

FCRM Work Practice

Title:	2019 Entry Pass	
Version:	1	
Approved:	17/04/2019	By: ELT
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INTRODUCTION

The Alpine Resorts (Management) Regulations 2009 define the basis for determining entry fees and authorised areas of use for all vehicles entering an Alpine Resort.

Authorised areas of vehicle use are managed using a Vehicle Pass (Pass) which determines the rules, requirements or constraints associated with vehicle use, depending on the type of Pass being provided.

Valid Pass types include:

- **Season Pass;** [Refer Section 1](#)
- **Short Term Resort Entry Pass;** [Refer Section 2](#)
- **Multiple days Short Term Resort Entry Pass;** [Refer to Section 2](#)
- **All Resorts Season Pass;** [Refer to Section 3](#)
- **Loading Zone Pass;** [Refer Section 4](#)
- **Road 24 Pass;** [Refer Section 5](#)
- **Resident Pass;** [Refer Section 6](#)
- **Emergency Services Pass;** [Refer Section 7](#)
- **Mountain Staff Pass;** [Refer Section 8](#)
- **Other Passes;** [Refer Section 9](#)
- **Authorised Pass;** [Refer Section 10](#)
- **Transferable Season Pass;** [Refer Section 11](#)
- **Special Access Pass (manual voucher);** [Refer Section 12](#)

Season Passes and Short Term Visitor Passes may be issued on a complimentary basis ([Refer Sections 13 & 15](#)).

The criteria for issuing of these various Pass types are outlined in this Work Practice. The fee to be charged for each Pass type is set annually by the Board, is included in the Corporate Plan and subject to Ministerial approval. Prices may not be quoted until Ministerial approval has been received ([Refer to Appendix B for approved pricing](#)).

In conjunction with the Alpine Resorts Coordinating Council (ARCC) and the other Victorian Alpine Resorts, the Falls Creek Resort Management Board (FCRM) offers an All Resorts Season Entry Pass. The price to be charged for this is set by the ARCC and subject to Ministerial approval. For further information please [refer to Section 3](#).

Replacement Passes are available subject to conditions and the payment of an administration fee ([Refer Section 18](#)).

PURPOSE

The purpose of this work practice is to ensure:

- Application of the Alpine Resorts (Management) Regulations 2009;
- Appropriate management of vehicles entering Falls Creek Alpine Resort;
- Appropriate controls support the Resort Entry revenue stream; and
- Falls Creek remains a safe and pedestrian friendly village.

PASS TYPE DEFINITION

1. SEASON PASS

Owners of privately registered vehicles, including mountain staff, can purchase a Season Pass at the rate approved by FCRM. To be eligible for the early bird rates all applications must be received prior to the set end date of the Early Bird promotion. A Season Pass is for the duration of the Declared Snow Season unless stated otherwise

Under the *Alpine Resorts (Management) Regulations 2009 ('Regulations')*, the Board has set a Season Pass fee for the purpose of entering the Falls Creek Alpine Resort. The Season Pass fee applies to private motor vehicles only. It does not apply to vehicles that are considered to be commercial motor vehicles. A commercial motor vehicle includes any motor vehicle which is used or intended to be used for carrying passengers for hire or reward. Accordingly, limousines and taxi's services are not eligible to purchase a Season Pass to access Falls Creek Alpine Resort. Per passenger rates apply to these vehicles.

The Season Pass entitles day and/or overnight entry to Falls Creek only. This ticket is not transferable between vehicles unless you have purchased a Transferrable Season Pass. Vehicles are to be parked as directed according to the nature of the visit. Season Pass holders do not have Village access in no/low snow conditions, except to the extent that FCRM has approved entry into the Village for loading / unloading purposes.

Applicants are required to acknowledge acceptance of FCRM's Terms and Conditions as attached to the Season Pass. Seasons Passes are not refundable for any reason including loss or in the event of poor snow conditions or if any lift service or other facility is not operating or open.

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Holders of a **currently valid** short term entry pass may upgrade to a Season Pass by returning the original pass and paying the difference between the Season Pass price and the entry fee paid for the currently valid pass.

All online sales will automatically offer a Season Pass for visits over 9 days in any one visit. Where visitors have multiple visits in excess of 9 days in total there will not be an automatic upgrade to a Season Pass.

2. SHORT TERM RESORT ENTRY PASS

Owners of privately registered vehicles can purchase Short Term resort entry passes for one or more days. This pass entitles the owner to short term entry to Falls Creek Alpine Resort. Vehicles are to be parked as directed according to the nature of the visit.

