



THREDBO DISPUTE RESOLUTION PROCESS

If you are dissatisfied with a product or service provided by Thredbo, you should inform Thredbo promptly. You can inform Thredbo by:

- by calling 1300 020 589 between 9am to 5pm daily during the ski season or between 9am and 4.00pm on work days outside of the ski season;
- sending a letter to Thredbo's postal address at PO Box 92, Thredbo, NSW, 2627;
- emailing: info@thredbo.com.au

Each complaint is registered and is dealt with according to documented internal dispute resolution processes at no charge to the Guest.

If Thredbo is unable to resolve your complaint immediately, Thredbo will write to you within 10 business days either:

- addressing the issue(s) raised; or
- advising if more time is needed to address the issue(s) or to complete the investigation.

In all but exceptional cases Thredbo will take less than 45 days from receiving a complaint to address the issue(s) raised or to complete the investigation. If Thredbo is unable to do so within the 45 days, it will:

- inform the Guest of the reasons for the delay;
- provide the Guest with monthly updates on progress with the investigation;
- specify a date when a decision can reasonably be expected.

Where you are not satisfied with Thredbo's response or handling of the complaint, you can contact the Guest Services Manager (estore@thredbo.com.au) who will attempt to resolve the complaint within 10 business days.