
Thredbo Customer Satisfaction

Kosciuszko Thredbo Pty Ltd. acknowledges that the local community and customers in Thredbo are important. We aim to contact our customers and community members to keep them updated with Thredbo products and deals and give them an opportunity to give us feedback.

We contact our customers and the local community members mainly through email, but they can also stay updated through our website and our social media channels including Facebook, Instagram, Twitter and YouTube.

We value the opinions of our customers and the local community. We aim to respond to their questions, and use their feedback to continually improve the customer experience as well as improving living quality for the local community in Thredbo Resort.

If a customer has a Dispute our process can be read below.

Thredbo Dispute Resolution Process

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

- calling 1300 020 589 between 9am to 5pm daily during the ski season or between 9am and 4.00pm Monday to Friday outside of the ski season;
- sending a letter to Thredbo's postal address at PO Box 92, Thredbo, NSW, 2625;
- emailing: info@thredbo.com.au

Each complaint is registered and is dealt with according to the documented 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.

This policy has been endorsed by:



Stuart Diver
General Manager Kosciuszko Thredbo



Luke Beaumont
Thredbo Guest Services Manager