Guests arriving after 5pm and leaving before 12am the same day will receive complimentary entry. A valid pass is still required to be displayed on your dashboard

Short term resort entry passes may be purchased online at a discount or at Howmans Gap ticket office, ATS terminal, Rays in Myrtleford, Kiewa Valley Snowsports in Mt Beauty or Visitor Information Centre at full price. All purchases made at Falls Creek will receive a ticket to be displayed on their dashboard.

All online purchases receive a tax receipt and dashboard ticket so can bypass the Resort Entry Ticket Station. This ticket must be displayed on the vehicle on arrival. If a guest requires a change to the dates of vehicle registration a change fee will apply.

Holders of a **valid** entry Pass may upgrade to a Season Pass by returning the original pass and paying the difference between the Season Pass price and the entry fee paid for the currently valid Pass.

[Refer Section 15](#) for visitors eligible for complimentary entry.

3. ALL RESORTS SEASON ENTRY PASS

An owner of a privately registered vehicle can purchase an All Resorts Season Pass in conjunction with their Falls Creek Season Pass for that same vehicle. This includes all other Falls Creek season passes. Holders of a valid Falls Creek Season Pass and an All Resorts Pass are entitled to resort entry at all Victorian Alpine Resorts, specifically Mt Hotham, Mt Buller, Mt Stirling, Mt Baw Baw, Lake Mountain and Falls Creek. Both Passes must be affixed to the car windscreen and the vehicle must be parked as directed by FCRM. Holders of an All Resorts Pass must comply with the resort entry regulations for each resort.

Consistent with the Season Pass above [Section 1](#), the All Resorts Season Entry Pass is available to private motor vehicles only. It does not apply to vehicles that are considered to be commercial motor vehicles. A commercial motor vehicle includes any motor vehicle which is used or intended to be used for carrying passengers for hire or reward.

The Falls Creek Resort Entry Seasons Pass may be upgraded to the All Resorts Season Pass at any time during the season, in accordance with the ARCC Procedures for the Snow Season. Where a Falls Creek Resort Entry Pass has been purchased and is to be upgraded, the purchase price will be based on the applicable rate at the date of the upgrade (i.e. Early Bird or Full Price).

4. LOADING ZONE PASS

Loading Zone passes are complimentary and issued to commercial delivery vehicles only. This Pass is issued for the purpose of goods deliveries only. Vehicles must load/unload in a designated loading zone and then leave the Resort. Loading Zones allow 30 minutes parking only. Vehicles without a Loading Zone pass will not be permitted to load/unload at these locations.

5. ROAD 24 PASS (HOWMAN'S GAP)

This Pass entitles the bearer to unsecured parking at Road 24 (opposite Howmans Gap Resort Entry). Transportation is available to and from Road 24, subject to requirements defined in the FCRM Operations Service Level Manual. The Pass is complimentary to encourage staff to park at the resort boundary freeing spaces for guests. Staff are to provide written evidence from their employer for employment for the declared winter season. There is no parking in the day car parks or overnight car parks.

6. RESIDENT PASS

Resident Passes are complimentary and issued to permanent residents of Falls Creek who provide evidence of permanent residency. This Pass is annual and allows village access during summer periods of village restriction. During the declared winter season this pass has the same restrictions as the Mountain Staff Pass. Proof of 12 months of residency must be provided. [\(Refer to Section 13.a\)](#)

7. EMERGENCY SERVICES PASS

This pass is a complimentary pass that is issued to eligible emergency services personnel from SES, CFA, Victoria Police and Ambulance Victoria. This pass allows access to the Village during all periods when the village has been opened to wheeled vehicles. This is a year-round pass. **Note that badged vehicles from the above organisations do not require passes to enter resort at any time.** [\(Refer to Section 13.d\)](#)

8. MOUNTAIN STAFF PASS

Mountain Staff passes are a discounted or complimentary resort entry issued to mountain staff who provide evidence from their employer for employment for the declared winter season. This pass has restrictions on parking and no village access. The mountain staff day car parking is available in designated areas as stipulated by FCRM. The Staff day car parking is available in designated areas on Bogong High Plains Road between the FCRM Administration Building and Windy Corner. This pass does not allow Staff access to the Slalom Day Car Park or the Gully Day Car Park. [\(Refer to Section 13.b\)](#)

9. OTHER PASSES (Buses, Taxis/Limousines, Trailers, Motorbikes, Bikes and Helicopters)

(a) Buses - General Entry

All buses will be charged fees on a per passenger basis and payable on entry to the Resort. Adult fares apply to visitors aged 18 or over. Child fares apply to children aged 5 to 17 years old. Children under 5 are free.

(b) Buses – School Groups

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School groups on an official school excursion are eligible for concession of Resort Entry. The Principal (or delegate) of the school is required to provide written confirmation that it is an official school excursion. This letter must be produced **upon arrival at the Resort** for the concession to apply.

