

Work Practice MC5.1

2021 Resort Entry

INTRODUCTION

The Alpine Resorts (Management) Regulations 2020 define the basis for determining entry fees and authorised areas of use for all vehicles entering an Alpine Resort. It is the responsibility of Falls Creek Resort Management (**FCRM**) to ensure the regulations are followed.

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

Valid Permit types include:

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

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

The criteria for issuing of these various Permit types are outlined in this Work Practice. The fee to be charged for each Permit 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](#)).

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

The imposition of restrictions imposed by the Victorian Government due to coronavirus (COVID-19) which prevents the normal operation of activities undertaken during the snow season. Such restrictions limit mass gathering, may see State and International borders remain closed, limited access to the resort area or may reinstate 'stay at home orders'. The Terms & Conditions of Purchase of a Resort Entry Permit have been revised for 2021. These revisions offer a level of comfort to Purchasers of any Resort Entry Permit while ensuring the reasons for refunds are clear. Refunds will be granted if FCRM are satisfied that the criteria are met. For further information please [refer to Section 19](#).

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PURPOSE

The purpose of this work practice is to ensure:

- Application of the Alpine Resorts (Management) Regulations 2020;
- 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.

PERMIT TYPE DEFINITION

SEASON PERMIT

Owners of privately registered vehicles, including mountain staff, can purchase a Season Permit at the rate approved by Falls Creek Alpine Resort Management Board (**'Board'**). To be eligible for the early bird rates all purchases must be made online [www.fallscreek.com.au] prior to the set end date of the Early Bird promotion. A Season Permit is for the duration of the Declared Snow Season unless stated otherwise.

Under the *Alpine Resorts (Management) Regulations 2020 ('Regulations')*, the Board has set a Season Permit fee for the purpose of entering the Falls Creek Alpine Resort during the Declared Snow Season (**'Season'**). The Season Permit fee applies to private motor vehicles only that seat less than 10 passengers. 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 Permit to access Falls Creek Alpine Resort. Per passenger rates apply to these vehicles.

The Season Permit entitles day and/or overnight entry to Falls Creek only. This ticket is not transferable. Vehicles are to be parked as directed according to the nature of the visit. Season Permit 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 Permit. Seasons Permits are not refundable for any reason other than those listed in the Season Permit Terms & Conditions.

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

All online sales will automatically offer a Season Permit 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 Permit.

SHORT TERM RESORT ENTRY PERMIT

Owners of privately registered vehicles can purchase Short Term resort entry permits for one or more days. This permit 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 (evening) will receive complimentary entry. A valid permit is still required to be displayed on your dashboard.

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Short term resort entry permits may be purchased online at a discount or at Howmans Gap ticket office, ATS terminal, 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 printable permit for the car dashboard. 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 Permit may upgrade to a Season Permit by returning the original permit and paying the difference between the Season Permit price and the entry fee paid for the currently valid Permit.

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

LOADING ZONE PERMIT

Loading Zone permits are complimentary and issued to commercial delivery vehicles only. This Permit 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 Permit will not be permitted to load/unload at these locations.

ROAD 24 PERMIT (HOWMAN'S GAP)

This Permit 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 Permit 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.

RESIDENT PERMIT

Resident Permits are complimentary and issued to permanent residents of Falls Creek who provide evidence of permanent residency and approved by FCRM once satisfied that the conditions of residency have been met. This Permit is annual and allows village access during summer periods of village restriction. During the declared winter season this permit has the same restrictions as the Mountain Staff Permit. Proof of 12 months of residency must be provided. [\(Refer to Section 13.a\)](#)

EMERGENCY SERVICES PERMIT

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

MOUNTAIN STAFF PERMIT

Mountain Staff permits 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 permit has restrictions on parking and no village access. The mountain staff day car parking is available in

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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 permit does not allow Staff access to the Slalom Day Car Park or the Gully Day Car Park. ([Refer to Section 13.b](#))

OTHER PERMITS (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

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.

Regional schools, within the Ovens Murray (includes, Alpine, Benalla, Indigo, Tawonga, Wangaratta and Wodonga, excludes Mansfield) may be granted 50% off school concession rate. 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.

Howmans Gap & Outdoor School, 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 FCRM 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.

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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 FCRM.

(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 Permit 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) Motorbikes

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 manifests must be provided to FCRM prior to arrival.

