

Frequently Asked Questions...

As a Snow Pass member, you can take advantage of exclusive offers on our online store. To help make your purchasing experience as smooth as possible, we've compiled a list of the most frequently asked questions.

1. Why should I become a Snow Pass Member?

By signing up and becoming a Snow Pass Member, you can access a range of exclusive online discounts off lift passes including:

- Save 10% off your lift only pass when you buy online at least 7 days before your lift pass starts
- Save 15% off your lift only pass when you purchase online at least 14 days before your lift pass starts
- Save 10% off your lift pass (on top of any advance purchase discount!) when you add lessons **OR** equipment hire
- Save 15% off your lift pass (on top of any advance purchase discount!) when you add lessons **AND** equipment hire
- Access to purchase the 5 Day Any Day product

For full details of these offers, please scroll down as conditions apply.

2. I have my Snow Pass card and I want to RELOAD but no products are showing up

To reload lift passes, lessons and equipment hire onto your Snow Pass, you must first purchase a FREE Snow Pass membership. This means your Snow Pass will be 'registered' and you'll be eligible for some really awesome discounts.

- Go to our [online store](#)
- Hover your mouse over 'Snow Pass Membership' in the menu bar, then click 'Membership'
- Add your FREE adult, child or youth membership product to your cart
- Complete your transaction
- Select 'RELOAD' from the menu bar along the top of the page
- Select 'View Products' and choose your start date
- Add any additional products such as lessons, kids programs and equipment hire to your cart using the menu bar along the top of the page
- Complete your transaction
- Get straight on the snow when you get here – no need to queue in the Ticket Hall!

3. I'm trying to sign-up and purchase a Snow Pass card but cannot find the product?

You can't buy a Snow Pass on its own. You need to buy a Snow Pass as part of a lift pass purchase.

4. How can I collect my Snow Pass?

If you buy your Snow Pass at least 7 days before your lift pass starts, and you complete your profile online (including uploading a photo), we can post your pass out to you – this way you can get straight on the snow when you get here – no need to queue in the Ticket Hall!

5. I'm trying to bundle & save and I have a lift pass and lesson (and/or equipment hire) in my cart but the discount hasn't been applied

The bundle and save offer requires you to purchase lessons and or equipment hire for the same or greater number of days as your lift only pass. The discount will be automatically applied when you get to the payment screen.

6. 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.

7. I've purchased a RELOAD Lift Only pass but when I go to complete my purchase I get an error and I'm unable to complete my order

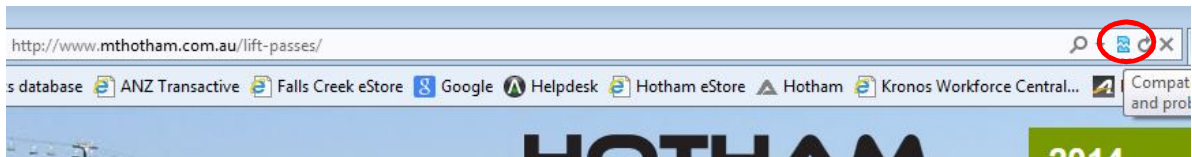
When you logged on, did you create a new account? If you did, then your existing Snow Pass card will not be associated with your new account. Please contact our Tickets Team and they will be able to link your existing Snow Pass card to your new account.

8. 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.

9. 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.



Exclusive online Snow Pass Offers

Purchase in advance and save

Not only will you save money if you buy online in advance, you can skip the ticket office queues and head straight out onto the slopes. We will post your pass out to you if you purchase at least 7 business days prior to the commencement of your pass.

By purchasing your lift passes in advance you will save:

- >7 Days in Advance: 10%
- >14 Days in Advance: 15%

We require photos of everyone purchasing a lift pass online. You can either upload one to your profile yourself (you are required to do this if you would like us to post your Snow Pass out) or we can take your photo when you get here. If you are collecting your lift passes on arrival, you can pick them up from any Ticket outlet or Hotham Sports Rental outlet (apart from Season Passes which need to be collected from the Hotham Central Ticket Hall).

Bundle and Save

When you buy your lift passes online, you can bundle your lesson and/or equipment hire in the same transaction and save even more!

- **Save 10%** on your Lift Pass when you add lessons **OR** equipment hire
- **Save 15%** on your lift pass when you add lessons **AND** equipment hire
- Lessons/Equipment hire must be the same duration as the lift pass
- Available online only
- Available on Adult, Child & Youth Lift Only
- Lessons/equipment hire must be purchased in the same transaction as the lift pass and be associated with the same guest
- Valid on 2 or more days
- The discount will be applied automatically on the payment screen



Purchase your lift passes 7 - 14 days in advance, bundle lessons and equipment hire and save even more off your Lift Only Pass!

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

If, due to lack of snow, there are less than 3 lifts (inclusive of at least 1 lift that services an intermediate trail) operating at Hotham 2 days prior to the check-in date of your snow holiday, you may choose to receive a credit or full refund on all pre-paid accommodation and lift company products. If you decide to wait less than 2 days before your check-in date to see if further lifts open, the credit or refund will be **granted based on the number of lifts operational due to lack of snow on the day you request a refund**. You may not cancel your holiday on the check-in date. This snow guarantee only applies if a lift cannot be opened due to a lack of snow on the major trail it services. The guarantee does not apply if lifts are on windhold – i.e. not able to be opened due to high winds, low visibility or a combination of these weather elements or undergoing temporary maintenance.

List of Lifts covered by the snow guarantee (minimum of 3 to operate including one lift that services an intermediate trail).

- Roadrunner Quad Chair*
- Summit Quad Chair
- Heavenly Valley Quad Chair*
- Big D Quad Chair
- Village Quad Chair*
- Playground Double Chair*
- The Drift T-Bar* Gotcha
- Quad Chair*
- Keogh's Orchard Quad Chair*
- Blue Ribbon Chair*
- Summit Trainer Poma

*Denotes lifts that service intermediate terrain