



Thredbo MyMoney - Terms and Conditions:

1. Acceptance of terms and conditions

By loading money to your Thredbo MyMoney account you acknowledge and accept the terms and conditions for the use of Thredbo My Money. To add funds to a Thredbo My Money account, you must be aged 18 years and over. Parents/guardians are required to accept these terms and conditions for Thredbo MyMoney loaded on behalf of minors. For more information about the terms and conditions of Thredbo MyMoney visit thredbo.com.au

2. Introduction to Thredbo MyMoney

Thredbo MyMoney allows you to make payments for goods and services sold at points of sale operated by Thredbo rather than using cash. You can load up to \$100 to your Thredbo MyMoney account which is stored on your unique customer account retained in Thredbo's point of sale system (RTP). You can then access the funds in your Thredbo MyMoney account by showing your MyThredbo Pass at points of sale that display the Thredbo MyMoney logo. You will be provided with only one MyThredbo Pass that will double as your lift ticket or season pass, as well as your access card for Thredbo MyMoney. You will not be provided with a separate card for your Thredbo MyMoney account. Your Thredbo MyMoney is not stored on your MyThredbo Pass but on your customer account which provides you with added security should your MyThredbo Pass be misplaced, lost or stolen. Thredbo MyMoney is not a credit facility and the customer account is not permitted to have a negative balance. Thredbo MyMoney cannot be used to make cash advances or cash withdrawals or as security deposit for snowsports equipment hire.

Thredbo MyMoney is for use by the account holder only and cannot be transferred to another guest or resold in any way. Any guest deemed to be on selling Thredbo MyMoney will have their balance terminated.

3. Transactions made with Thredbo MyMoney

a. How to load money onto your Thredbo MyMoney account If you already have a MyThredbo Pass you can either;

- Visit Thredbo eStore at <http://store.thredbo.com.au/eStore/>
- Visit any Thredbo Guest Services office.

If you don't have a MyThredbo Pass then you will need to visit a Thredbo Guest Services office to purchase a MyThredbo Pass or request to open a Thredbo MyMoney account without ski lift access. If you open a Thredbo MyMoney account without ski lift access a minimum of \$50.00 must be loaded to activate your account. Once you have a Thredbo MyMoney account set up, you can load money into your account at any of Thredbo Guest Services office. Accepted methods of payment for loading money into your Thredbo MyMoney account at Thredbo Guest Services office include cash, Eftpos and Credit Card.

The accepted method of payment on the Thredbo eStore is limited to Credit Card.

b. Where you can use Thredbo MyMoney Points of sale at Thredbo that display the Thredbo MyMoney logo will accept Thredbo MyMoney.

c. How can Thredbo MyMoney be used to purchase products

- Select goods or services in the Thredbo point of sale where the Thredbo MyMoney logo is displayed and take them to the point of sale operator.
- Advise the operator that you will be paying for the transaction with Thredbo MyMoney.



- The operator will instruct you to present your MyThredbo Pass to be scanned. The transaction will be completed when the balance has reduced on your Thredbo MyMoney account. No change will be given.
- If you request it you will be provided with a tax receipt indicating the amount of Thredbo MyMoney used in the transaction.
- The point of sale operator can advise you of the remaining balance on your account which can be used in whole or part against future purchases.

You agree that we can reduce your Thredbo MyMoney account balance by the value of all purchases of goods and services that are authorised by you. You are authorising transactions when you present your MyThredbo Pass to be scanned by the point of sale operator.