AUTHORISED PERMIT

Complimentary and paid Permit issued to eligible stakeholders. This Permit 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 Permit holders can park in the designated parking area for Authorised Permit Holders. This is a year-round permit. ([Refer section 16](#))

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SPECIAL ACCESS PERMIT (Manual Voucher)

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

COMPLEMENTRY AND CONCESSIONAL ENTRY

COMPLIMENTARY AND CONCESSIONAL PERMIT- APPROVAL

General principles on issue of ALL complimentary Permits

Permits 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”)**

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

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

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COMPLIMENTARY SEASON PERMITS

Complimentary permits 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 Permits ([Refer to Section 1](#)), this complimentary Permit entitles the holder to Resort Entry day and/or overnight public parking. Complimentary season permit 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 permit must reside at Falls Creek year-round. Permanent residents will be required to produce evidence of a valid Falls Creek residential address including a driver's licence, electoral role registration or other documentation. Applicants must also sign a Statutory Declaration stating they have lived within the resort for at least 240 days prior to applying for a permanent resident's permit.

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.
- They must provide a Statutory Declaration stating they are full time Falls Creek residents

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

All applications are subject to approval by the CEO and ELT members.

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 Permit for a vehicle registered in their name. Employees must comply with the conditions of the Permit, including parking of vehicles in the designated staff parking area.

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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 permit 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 Permit if they provide a letter from Falls Creek Primary School confirming that their child is enrolled at Falls Creek Primary School.

(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 permit 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 permits for all Doctors working at the Falls Creek Medical Centre as approved by the CEO. Reception staff will be issued with complimentary resort entry Permit (Not Emergency Service Permit). Maximum Permits to be issued include 12 doctors and 4 reception staff.

(f) Over 65 Community Contribution

The Board has currently endorsed ongoing complimentary Authorised Permits 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 Permit for a year-round teacher.

(h) Complimentary Season Permits – Other

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

CONCESSIONAL SEASON PERMITS

Pension Groups:

Visitors over the age of 65 are eligible for a discount for Season Permits only ([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 Permit 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.

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COMPLIMENTARY OR CONCESSIONAL SHORT-TERM PERMITS

Complimentary or concessional short-term resort entry permits 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 Permit 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 Permit 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 Permit 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). Permit 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.

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 gate, 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.

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(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 2021 Declared Snow Season ([see Appendix A](#)). Prior arrangement for visits must be made at least 48 hours in advance with FCRM. Permit 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. Permit 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. Permit issue is subject to approval by FCRM.

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

(g) Australian Professional Snowsport Instructors (APSI) and Australian Ski Patrol Association (ASPA):

Scheduled APSI and ASPA training courses and activities, trainers, examiners, key personnel, and the National Education Team are granted access whilst participating in APSI or ASPA activities. APSI and ASPA is to supply details beforehand. APSI recognises FCRM 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 FCRM. Permit issue is subject to approval by FCRM

(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. Permit issue is subject to approval by FCRM.

(i) Sponsors:

FCRM sponsors are granted resort entry, usually as part of an approved sponsorship agreement. Permit 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 Permit for each working visit. After this period complimentary Resort Entry Permits will only be issued for emergency repairs.

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(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 Permit Holders:

Holders of Seasons Permits 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 Permit may be transferred in accordance with the related Seasons Permit 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 permits are subject to the same restrictions as Seasons Permits. 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.

(p) Emergency Services (SES, CFA, MFB, Ambulance, Vic Police, Forest Fire Victoria)

People with valid Emergency Service memberships are eligible for a discount ([See Appendix A](#)). Emergency service licence/memberships 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.

AUTHORISED PERMITS

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

Authorised Permits 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 Permit is a condition of the licence or authority); [Refer to Section 16.a](#)**

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

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- (a) A commercial site / lodge operating multiple commercial businesses (e.g. 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 Permits in each case on request. Businesses granted additional permits will continue to be issued with Authorised Permits 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 Permits negotiated above the approved allocation will be purchased at the same rate as Falls Creek Ski Lifts. Approval for additional Permits shall be approved by FCRM.
- (b) The current contra agreement with Falls Creek Ski Lifts Pty Ltd provides for:
- four authorised entry Permits; and
 - additional permits to meet their operational needs are to be purchased. The rate charged for these permits 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 Permit.

The following are not eligible for an Authorised Permit:

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

All Applications for Authorised Permits must be submitted by the 1st of May and are subject to approval by CEO (or Delegate – i.e. Director or CFO). Applications received after this date will be required to pay the applicable administration fee.

SPECIAL ACCESS PERMITS (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.

REPLACEMENT PERMITS

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

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No replacement or refund will be made for loss of Permit, in the event of poor snow conditions, or if any lift service or other facility is not operating or open. The Supplier will not under any circumstances provide a refund for Permits purchased online.

