

## FREQUENTLY ASKED QUESTIONS:

### 1) What is the difference between the 2018/19 Thredbo 365 Pass, 2019 Winter Premium Pass and the 2019 Thredbo Winter Pass?

The Thredbo 365 Pass is Thredbo's premium year round pass. The 2018/19 Thredbo 365 Pass includes 2019 winter lift access, mountain biking, leisure centre, golf, tennis bobsled, discounts at Thredbo Sports, 6 Bring a Friend winter discounted lift passes and 6 Bring a Friend MTB discounted lift passes.

The Thredbo Winter Premium Pass: Enjoy unlimited skiing or snowboarding at Thredbo all winter long with the 2019 Winter Premium Pass. The 2019 Winter Premium Pass also offers some great extra benefits such as unlimited 50% off one day lift passes at Mountain Collective full partner resorts around the world, Thredbo Leisure Centre access during winter 2019 and 4 bring a friend in winter discount vouchers.

The 2019 Thredbo Winter Pass includes 2019 winter lift access only. There are no other benefits associated to the 2019 Winter Base Pass.

### 2) What is the Mountain Collective benefit associated with the Thredbo 365 Pass or Winter Premium Pass?

As the Thredbo 365 Pass and Winter Premium Pass are Thredbo's premier season passes, purchasers are entitled to the following reciprocal benefits at Mountain Collective destinations and affiliate resorts:

- Unlimited 50% off the one day window ticket rate available at all full member Mountain Collective resorts for the entire North American 2018/19 snow season with no blackout dates.
- 50% off the one day window ticket rate available at the affiliate member resorts of Valle Nevado (CHILE) and Chamonix (FRANCE).  
Limit of 5 per person. Chamonix is for a 5 day pass only.

Thredbo 365 Pass and Thredbo Winter Premium Pass must be paid in full to access Mountain Collective benefits. Benefit valid 2 October 2018 to 7 October 2019.

### 3) How do I get my Mountain Collective Partner discounted lift pass?

To obtain the discounted lift pass, Thredbo 365 Pass holders are required to show their valid MyThredbo Card at the applicable ticket office. Resort staff will enter your pass number starting with THR into a database to check validity. The pass must be paid in full and not refunded per Thredbo Season Pass protection. If you are unsure of which MyThredbo Card is the valid card, please contact Thredbo Guest Services on 1300 020 589 option 2 or via email [guest\\_services\\_thredbo@evt.com](mailto:guest_services_thredbo@evt.com).

### 4) Do I get Mountain Collective Unlimited 50% off days with the 2019 Winter Base Pass?

No. The 2019 Winter Base Pass is for skiing only. There are no additional benefits with the 2019 Winter Base Pass.

### 5) Is there a payment plan option on the 2018/19 Thredbo 365 Pass?

Yes. There is a payment plan option on the sale priced Thredbo 365 Pass. Final payment is due 30 November 2018. This is a one off payment from your credit card on file. Please ensure that your credit card is up to date for the 30 November payment. There is no option to pay off your Thredbo 365 Pass in instalments.

### 6) Can I pay off the 2018/19 Thredbo 365 Pass before the final payment date?

Yes. To make your final payment prior to 30 November, please contact Thredbo Guest Services on 1300 020 589 option 2 or via email [guest\\_services\\_thredbo](mailto:guest_services_thredbo). You will need to ensure that you have a valid credit card loaded to your profile before the final payment can be completed.

### 7) Is there a payment plan option on the 2019 Thredbo Winter Premium Pass or Winter Base Pass?

Yes. There is a payment plan option on the sale priced 2019 Thredbo Winter Pass. Final payment is due 30 April 2019. This is a one off payment from your credit card on file; there is no option to pay off the 2019 Winter Premium Pass or Winter Base Pass in instalments.

Please ensure that your credit card is up to date for the 30 April auto payment.

### 8) Can I pay off the 2019 Thredbo Winter Pass before the final payment date?

Yes. To make your final payment prior to 30 April 2018, please contact Thredbo Guest Services on 1300 020 589 option 2 or via email [eStore\\_thredbo@evt.com](mailto:eStore_thredbo@evt.com). You will need to ensure that you have a valid credit card loaded to your profile before the final payment can be completed.

**9) Can I use cash or MyMoney for the deposit of my payment plan product?**

No. The only available payment method for Thredbo's payment plan products is via credit card. This is due to the final payment for the season pass being an automated process.

**10) If I take up the payment plan option, can I use the pass before the final payment is made?**

No. Any features and benefits of the Thredbo 365 Pass are not available for use until full payment is made.

**11) What are the Bring a Friend Vouchers?**

Bring a Friend vouchers enable pass holders to bring friends to Thredbo and receive a discounted 1 day lift pass. The discount varies from 5% to 50% off the applicable in resort rate 1 day lift pass. Discounts applicable depend on the selected product start date.

Each purchaser of the 2018/19 Thredbo 365 Pass are entitled to 6 x Bring a Friend winter vouchers and 6 x Bring a Friend MTB vouchers. Any un-used vouchers expire at the conclusion of the 2019 winter season.

**12) How do I redeem the Bring a Friend Vouchers?**

To redeem the Bring a Friend Voucher, the Thredbo 365 Pass or Thredbo Winter Premium pass holder will bring their Friend to any Thredbo Guest Services office on the day they wish to ski or snowboard. The Thredbo 365 Pass holder must be present at the time of redemption.

**13) Do I get Bring a Friend Vouchers and Thredbo Sports discounts with the 4 and Under Pass?**

No. The 4 and Under Pass is an access pass only. There are no Mountain Collective benefits, Bring a Friend Vouchers or discounts at Thredbo Sports with the 4 and under pass.

**14) Is the Thredbo 365 Pass or Thredbo Winter Premium pass holder required to be present in resort when redeeming a Bring a Friend Voucher?**

Yes, the pass holder must be present. The Bring a Friend product can only be purchased in resort.

**15) Do I get lessons or equipment rental with the Bring a Friend Voucher?**

No, the Bring a Friend Voucher is for lift access only.

**16) Where do I get any in resort discounts with the Thredbo 365 Pass or Winter Premium Pass?**

Yes. All Thredbo 365 Pass and Winter Premium pass holders receive 10% off retail purchases at Thredbo Sports. GoPro, UE Boom and sale items are excluded from this offer. There are no discounts on lessons or rental equipment for Thredbo 365 Pass or Thredbo Winter Premium pass holders.

**17) Do I need a MyThredbo Card?**

Yes. A MyThredbo Card is your RFID card that is used to access our lifts. When you approach our access gates, the RFID card is used to look up your lift access that is loaded to your profile.

**18) What is Thredbo Season Pass Protection?**

Thredbo Season Pass Protection provides the Thredbo Season Pass holder with an option to obtain a refund on the unused portion of their season pass if they are injured, pregnant or are called overseas for work or study during the validity period of the Thredbo Season Pass. Full terms and conditions relating to Thredbo Season Pass Protection for 2019 season pass holders can be found at [thredbo.com.au](http://thredbo.com.au)

**19) Am I entitled to a refund or credit on my season pass if I do not have Thredbo Season Pass Protection?**

No. There are no refunds or credits for pass holders that have not purchased Thredbo Season Pass Protection.

**20) I am a Tertiary Student, what pass is best for me?**

For the 2018/19 Thredbo Season Pass sale, there is no option for a tertiary season pass. The best pass you tertiary is an adult season pass.