Local schools, (All within the Alpine Shire Council Directorate plus Tallangatta, Upper Sandy Creek, Eskdale and Mitta Mitta) may be granted complimentary entry provided the visit is for the purpose of an official school excursion. The Principal (or delegate) of the school must apply in writing prior to commencement of the skiing program, including confirmation of number of students attending, for statistical reporting purposes. Confirmation will be sent out in advance and must be produced upon arrival. Variations to local schools' complimentary access for cars will be considered for small groups with prior approval by FCRM.

Where other Victorian resorts offer concessional or complimentary arrangements to local Falls Creek schools during interschool competitions like rates are to be reciprocated to their local schools for interschool events held at Falls Creek. This reciprocal arrangement is only valid for interschool competitions.

For Howmans Gap & Bogong Outdoor Education Centre the school concession rate will apply for school groups only. Normal rates will apply otherwise. School Groups must complete the **Request for School Group Concession Application** including written request from the Principal (or delegate) on school letterhead.

Tertiary groups may be granted concessional resort entry where the entry is for official education purposes. A concession will only apply to attendees enrolled in an officially recognised tertiary institution who are visiting Falls Creek as part of a recognised course or study unit. Prior arrangements must be made in writing and approved by Falls Creek Resort Management for this concession to be given.

Organised groups of disabled skiers or disadvantage groups and DWA shall be charged the school concessional rate for entry by bus. Prior approval must be made FCRM for this concessional entry to be given. The normal fee is charged for entry by car.

Concessionary entry is not available for clubs, religious, or like groups nor is it available for student bus trips which are not part of a school curriculum.

(c) **Cars – School Groups**

There is no school concessional rate for cars. Variations to local schools' complimentary access for cars will be considered for small groups with prior approval by Falls Creek Resort Management.

(d) **Taxis and Limousines**

Taxis and limousines are required to pay the bus rate for each passenger.

(e) **Trailers**

Trailers are not permitted to enter resort unless being used specifically for the following purposes:

- Required by a contractor for emergency building or trade works as defined in this work practice
- Required by an Authorised Pass holder for the purposes of business operation
- Required by a commercial bus operator for luggage/equipment transport with prior authorisation by FCRM
- Required by a school or community group for luggage/equipment transport with prior authorisation by FCRM
- Required by emergency services agencies for the purposes of activities related to provision of emergency services or training.

Persons arriving at resort with a trailer (other than above) will be required to

- Park the trailer at Howmans Gap as advised by an FCRM authorised person (note vehicles can be taken further into the resort or left with the trailer) and;
- Pay the trailer fee amount per day with the permit fixed to the trailer in a visible location

FCRM reserves the right to prevent trailers from entering resort during peak parking periods or when, in FCRM's reasonable opinion, conditions are not safe to operate a trailer.

(f) **Motor Bikes**

The entry of motor bikes to the Resort is dependent on current conditions. If wheel chains are being fitted to motor vehicles, motor bikes are not permitted entry to the Resort. Fees charged will be based on number of days in the Resort.

(g) **Bicycles**

There is no charge for bicycles entering the Resort. FCRM may prevent bicycle access to the Resort at its discretion if the road conditions are deemed unsuitable for safe operation.

(h) **Helicopters**

All helicopters will be charged fees on a per passenger basis and charged on entry to the Resort. Adult fares apply to visitors aged 18 or over. Child fares apply to children aged 5 to 17 years old. Children under 5 are free. All manifest must be provided to FCRM prior to arrival.

10. AUTHORISED PASS

Complimentary and paid Pass issued to eligible stakeholders. This Pass allows entry to the Resort throughout the season. Allows access to the **Village** during all periods when the village has been opened to wheeled vehicles. Authorised Pass holders can park in the designated parking area for Authorised Pass Holders. This is a year-round pass. ([Refer section 16](#))

11. TRANSFERABLE SEASON PASS

This pass allows for multiple (2) vehicles to be brought to the resort over the course of the season. Only one vehicle is permitted to be in resort at any one time. A fee is charged which is set by FCRM and approved by the Minister (included in the Corporate Plan).

12. SPECIAL ACCESS PASS (Manual Voucher)

Allows access to the Village during periods of low/no snow to vehicles other than those displaying an Authorised Pass. This required a resort entry pass either paid or complimentary. ([Refer Section 17](#)).

COMPLIMENTARY AND CONCESSIONAL ENTRY

COMPLIMENTARY AND CONCESSIONAL PASS- APPROVAL**General principles on issue of ALL complimentary Passes**

Passes will be approved by a manager as specified within this Work Practice. This approval may be in the form of a pre-approved list or signature on individual request forms.