AFFECTS TO DECLARED SNOW SEASON DUE TO CORONAVIRUS (COVID-19)

The imposition of restrictions imposed under the Declared State of Emergency due to coronavirus (COVID-19) which prevents the normal operation of activities undertaken during the snow season. Such restrictions limit mass gathering, may see State and International borders remain closed and limited access to the resort area. The Terms & Conditions ([see full T&Cs on website](#)) for purchase of a Resort Entry Season Permit have been amended in 2021 to allow guests to request a refund if FCRM are satisfied that the below terms have been met;

1. Subject to Conditions 13 to 15 (inclusive), the Supplier will refund Permit Holders for payments made for Permits only in the following limited circumstances:
 - if the Resort is forced to close due to a Government Directive;
 - if the Victorian Government has issued "stay at home orders";
 - if Falls Creek Ski Lifts (operated by Vali Resorts) makes the determination not to operate the lifts for an extended period of time due to COVID19 and/or a Government Directive; or
 - where the Supplier is required by law to provide a refund.
2. If one of the events in Condition 12 occurs, the Permit Holder will be able to apply for a refund as follows:
 - a full refund of the price of the Permit if the Permit Holder has had access to the Resort for 7 days or less; or
 - a proportionate refund of the price of the Permit will be provided in accordance with the Pro-rata Refund Schedule accessible at www.fallscreek.com.au.
3. Refunds made in accordance with Condition 13 will only be made if:
 - the Permit Holder applies for a refund by 8 October 2021 via the FCRM online form which may be accessed via the Falls Creek website, www.fallscreek.com.au or, by contacting the Supplier directly at fcrm@fallscreek.com.au; and can show proof of purchase of the Permit; and
 - the Permit Holder returns the Permit to the Supplier via registered post (at its cost) within two weeks of receiving confirmation by the Supplier that the Purchaser has met the refund conditions.

As per the Term & Conditions of purchase refunds will not be issued for reasons outlined in clause 10 of the Resort Entry Season Permit [terms and conditions](#).

AUTHORISATIONS AND DOCUMENT PARAMETERS

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Work Practice MC5.1

2021 Resort Entry

First Adopted:	8 June 2016	Status: Draft/FINAL	FINAL
Last Amended:	8 May 2020	Next Review Date:	March 2021
Last Amendment approved by:	ELT	To be approved by:	ELT
Revision No:	1	Replaces:	MC5.1
Amendment summary:	<i>Update to 2020 information including the option of a refund for Early Bird and Over 65 customers due to COVID-19.</i>		

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2021 Resort Entry

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](#)
- [Allan Marsland](#)
- [Alan Pay](#)

Over 65 discounts for Season Permit

- [20%](#)

DWA discount for Short Term Resort Entry

- [20%](#)

Military discount for Short Term Resort Entry

- [20%](#)

Emergency Services (SES, CFA, MFB, Ambulance, Vic Police, Forest Fire Victoria)