When you authorise a transaction;

- you are confirming that the transaction correctly represents the purchase price of the goods and services obtained; and
- you are agreeing to pay the amount of that transaction by the reduction of the Thredbo MyMoney account balance.

d. Purchases exceeding the remaining balance on Thredbo MyMoney Your Thredbo MyMoney may only be used to make purchases up to the balance remaining on your customer account. If you wish to make a purchase for an amount that exceeds the remaining balance of your Thredbo MyMoney account, you must pay the excess using another payment method.

e. No cash advances. You cannot obtain any cash advances or cash withdrawals or use Thredbo MyMoney as a security deposit for snowsports equipment hire.

f. Exchanging and returning items purchased with Thredbo MyMoney

Goods that are purchased solely, or in part with Thredbo MyMoney may be exchanged or returned with the balance owed loaded back onto the Thredbo MyMoney account. No cash refund is given.

g. Unclaimed balances

Any unclaimed balance on an expired Thredbo MyMoney account will be retained by Thredbo for a period of not more than six years plus two months (expired period). It will then be dealt with in accordance with the requirements of the Unclaimed Monies Act 1995 (NSW) (to the extent that it is applicable).

4. Refunds and expired Thredbo MyMoney accounts.

As a customer with a Thredbo MyMoney account loaded via the Thredbo eStore (excluding an on mountain injury credit or credit of goods purchased for use in Thredbo where a credit was issue in an act of good will or circumstance) you may apply, in person or in writing, for a refund of the remaining balance of the account at the end of the season. An administration fee of \$20.00 will automatically be deducted from the remaining balance. Funds that are added to your Thredbo MyMoney account through a Thredbo product offer or promotion, credit due to injury or circumstance, and remain unused, do not qualify for a refund.

If you request a refund in writing, Thredbo will refund the remaining balance, less the administration fee, to the same payment method as of the original deposit, that is by credit card or by mailing the account holder a cheque made payable to and mailed for a deposit made by cash or Eftpos. However, Thredbo reserves the right to provide the refund in different forms of payment if the original method is unavailable, for example, if the credit card has expired or is invalid. For a refund



request made in person, Thredbo reserves the right to refund the account balance either by cheque made payable and mailed to the account holder or by cash. Requests made in person will be required to provide photo identification. In accordance with clause 11, if your account has not been used at any time in the previous two years then Thredbo reserves the right to refund the remaining balance, less the administration fee, to you using the same method of payment as the original deposit or by mailing the account holder a cheque for a deposit made by cash or Eftpos. If you have not notified Thredbo of any change to your contact and or account details and Thredbo cannot make a refund then the remaining balance will be dealt with in accordance with clause 3.g.

5. Limits and checking your balance

The maximum amount that can be stored on a Thredbo MyMoney account is \$100. There are two ways to check the balance of your Thredbo MyMoney account;

- At all point of sale terminals that accept Thredbo MyMoney which are those that display the Thredbo MyMoney logo;
- Logging onto your Thredbo account on the internet at <http://store.thredbo.com.au/eStore>

6. Availability of periodic statements

As a Thredbo MyMoney account holder, you can request a record of your account transactions by contacting Thredbo Guest Services at eStore@thredbo.com.au . A record of your transaction history will be emailed to you within 48 hours. Thredbo administers all Thredbo MyMoney accounts. Thredbo collects personal information from account holders for the efficient management of these accounts. Personal information collected from account holders will be handled in accordance with Thredbo's Privacy Policy that is available at <https://www.thredbo.com.au/privacy-policy>

All information collected is stored in secure databases and accessed only by authorised Thredbo personnel in undertaking their normal duties. Personal information about you, account balances and transaction history are available at the Thredbo Guest Services and will be disclosed to you on request and with presentation of proper identification.

7. Lost, misplaced or stolen MyThredbo pass

The balance of the amount deposited onto a Thredbo MyMoney account is the equivalent of cash. If your Thredbo Card is lost or stolen or allowed to be used by another person, there is a risk that the balance, if any, may be stolen or misappropriated. In the event that your MyThredbo pass is lost or stolen, you should immediately seek to deactivate the MyThredbo pass by reporting the loss to any Thredbo ticket outlet or calling Thredbo Guest Services on 02 6459 4151 during business hours. A fee of \$5.00 is payable for a Thredbo MyThredbo Pass to be replaced. You may be required to provide photo identification before a replacement MyThredbo Pass is issued.