Where the responsible manager is not available an alternate authorisation may be sought in the following order:

- **Chief Executive Officer (“CEO”)**
- **Member of the Executive Leadership Team (“ELT”)**
- **Chief Financial Officer (“CFO”)**

Complimentary passes with this approval may be processed by the delegated Visitor Information Centre / Resort Entry Officer. Complimentary passes issued for events or where multiple passes are sought must be approved by the CEO.

Only one complimentary pass per person is allocated, if they are eligible for multiple passes, they are allocated the one with the highest access.

13. COMPLIMENTARY SEASON PASSES

Complimentary passes may be issued to:

- **Permanent residents of Falls Creek;** [Refer to Section 13. a](#)
- **Falls Creek Resort Management Board and Staff members;** [Refer to Section 13. b](#)
- **Residents not living in Falls Creek with children attending Falls Creek Primary School on a year-round basis;** [Refer to Section 13.c](#)
- **Residents not living in Falls Creek who are active members of the Falls Creek CFA;** [Refer to Section 13. d](#)
- **Mount Beauty Medical Centre;** [Refer to Section 13. e](#)
- **People aged over 65 years who have made a significant contribution to Falls Creek;** [Refer to Section 13. f](#)
- **Falls Creek Primary School;** [Refer to Section 13.g for teacher,](#) [Refer to Section 16 for Principal](#)
- **Other;** [Refer to Section 13.h](#)

As stated above with Season passes ([Refer to Section 1](#)), this complimentary Pass entitles the holder to Resort Entry and day and/or overnight public parking. Complimentary season pass holders **do not have Village access in no/low snow conditions**, except where temporary access is granted for loading / unloading purposes. Unless stated otherwise.

(a) Permanent Residents

Applicants for permanent resident pass must reside at Falls Creek year-round. Permanent residents will be required to produce evidence of a valid Falls Creek residential address such as driver’s licence, electoral role registration or other documentation. Must provide evidence of living at Falls Creek for 12 months or more to be eligible.

Where the person is not known to reside at Falls Creek year-round or, due to lack of employment opportunities a resident seeks employment outside Falls Creek outside of the snow season, then the following criteria must apply:

- The resident must be registered on the Indi Electoral Roll at Falls Creek; and
- They must have a Falls Creek postal address; and
- Their vehicle must be registered in the applicant’s name at the Falls Creek address; and
- Their driver’s licence must have the Falls Creek address.

Proof of all the above must accompany the application (photocopy evidence). Passes for vehicles registered in another name or at another address will not be issued.

All applications are subject to approval by FCRM.

With the exceptions listed in (c) and (d) below, residents of Howmans Gap or Bogong Village are not eligible for permanent resident status.

(b) Falls Creek Resort Staff members

In accordance with the FCRM Employee Benefits Policy and Work Practice, all employees are entitled to ONE resort entry Mountain Staff Pass for a vehicle registered in their name. Employees must comply with the conditions of the Pass, including parking of vehicles in the designated staff parking area.

Where an employee uses a different vehicle during the season, they may request a complimentary day ticket for work purposes, provided that only one car is in the resort at any point in time.

Employees who have worked at FCRM for more than 7 years year-round who left between seasons may be entitled to a complimentary pass in-line with the FCRM Gifts, Benefits & Hospitality Policy.

(c) Residents not living in Falls Creek with children attending Falls Creek Primary School;

A resident not living in Falls Creek who has children attending Falls Creek Primary School can be issued with an entry Pass if they provide a letter from Howmans Gap stating they are a resident of Howmans Gap and a letter from Falls Creek Primary School stating that their child is enrolled at Falls Creek Primary School.

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(d) Residents not living in Falls Creek who are active members of the Falls Creek CFA or SES

A Resident not living in Falls Creek who are active members of the Falls Creek CFA or SES can be issued with an Emergency Services pass if they provide evidence from the organisation stating they are active members.

(e) Mount Beauty Medical Centre

Mount Beauty Medical Centre is entitled to Emergency Service passes for all Doctors working at the Falls Creek Medical Centre as approved by the CEO. Reception staff will be issued with complimentary resort entry Pass (Not Emergency Service Pass). Maximum Passes to be issued include 12 doctors and 4 reception staff.

(f) Over 65 Community Contribution

The Board has currently endorsed ongoing complimentary Authorised Passes recognising significant contributions to Falls Creek for the following Community Members:

- [See Appendix A](#)

(g) Falls Creek Primary School

Falls Creek Primary School may be issued with one Complimentary Annual Pass for a year-round teacher.

(h) Complimentary Season Passes – Other

- Disabled Winter sports Australia - 2 x complimentary season Passes.
- Peter Carter – lifetime vehicle & Cross-Country Pass (where separate Pass is required) acquired in October 2001 (refer 07-2776).
- Prize winners - to be advised and approved.
- Sponsors – to be advised and approved.