- 20%


Replacement permit fee

- \$30

Work Practice MC5.1

2021 Resort Entry

Appendix B: Resort Entry Pricing 2021

Resort Entry Pricing 2021									
									
Resort Passes		Arrive Anytime Before 5PM			Arrive Anytime after 5pm				
Staying Off Mountain	Days	POS*	Online	Over 65's POS Only	Days	POS*	Online	Over 65's POS Only	
	1	\$59.00	\$52.50	\$47.20	1	\$0.00	\$0.00	\$0.00	
	2	\$118.00	\$105.00	\$94.40	2	\$59.00	\$52.50	\$47.20	
	3	\$177.00	\$157.50	\$141.60	3	\$118.00	\$105.00	\$94.40	
	4	\$236.00	\$210.00	\$188.80	4	\$177.00	\$157.50	\$141.60	
	5	\$295.00	\$262.50	\$236.00	5	\$236.00	\$210.00	\$188.80	
	6	\$354.00	\$315.00	\$283.20	6	\$295.00	\$262.50	\$236.00	
	7	\$413.00	\$367.50	\$330.40	7	\$354.00	\$315.00	\$283.20	
	8	\$472.00	\$420.00	\$377.60	8	\$413.00	\$367.50	\$330.40	
	9	\$531.00	\$472.50	\$424.80	9	\$472.00	\$420.00	\$377.60	
	10	Season Pass	Season Pass	Season	10	\$531.00	\$472.50	\$424.80	
	11	\$580	\$485	\$460.00	11	\$580	\$475.00	\$460	
Resort Entry Evening (after 5)									
		POS*	Online	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.					
		\$0.00	\$0.00						
Season Permits		POS	Online	Season Permits Upgrades		POS Only			
Falls Creek Early Bird		n/a	\$375	FC EB - All Resorts EB		n/a			
Early Bird + 65		n/a	\$325	FC EB+65 - All Resorts EB		n/a			
Falls Creek		\$580.00	\$485	FC EB - All Resorts		n/a			
Falls Creek Over 65's		\$460.00	\$385	FC EB+65 - All Resorts		n/a			
All Resorts Early Bird		N/A	N/A	FC Online - All Resorts		n/a			
All Resorts		N/A	N/A	FC POS - All Resorts		n/a			
Falls Creek Guest Services		\$375.00	N/A	FC 65+ Online - All Resorts		n/a			
Falls Creek Transferable		\$650.00	\$650	FC 65+ POS - All Resorts		n/a			
Falls Creek MTN Staff		\$375.00	N/A	FC Online - FC Trans		\$165.00			
Replacement Pass		\$30.00	N/A	FC POS - FC Trans		n/a			
Authorised - Paid		\$375.00	N/A	FC EB - FC Trans		\$275.00			
Oversnow - Snowmobile		\$100.00	N/A	FC 65+ Online - FC Trans		n/a			
Oversnow - 4 Track		\$40.00	N/A	FC 65+ POS - FC Trans		n/a			
				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		\$27.00							
ATS Adult Return		\$43.00	ATS child < 5	FOC	Family Pass return	\$120.00			
ATS Child One Way		\$20.00	ATS season	\$210.00	2 ad + 2 kids (5-16)				
ATS Child Return		\$27.00	ATS Taxi 1 way	\$100.00					
ATS Baggage		\$9.00	ATS taxi return	\$180.00					

Work Practice MC5.1

2021 Resort Entry

Notes:

- 1 Where guests are staying for over 9 days, a season's permit should be offered as this is cheaper per day.
- 2 All Permits 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 Permits for Cars (Short Term/Seasons) are available to privately registered motor vehicles (less than 10 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 Permit.
- 6 The above pricing has been approved by the Minister within our Corporate Plan ()

Work Practice MC5.1

2021 Resort Entry

Appendix C: Complimentary Short-Term Resort Entry Form

2021 Complimentary Permit

Application Short Term Complimentary Vehicle Permit



APPLICANTS DETAILS

NAME:

BUSINESS:

DRIVERS DETAILS

NAME:

PHONE: POST CODE:

EMAIL ADDRESS:

DETAILS

REGISTRATION:

DATE ARRIVING:

DATE DEPARTING:

REASON FOR ACCESS:

PASSENGER DETAILS

NAME:	PHONE:
NAME:	PHONE:
NAME:	PHONE:
NAME:	PHONE:

COMPLIMENTARY SHORT-TERM RESORT ENTRY PERMITS ARE ISSUED TO:

COMPLIMENTARY SHORT-TERM PERMITS

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 Permit issue is subject to approval by FCRM.

b. Government Officials:
Government Officials visiting the Resort on official business. Vehicles used on non-official business will be charged. Resort Entry Permit 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, DNS, AusNet Services, Ergas and AOL. (Subject to local licence agreement or essential services legislation). Permit 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.

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 2021 Declared Snow Season (see Appendix A). Prior arrangement for visits must be made at least 48 hours in advance with FCRM. Permit 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. Permit 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 licensee. 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. Permit issue is subject to approval by FCRM.

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

g. Australian Professional Snowsport Instructors (APSI) and Australian Ski Patrol Association (ASPA):
Scheduled APSI and ASPA training courses and activities, trainers, examiners, key personnel, and the National Education Team are granted access whilst participating in APSI or ASPA activities. APSI and ASPA is to supply details beforehand. APSI recognises FCRM 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 FCRM. Permit issue is subject to approval by FCRM.

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 Hopper Officials is as per sponsorship/partnership agreement. Permit issue is subject to approval by FCRM.

i. Sponsors:
FCRM sponsors are granted resort entry, usually as part of an approved sponsorship agreement. Permit 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 Permit for each working visit. After this period complimentary Resort Entry Permits 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 Permit Holders:
Holders of Seasons Permits 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 Permit may be transferred in accordance with the related Seasons Permit 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.

OFFICE USE ONLY LOCATOR #: 10

ISSUED BY:

ISSUED DATE:

APPROVED BY:

APPROVED DATE:

Falls Creek Resort Management
PO Box 50, Falls Creek, VIC 3699
Tel: (03) 5758 1200 Email: fcrm@falls-creek.com.au www.falls-creek.com.au