

Thredbo Flexibility Insurance: 2018

For the 2018 winter season, Thredbo skiers and snowboarders will have the ability to make their advanced purchase product more flexible than ever before. With Thredbo Flexibility Insurance, guests will have the ability to change their product start date or change of person associated to their product up to 2 days prior to the purchased product start date. In essence creating a new level of flexibility to change your product and product start date while retaining the ability to access advanced purchase pricing*. Thredbo Flexibility Insurance is available for only \$10.00 per product purchased.

*Advanced purchase pricing may change based on new product start date.

Thredbo Flexibility Insurance: Reference Guide

THREDBO FLEXIBILITY INSURANCE \$10 PER PERSON PURCHASED			NO FLEXIBILITY INSURANCE PURCHASED	
ACTION REQUIRED	CHANGES MADE BY 4PM 2 DAYS PRIOR TO FIRST FULL DAY	CHANGES MADE AFTER 4PM 2 DAYS PRIOR TO FIRST FULL DAY	CHANGES MADE 7 DAYS OR MORE FROM PRODUCT START DATE	CHANGES MADE INSIDE 7 DAYS FROM PRODUCT START DATE
Change of Name	<ul style="list-style-type: none"> YES - no fee Changes must be submitted by 4pm, 2 days prior to product start date 	<ul style="list-style-type: none"> Not allowed Lift passes are not transferrable to another person where Flexibility Insurance is not covered. 	<ul style="list-style-type: none"> Not allowed Lift passes are not transferrable to another person where Flexibility Insurance is not covered. 	<ul style="list-style-type: none"> Not allowed Lift passes are not transferrable to another person where Flexibility Insurance is not covered.
Change of Start Date	<ul style="list-style-type: none"> YES - no fee Changes must be submitted by 4pm, 2 days prior to product start date 	<ul style="list-style-type: none"> YES Change submitted WITHIN 7 days of arrival date. \$20 fee per person per order PLUS you lose the Buy Early & Save price - must pay difference in product cost. 	<ul style="list-style-type: none"> YES Change submitted BY 7 or more days away from arrival date. \$20 fee per person per order. If change of season, price difference is paid No refund available. 	<ul style="list-style-type: none"> YES Change submitted WITHIN 7 days of arrival date. \$20 fee per person per order Any new product will be charged at the full in resort rate. In some cases it may be cheaper for the guest to purchase an additional product than make the change.
Change of Product	<ul style="list-style-type: none"> YES - no fee Changes must be submitted by 4pm, 2 days prior to product start date Must be a product of equal or greater value No refunds available. 	<ul style="list-style-type: none"> YES Change submitted WITHIN 7 days of arrival date. \$20 fee per person per order PLUS you lose the Buy Early & Save price - must pay difference in product cost. 	<ul style="list-style-type: none"> YES \$20 fee per person per order. Change must be submitted BY 7 or more days away from arrival date to keep Buy Early pricing 	<ul style="list-style-type: none"> YES Change submitted WITHIN 7 days of arrival date. Any new product will be charged at the full in resort rate. Guest must pay the difference and \$20 fee per person. In some cases it may be cheaper for the guest to purchase an additional product than make the change.

TERMS & CONDITIONS APPLICABLE TO THREDBO FLEXIBILITY INSURANCE

- 1) Thredbo Flexibility Insurance is:
 - a) Applicable per person per transaction. Does not cover amended products.
 - b) Non-transferable to the 2019 winter season.
 - c) Non-Refundable.
- 2) Thredbo Flexibility Insurance can only be purchased in same order and transaction as the winter 2018 product it is being applied to.
- 3) Cannot be applied retroactively to transactions or products after original purchase has been completed.
- 4) Can only be applied to any product purchased online
- 5) Cannot be purchased at in resort locations such as Thredbo Guest Services.
- 6) Any use of Flexibility Insurance to make changes to products must be submitted to Thredbo Guest Services, 2 days prior to start date of original purchase. I.e. a product with an original start date of 20 June 2018 must have any changes lodged by 16:00:00pm 17 June 2018.
- 7) Changes made with Flexibility Insurance prior to the timeframe as listed in point 6 will not incur the \$20.00 product change fee as per the Buy Early and Save purchase agreement.
- 8) Any changes made within 2 days of the original start date are to be in line with the online purchasing agreement; Flexibility Insurance will not cover any changes made in this period. I.e. a product with an original start date of 20 June 2018 must have any changes lodged by 16:00:00pm 17 June 2018.
- 9) Flexibility Insurance will allow for the listed changes on the purchased product:
 - a) Change of pass holder name.
 - b) Change of product type to equal or greater value.
 - c) Change of start date. Refer to point 10.
 - d) Change of Kids Ski Free start date:
 - i) Flexibility insurance is only required for the Adult Kids Ski Free product.
 - ii) New product start date can only be during the Kids Ski Free validity period: 9 June - 29 June or 3 September to 1 October.
- 10) Any change of start dates will be at the new start dates applicable rate, while retaining the Thredbo Buy Early and Save purchase price or promotional product benefits, any difference in price must be paid for prior to changes being made.
- 11) Thredbo Flexibility Insurance does not cover amended products associated to the original transaction. Flexibility Insurance is to be purchased in addition to the amended product to access Thredbo Flexibility listed per point 9.
- 12) Flexibility Insurance does not entitle the purchaser to a refund or credit, only the changes listed in point 9.
- 13) All changes must be lodged with Thredbo Guest Services via emailing guest_services_thredbo@evt.com with full details of the intended changes by 16:00:00pm,
I.e. a product with an original start date of 20 June 2018 must have any changes lodged by 16:00:00pm 17 June 2018.
- 14) Kosciuszko Thredbo Pty Ltd reserves the right to amend the terms and conditions of Flexibility Insurance at any time without notice.