14. CONCESSIONAL SEASON PASSES

Pension Groups:

Visitors over the age of 65 are eligible for a discount ([See Appendix A](#)). Proof of age and registration of the vehicle (licence and registration papers) must be shown by the driver at point of purchase to receive this discount. Over 65 Resort Entry Season Passes will be available at a discounted rate for the duration of the Declared Snow Season. There are no restrictions on the age of other occupants of the vehicle.

15. COMPLIMENTARY OR CONCESSIONAL SHORT-TERM PASSES

Complimentary or concessional short-term resort entry passes are issued to:

[See Appendix C for application form](#)

- **Military;** [Refer to Section 15. a](#)
- **Government Officials;** [Refer to Section 15. b](#)
- **Key Service Providers;** [Refer to Section 15.c](#)
- **Media;** [Refer to Section 15. d](#)
- **Travel Agents;** [Refer to Section 15. e](#)
- **Bands/Entertainers/Security;** [Refer to Section 15. f](#)
- **Australian Professional Snowsports Instructors (APSI);** [Refer to Section 15. g](#)
- **Ski Race Officials;** [Refer to Sections 15.h](#)
- **Sponsors;** [Refer to Section 15. i](#)
- **Trades and Service People;** [Refer to Section 15. j](#)
- **Companion Card Holders;** [Refer to Section 15. k](#)
- **Season Pass Holders;** [Refer to Section 15. l](#)
- **Other;** [Refer to Section 15.m](#)
- **Pension Groups;** [Refer to Section 15. n](#)
- **DWA;** [Refer to Section 15. o](#)

(a) Military:

Only approved upon confirmation by a senior commanding officer, (Major or above), that the visit is to undertake formal military training. Resort Entry Pass issue is subject to approval by FCRM. Military visiting for non-official business will be issued a 20% ([see Appendix A](#)) discount for resort entry – they must show military card and must be the driver of the vehicle

(b) Government Officials:

Government Officials visiting the Resort on official business. Vehicles used on non-official business will be charged. Resort Entry Pass issue is subject to approval by FCRM

(c) Key Service Providers (KSP):

Key service providers will be issued with complimentary day entry on a trip by trip basis. Key Service Providers may include Telstra, DMS, AusNet Services, Elgas and AGL. (Subject to lease licence agreement or essential services legislation). Pass issue subject to approval by FCRM. A register of emergency service vehicles listing registration details may be maintained where appropriate to facilitate resort entry for vehicle fleets.

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FCRM will advise of KSP requiring entry into the Resort to attend to commercial related business which will be updated within Intouch. Prior to the visit KSP will supply details of vehicles requiring access to the Resort (including registration details and trip intentions/reason for visit). Intouch complimentary categories are established for each company. The Howman's Gap Resort Entry Staff will be provided with approved KSP listing. When travelling through the Howman's Gap Resort Entry, details must be matched against the list and a complimentary ticket issued including notation of name and registration number. If any anomalies occur (out of hours emergency repairs), FCRM will contact the relevant company (when possible) to confirm that visit is for work purposes.

(d) Media:

Visits must be for a specific purpose that will produce media coverage as a consequence or be of overall benefit to the Falls Creek Community. Current arrangements for 2019 Declared Snow Season ([see Appendix A](#)). Prior arrangement for visits must be made at least 48 hours in advance with FCRM. Pass issue is subject to approval by FCRM.

(e) Travel Agents:

Travel agents visiting the Resort as part of a pre-arranged familiarisation visit. Prior arrangement for visit must be made at least 48 hours in advance with FCRM. Pass issue is subject to approval by FCRM.

Complimentary entry is not available to sales representatives or travel agents whose visit to the resort is primarily as part of a personal holiday.

(f) Bands/Entertainers/Security:

Performing at an advertised public event held by a commercial business will be granted complimentary resort entry on request from the venue lessee. Entry will be granted only for the days/nights of the performance. All other groups pay normal entry fees. Prior arrangement for visit must be made at least 48 hours in advance with FCRM. Pass issue is subject to approval by Falls Creek Resort Management.

Where there is a legal requirement to provide security, complimentary passes will be issued to the security service for the days/night of the Pass. Proof of legal requirement may be requested.

(g) Australian Professional Snowsport Instructors (APSI):

Scheduled APSI training courses and activities, trainers, examiners, key personnel, and the National Education Team are granted access whilst participating in APSI activities. APSI is to supply details beforehand. APSI recognises Falls Creek Resort Management as a sponsor and provides promotion in accordance with a Sponsorship Agreement. Prior arrangement for visit must be made at least 48 hours in advance with Resort Management. Pass issue is subject to approval by Falls Creek Resort Management

(h) Ski Race Officials:

For approved events Complimentary Resort Entry may be issued to nominated officials. Nominations must come from the organising committee president or secretary. Numbers to be minimal (maximum of 4 per event). Access for Kangaroo Hoppet Officials is as per sponsorship/partnership agreement. Pass issue is subject to approval by FCRM.

