditions.
7. You must comply with the Alpine Responsibility Code and all signs or other directions of the Supplier, its employees and agents and they may suspend or cancel your access to recreational activities at the Mount Buller Alpine Resort in their absolute discretion for non-compliance with the Code, these conditions, or for reckless or careless conduct.
8. You must carry your Buller Ski Lifts Pty Ltd B-Tag in or on your ski jacket at all times on the ski/snowboard slopes which must be presented to the Supplier's authorised personnel upon request.
9. All Buller Ski Lifts Pty Ltd access products and B-Tags must not be resold, transferred or altered in any manner. They are valid only for the dates purchased.
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 void, invalid or otherwise unenforceable, it shall be deemed deleted and the remaining conditions shall remain and continue to be valid, binding and enforceable

PRIVACY STATEMENT – See Website: www.mtbuller.com.au for privacy statement.

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, protective equipment and personal awareness can reduce. These risks include rapid changes in the weather, visibility and surface conditions, as well as natural and artificial hazards such as rocks, trees, stumps, vehicles, lift towers, snow fences and snowmaking equipment.

OBSERVE THE CODE AND SHARE WITH OTHERS 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. It is your responsibility to stay in control on the ground and in the air.
2. Take lessons from professional instructors to learn and progress.
3. Use appropriate protective equipment to minimise the risk of injury.
4. Before using any lift you must have the knowledge and ability to load, ride and unload safely and always use the restraining devices.
5. Observe and obey all signs and warnings. Keep off closed trails or runs.
6. Give way to people below and beside you on the hill. It is your responsibility to avoid them.
7. Do not stop where you are not clearly visible from above. Look uphill and give way to others when entering/exiting a trail or starting downhill.
8. Always ensure your equipment is in good condition and use suitable restraining devices to avoid runaway skiing/boarding equipment.
9. Do not ski, board, ride a lift or undertake any other alpine activity if your ability is impaired by drugs or alcohol.
10. If you are involved in, or witness an accident or collision, alert Ski Patrol, remain at the scene and identify yourself to the Ski Patrol.

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.

ACCEPTANCE OF ALL TERMS AND CONDITIONS AND ACKNOWLEDGEMENT OF TRADING TERMS & SPECIAL CONDITIONS ON SKI TOURS.

I accept all of terms and conditions included in this agreement and I confirm receipt and acceptance of Trading Terms and Conditions along with Special Conditions on Ski Tours. All terms agreed to as per stated below and in part of full Terms and Conditions relating to Page 11 & 12 of this document:

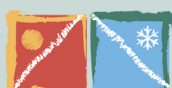
1. **ACCEPTANCE OF TRADING TERMS & CONDITIONS FOR SCHOOL BOOKINGS**
2. **SPECIAL CONDITIONS ON SKI TOURS**

**Please note that while all care has been taken in the preparation of this manual, we do not accept responsibility for errors or omissions. Prices and details may be subject to amendment without notice.*

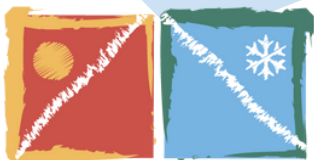
SIGNED: _____

PRINT: _____

DATE: _____



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YOUR JOURNEY HAS BEGUN

Let's Snow Together



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