8. Liability for all financial transactions

You are responsible for, and bear the cost of, all transactions made with your MyThredbo Pass. You should not release your Thredbo MyMoney account details to anyone, other than Thredbo authorised personnel. You should ensure safe keeping of your MyThredbo Pass and should not permit any other person to use your MyThredbo Pass. Thredbo is not responsible for any unauthorised use of Thredbo MyMoney or for any loss arising from your failure to abide by these terms and conditions, except to the extent to which there has been fraud or negligence by Thredbo or by any of its employees. If your MyThredbo Pass is lost or stolen, you are responsible for all Thredbo MyMoney transactions up until the time a lost/stolen MyThredbo Pass report is received and acknowledged by Thredbo. If a transaction is determined to be an unauthorised transaction in accordance with clause 12 Thredbo will reimburse your Thredbo MyMoney account with the equivalent value of the unauthorised transaction.



9. Replacement or reissue of faulty or damaged MyThredbo pass

In the event that your MyThredbo Pass is damaged or faulty you should present to a Thredbo Guest Services office to request a replacement. A fee of \$4.00 is payable for a MyThredbo Pass to be replaced if the MyThredbo Pass has been damaged by you. MyThredbo Pass deemed by Thredbo to be faulty and not damaged by you will be replaced without a fee. You may be required to provide photo identification before a replacement MyThredbo Pass is issued. If you are experiencing problems with your MyThredbo Pass or with accessing your Thredbo MyMoney account, you can contact Thredbo Guest Services on 02 6459 4151 during business hours.

10. Fees and charges

a. Enrolment and establishment fees

There are no enrolment or establishment fees to open a Thredbo MyMoney account. A minimum of \$50.00 must be loaded when you open a Thredbo MyMoney account without purchasing ski lift access.

b. Replacement MyThredbo Pass fees

Faulty MyThredbo Pass may be replaced at no cost to you. For damaged, lost or stolen MyThredbo Pass, a fee of \$5.00 will be charged to replace the MyThredbo Pass.

c. Administration fees

An administration fee of \$20.00 is retained by Thredbo when:

- the Thredbo MyMoney account balance is refunded to you, or
- if no refund is requested and you cannot be identified, at the end of the 'expired period' under the Unclaimed Monies Act 1995 (NSW).

11. Validity and expiry dates

Your MyThredbo Pass can double as a lift ticket and a card to access your Thredbo MyMoney account. Access to Thredbo's ski lifts will expire subject to the number of days lift access you have purchased. For example, a 4- day consecutive Thredbo ticket will be valid for a period of 4 consecutive days inclusive from the starting date of the ticket. However, subject to these terms and conditions, your MyThredbo Pass and Thredbo MyMoney account will remain active despite you not having an active MyThredbo Pass because the Thredbo MyMoney account is attached to your unique profile in RTP. Your Thredbo MyMoney account will expire two years after the last time you use Thredbo MyMoney. You can request a transaction history and find out when you last used Thredbo MyMoney in accordance with clause 6. You are entitled to receive a refund of any unused value on the account in accordance with clause 4, but may also request your account be reactivated if a refund has not been possible in accordance with clause 3.g.

12. Dispute resolution

If you believe your Thredbo MyMoney account has been charged in error or you wish to dispute any other matter in relation to your Thredbo MyMoney account you should write to Thredbo Guest Services at eStore@Thredbo.com.au and provide details of the alleged error or disputed matter, as the case may be. Thredbo will investigate and respond to the matter in accordance with Thredbo's dispute resolution procedures which may be viewed on the Thredbo website www.thredbo.com.au. You must provide Thredbo with all information reasonably required by it to investigate and respond to the matter, including your name, contact details (email address and / or phone number) and the details of any disputed transaction (location, date and time). Thredbo will use all reasonable endeavours to respond to the matter and inform you of the outcome of its investigation within 10 business days from the date the disputed matter is reported. If it is determined that an error has occurred, the balance of the Thredbo MyMoney account will be adjusted accordingly.