(i) Sponsors:

FCRM sponsors are granted resort entry, usually as part of an approved sponsorship agreement. Pass issue is subject to approval by FCRM. On some occasions, FCRM may support a sponsorship arrangement with another party through the provision of complimentary tickets for the length of stay (e.g. FCSL / Network Ten).

(j) Trades and Service People:

Up until the commencement of the Victorian School Holidays (June/July) Trades and Service people requiring access for execution or completion of construction projects will be issued with a complimentary Resort Entry pass for each working visit. After this period complimentary Resort Entry passes will only be issued for emergency repairs.

(k) Companion Card Holders:

Holders of companion cards who are providing assistance to a disabled visitor to the Resort are eligible for complimentary Resort Entry when entering the resort by bus.

(l) Seasons Pass Holders:

Holders of Seasons Passes may request complimentary short-term tickets where their vehicle is not available due to mechanical conditions or other damage resulting in the vehicle not being in a driveable condition. FCRM will request evidence of the vehicle condition to support this application, including a report from the mechanic, insurance claim or other relevant evidence. Where the vehicle is not available for an extended period of time the Seasons Pass may be transferred in accordance with the related Seasons Pass Terms and Conditions of Purchase.

(m) Other:

Complimentary or discounted resort entry may be issued to special interest groups in line with access and equity principles contained within the Alpine Resorts Strategic Management Plan 2012. Request must be approved by the CEO.

(n) Pension Groups:

Short term passes are subject to the same restrictions as Seasons Passes. People over 65 are eligible for a discount ([See Appendix A](#)). Proof of age must be shown by the driver at point of purchase to receive this discount. There are no restrictions on age of other occupants within the vehicle.

(o) Disabled Winter sports members:

People with valid Disabled Winter sports memberships are eligible for a discount ([See Appendix A](#)). DWA Membership must be shown by the driver or carer at point of purchase to receive this discount. This discount is only valid for members and carers.

16. AUTHORISED PASS

An Authorised Pass entitles the holder to Resort Entry and Authorised zone day and overnight parking (subject to availability). Authorised Passes **include entitlement to Village access in no/low snow conditions and village road safety** subject to the prevailing access conditions.

Authorised Passes are issued to

- **Chairs and CEO's of other Victorian Alpine Resorts,**
- **FCRM work vehicles,**
- **Falls Creek Primary School Principal,**
- **Falls Creek Ski Lifts company owned work vehicles;** [Refer to Section 16. b](#)
- **Commercial site holders and businesses operated under a commercial lease, licence or authority (where the issuing of an Authorised Pass is a condition of the licence or authority);** [Refer to Section 16.a](#)

Generally, each business will only be entitled to one Authorised Pass and it will be granted on the basis of demonstrated need.

- (a) A commercial site / lodge operating multiple commercial businesses (eg. retail, ski hire) that existed prior to April 30, 2004 and attracted additional service charges based on floor area, may have been eligible for additional Passes in each case on request. Businesses granted additional Passes will continue to be issued with Authorised Passes in accordance with the previous policy. The vehicle must be owned by a Principal of the business, the Manager or be registered to the business.

Additional Authorised Passes negotiated above the approved allocation will be purchased at the same rate as Falls Creek Ski Lifts. Approval for additional passes shall be approved by Falls Creek Resort Management.

- (b) The current contra agreement with Falls Creek Ski Lifts Pty Ltd provides for:
- four authorised entry Passes; and
 - additional passes to meet their operational needs are to be purchased. The rate charged for these passes is equivalent to the Early bird rate.
- (c) The manager (year-round) of a single apartment complex with more than 100 beds will be eligible for an Authorised Pass.

The following are not eligible for an Authorised Pass:

- Apartments and flats (subject to the above), units and clubs; and
- Local residents.

All Applications for Authorised Passes must be submitted by the 1st of May and are subject to approval by CEO and CFO. Applications received after this date will be required to pay the applicable administration fee.

17. SPECIAL ACCESS PASS (Village Access)

Village Access may be granted by the CEO or a member of the Executive Leadership Team (ELT) for special access during the declared snow season or during other restricted access periods. Criteria for approval include:

- Collection of guests injured and therefore leaving the resort as a result of the injury (note this collection is only to occur after medical treatment has been received).
- Transportation of mobility impaired persons where this condition prevents use of Accommodation Transfer Service or walking from parking below village.
- Trades and Service People executing or completing construction works up until the start of the Victorian School Holidays. After this point special access will only be granted for emergency repairs.
- Consultants providing staff training or other business services up until the start of the Victorian School Holidays.
- Other reason approved by the CEO.

