

## Frequently Asked Questions...

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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 already have a SNOW PASS Card and I want to RELOAD onto this Card – Find me!"
- 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	<b>Adult 5 Day Any Day Lift Only</b> 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
	<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?**

No as you can't load your pass with lift passes etc. until we have printed and posted out and this processing time may make you miss out on the advance purchase online discounts.

**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: 19 – 64 years

Child: 6-14 year

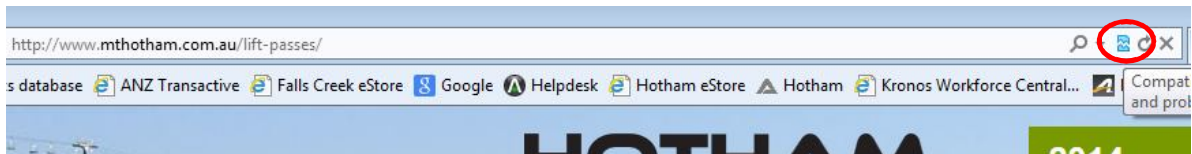
Youth: 5-18 years

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.



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