18. REPLACEMENT PASSES

Where a car is sold, damaged beyond repair or the windscreen broken, the Pass must be removed and the parts (especially the Pass number) returned to FCRM for issue of a replacement. On rare occasions, a statutory declaration will be accepted as evidence of a lost Pass. A replacement Pass will only be issued to a vehicle registered in the same name as the original Pass and proof of ownership via registration papers must be produced. A replacement fee will apply. See [Appendix A](#) for current fee

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Appendix A:

Media

- [TBA by FCSL](#)
- [TBA by FCSL](#)

Over 65 Contributors:

- [Julian Newton Brown](#)
- [Noelene Lee](#)
- [Kevin Koetsveld](#)
- [Lee Lawther](#)
- [Rob Spargo](#)
- [George Shirling](#)
- [Michael McNally](#)
- [Alan Marsland](#)

Over 65 discounts for Season Pass

- [20%](#)

Over 65 discounts for Short Term Resort Entry

- [20%](#)

DWA discount for Short Term Resort Entry

- [20%](#)

Military discount for Short Term Resort Entry

- [20%](#)

Replacement pass fee

- \$30

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Appendix B: Resort Entry Pricing 2019

Below tables to be updated with 2019 pricing

Resort Entry Pricing 2019			
Resort Passes		Arrive Any time Before 5PM	
Staying Off Mountain	Days	POS*	Online
	1	\$56.50	\$51.50
	2	\$113.00	\$103.00
	3	\$169.50	\$154.50
	4	\$226.00	\$206.00
	5	\$282.50	\$257.50
	6	\$339.00	\$309.00
	7	\$395.50	\$360.50
	8	\$452.00	\$412.00
	9	\$508.50	\$463.50
	10	Season Pass	Season Pass
11	\$555	\$475	

Resort Entry Evening	
POS*	Online
\$0.00	\$0.00

Above: Resort Entry Evening Pass Product is primarily issued by ATS at POS to evening only guests arriving after 5pm & leaving the resort prior to 12pm. Also available online for those expecting to arrive late.

Season Permits	POS	Online	Season Permits Upgrades	POS Only
Falls Creek Early Bird	n/a	\$375	FC EB - All Resorts EB	\$225.00
Early Bird + 65	n/a	\$325	FC EB+65 - All Resorts EB	\$275.00
Falls Creek	\$555.00	\$475	FC EB - All Resorts	\$412.00
Falls Creek Over 65's	\$440.00	\$380	FC EB+65 - All Resorts	\$462.00
All Resorts Early Bird	NA	\$600	FC Online - All Resorts	\$312.00
All Resorts	\$787.00	\$787	FC POS - All Resorts	\$237.00
Falls Creek Guest Services	\$375.00	NA	FC 65+ Online - All Resorts	\$407.00
Falls Creek Transferable	\$650.00	\$650	FC 65+ POS - All Resorts	\$347.00
Falls Creek MTN Staff	\$375.00	NA	FC Online - FC Trans	\$175.00
Replacement Pass	\$30.00	NA	FC POS - FC Trans	\$95.00
Authorised - Paid		NA	FC EB - FC Trans	\$275.00
Oversnow - Snowmobile	\$100.00	NA	FC 65+ Online - FC Trans	\$270.00
Oversnow - 4 Track	\$40.00	NA	FC 65+ POS - FC Trans	\$210.00
			FC 65+ EB - FC Trans	\$325.00

Other Permits	POS	Online	Notes
Bus (Adult)	\$18.50	n/a	per adult per entry
Bus (Child)	\$9.50	n/a	per child per entry
Bus (School)	\$9.50	n/a	per person per entry
Trailer	\$18.50	n/a	per day
Motorbike	\$18.50	n/a	per day
ATS Adult One Way	\$24.00		
ATS Adult Return	\$39.00	ATS child < 5	FOC
ATS Child One Way	\$18.00	ATS season	\$210.00
ATS Adult Return	\$24.00	ATS Taxi 1 way	\$95.00
ATS Baggage	\$8.00	ATS taxi return	\$170.00

Notes:

- 1 Where guests are staying for over 9 days, a season's pass should be offered as this is cheaper per day.
- 2 All Passes delivered are subject to a \$7 fee to cover Registered Postage and Administration.
- 3 Any person entering the resort by Bus or Taxi between the ages of 5 - 17 will be eligible for the reduced child concession rate. Proof of age may be required upon request.
- 4 Passes for Cars (Short Term/Seasons) are available to privately registered motor vehicles (less than 13 seating capacity) excluding commercial vehicles.
- 5 Commercial Passenger Vehicles - Means any motor vehicle which is used or intended to be used for carrying passengers for hire or reward. Commercial passenger vehicles including small commuter cars/buses (with less than 13 seats), are not eligible for a Resort Entry Season Pass.
- 6 The above pricing has been approved by the Minister within our Corporate Plan (January 2019)

Insert reference to associated policies – i.e Board Policy 3.1 Resort Entry

Appendix C: Complimentary Short-Term Resort Entry Form



FallsCreek

2019 Request for Special Access (Complimentary)

Request from Accommodation Operator / Business / Name _____

Name of Applicant _____

**This table shows all the details requested.-

Driver Name	Registration Number	Number of People	POST CODE	Date into resort	Date out of resort	BOOKING NUMBER

Staying at: _____

Reason for Access: _____

Office Use Only:

Authorised Signature:

Date: ____ / ____ / ____

Conditions:

Requests for Special Access (Complimentary) Resort Entry are carefully scrutinised/reviewed. There are strict FCRM guidelines/policies that determine eligibility for Complimentary Resort Entry Permits. Please contact FCRM to determine requirements - 03 5758 1200.

Falls Creek Resort Management (FCRM) collects Resort Entry fees to fund a range of visitor services including but not limited to, ski patrol, snow clearing, car parking, public transport, visitor information and promotional events. Complimentary Resort Entry will only be issued for approved purposes that are of benefit to the whole Resort

- ☐ Requests must be emailed to the FCRM Corporate Office **no later than 24 hours prior** to the arrival of guests or by Friday 4PM for weekend visitors (**48 hours advanced notice**).
- ☐ No Complimentary Resort Entry requests will be processed during weekend hours. The onus to submit appropriate paperwork is the responsibility of the requestor. Therefore, any person not adhering to the above timeline will be required to pay all required/associated Resort Entry fees. No refunds will be issued.

Phone: (03) 5758 1202 Email: fcrm@falls creek.com.au

Conditions:***Bands/Entertainers***

Artists performing at an advertised open function held by a Falls Creek commercial business may be granted Complimentary Resort Entry (only for the night/s of performance – proof of performance details required)

If adequate notice (as stipulated above) is not provided, NO Complimentary Resort Entry Pass will be issued and bands/entertainers will be required to pay Resort Entry charges for the duration of their stay upon entry into the Resort. There will be no exception to this ruling.

Trades People

Complimentary Resort Entry will be issued for the purpose of emergency repairs and construction projects until the commencement of the Victorian School Holidays (4PM 30th June 2018). After this time, service personnel will be required to pay standard Resort Entry fees for the term of their visit

If adequate notice (as stipulated above) is not provided, NO Complimentary Resort Entry Pass will be issued and Trades person will be required to pay Resort Entry charges for the duration of their stay upon entry into the Resort. There will be no exception to this ruling.

Media

Approval for Complimentary Resort Entry on this basis is subject to media coverage that is of benefit to the entire Falls Creek Resort (not business/operator). Any request must be submitted by way of this Complimentary Resort Entry Request Form with evidence of the nature and duration of visit supplied.

If adequate notice (as stipulated above) is not provided, NO Complimentary Resort Entry Pass will be issued and media representatives will be required to pay Resort Entry charges for the duration of their stay upon entry into the Resort. There will be no exception to this ruling.

- ☐ A FCRM Corporate Office representative will contact applicant to advise of approved or decline applications
- ☐ Complimentary Resort Entry tickets are unable to be printed or placed on an Account by Howman's Gap/Visitor Information Centre Resort Entry Ticket Box Staff without prior approval from the FCRM Administration Office. These FCRM representatives do not have the appropriate authority or IT functionality. Therefore all requests must be submitted during business hours prior to the weekend arrival of guests.
- ☐ All Complimentary Resort Entry requests must be pre-entered into the FCRM computer system by FCRM Corporate Administration Employees for collection at the Howman's Gap/Visitor Information Resort Entry Ticket Boxes. All requests are subject to approval by the FCRM CEO and Management Team and any breach of the Terms and Conditions of the Falls Creek Resort Entry Policy may result in the persons/company involved/responsible being restricted from accessing further Complimentary Resort Entry privileges.
- ☐ Any approved Resort Entry permit is to be collected at the Howman's Gap Ticket Box or ATS upon arrival. Ticket reference **listed under the driver's name**.
- ☐ Please include any other relevant information/requested supporting documentation.
- ☐ Infringement Notices will apply for any vehicle not displaying the appropriate Resort Entry permit. These penalties will not be withdrawn.

ACKNOWLEDGEMENT: I hereby acknowledge that I have read and understood these Conditions and that the information supplied by me in the Applications Form is correct. I will inform the Board immediately should any change in circumstance occur which will affect eligibility for this Pass

Signature: _____ Date: ____/____/____