

Work Practice MC5.1

2025 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 Alpine Resorts Victoria (ARV) Falls Creek (**FC**) to ensure that the regulations are followed.

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.

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;**
- **Short Term Resort Entry Permit;**
- **Multiple days Short Term Resort Entry Permit;**
- **Loading Zone Permit;**
- **Road 24 Permit;**
- **Resident Permit;**
- **Emergency Services Permit;**
- **Mountain Staff Permit;**
- **Other Permits;**
- **Authorised Permit;**
- **Transferable Season Permit;**
- **Special Access Permit (manual voucher);**

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 Alpine Resorts Victoria (**ARV**) - Falls Creek, is included in the Corporate Plan and is subject to Ministerial approval. Prices may not be quoted until Ministerial approval has been received ([Refer to Appendix B for approved pricing](#)).



Work Practice MC5.1

2025 Resort Entry

PURPOSE

The purpose of this work practice is to ensure:

- Application of the Alpine Resorts (Management) Regulations 2020;
- Appropriate management of vehicles entering Alpine Resorts Victoria Falls Creek;
- 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 ARV – Fall Creek. 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 (6th April 2025). 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 ARV - 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 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 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 ARV - Falls Creek Resort 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 ARV - FC has approved entry into the Village for loading/unloading purposes.

Applicants are required to acknowledge acceptance of ARV – Falls Creek'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 ARV - Falls Creek. 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 Free of Charge entry to the resort. A valid permit is still required to be displayed on the vehicle dashboard.



Work Practice MC5.1

2025 Resort Entry

Short term resort entry permits may be purchased online or at the 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 vehicle dashboard. This ticket must be displayed on the vehicle on arrival. If a guest requires a change to the vehicle registration a change fee will apply at \$40 and the required documentation must be presented.

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.

Complimentary Permits are available as per the guidelines in this work practice. [Refer Section 15](#) for visitors eligible for complimentary entry and the approval process.

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 Howman's Gap Resort Entry). Transportation is available to and from Road 24, subject to requirements defined in the ARV – FC 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 employee confirming employment for the declared winter season. There is no parking in the day car parks or overnight car parks for these permit holders.

RESIDENT PERMIT

Resident Permits are complimentary and issued to permanent residents of ARV - Falls Creek who provide evidence of permanent residency and are approved by ARV - FC 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 allows Residents to park along the wall at Lower Windy Corner only. Proof of 12 months of residency must be provided. [\(Refer to Section 13.a\)](#)

EMERGENCY SERVICES PERMIT

Emergency Services Permit is a complimentary Permit that is issued to eligible emergency services personnel from SES, CFA, Victoria Police, Ambulance Victoria and FTE employees of Falls Creek Ski Patrol. This Permit allows access to the Village during all periods when the village is open to wheeled vehicles and parking as per the Residents Permit during the declared snow season when the village is closed 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.** [\(Refer to Section 13.d\)](#)



Work Practice MC5.1

2025 Resort Entry

MOUNTAIN STAFF PERMIT

Mountain Staff permits are discounted or complimentary resort entry issued to mountain staff who provide evidence from their employer confirming 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 designated areas as stipulated by ARV - FC. The Staff Day car parking is available in designated areas on Bogong High Plains Road between the ARV - FC Administration Building and Windy Corner. Overnight parking for all Mountain Staff is located at Howman's Gap (ticket box). A regular shuttle bus service will be operated by 4Site to ensure staff and their luggage are transferred safely between the ticket box and the village. This permit does not allow Staff to park in any carpark other than the areas listed above. In the event of termination of employment this pass becomes invalid and must be returned to ARV - Falls Creek Alpine Office ([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 Principle (or delegate) of the school is required to apply online via www.fallcreek.com.au and 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 online via www.fallcreek.com.au 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 ARV - FC

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 ARV - Falls Creek. This reciprocal arrangement is only valid for interschool competitions.

Regional schools, within the Ovens Murray (includes, Alpine, Benalla, Indigo, Towong, 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 online via www.fallcreek.com.au 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 ARV - FC.

Howmans Gap & Outdoor School, the school concession rate will apply for school groups only. Normal rates will apply otherwise. School Groups must apply online via www.fallcreek.com.au



Work Practice MC5.1

2025 Resort Entry

to **Request for School Group Concession** 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. Groups must apply online via www.fallcreek.com.au and be approved by ARV - FC 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 by ARV - FC 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 ARV – FC

Taxis and Limousines

Taxis and limousines are required to pay the bus rate for each passenger. Once guests have been dropped off to the resort the vehicle **cannot park and must leave the resort boundary** at the Howman's Gap ticket box. If driver's wish to park in the resort car parking for the day a short-term entry permit must be purchased for the vehicle at the day rate.

(d) Trailers

Trailers are not permitted to enter the 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 ARV - FC
- Required by a school or community group for luggage/equipment transport with prior authorisation by ARV - FC
- 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 ARV - FC 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

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

(e) Motorbikes

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

(f) Bicycles



Work Practice MC5.1

2025 Resort Entry

Entry to the Resort via bicycles is prohibited during winter as it is deemed a safety hazard.

(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 ARV - FC prior to arrival.

(g) On Foot

Entry to the Resort is prohibited by foot as it is deemed a safety hazard.

AUTHORISED PERMIT

Complimentary and paid Permits are issued to eligible stakeholders. This Permit allows entry to the Resort throughout the declared snow season and 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. [\(Refer section 16\)](#)

SPECIAL ACCESS PERMIT (Manual Voucher)

Allows access to the Village during periods of low/no snow to vehicles other than those displaying an Authorised or Emergency Services Permit. This permit requires a resort entry permit either paid or complimentary to be valid and must be approved by the General Manager, Head of Assets and Operations or Head of Visitor Experience only

COMPLIMENTARY 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:

- **General Manager (“GM”)**
- **Member of the Senior Leadership Team (“SLT”)**

Season Permits and Short-Term Visitor Permits may be issued on a complimentary basis.

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 GM.

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



Work Practice MC5.1

2025 Resort Entry

COMPLIMENTARY SEASON PERMITS

Complimentary permits may be issued to:

- **Permanent residents of Falls Creek;**
- **ARV - Falls Creek Alpine Resort Staff members;**
- **Residents not living in Falls Creek with children attending Falls Creek Primary School on a year-round basis;**
- **Residents not living in Falls Creek who are active members of the Falls Creek CFA or SES**
- **Falls Creek Medical Centre service provider**
- **People aged over 65 years who have made a significant contribution to Falls Creek;**
- **Falls Creek Primary School;**
- **Other; Special Recognition**

As stated above with Season Permits 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 or for Emergency Service Permit Holders.

(a) Permanent Residents

Applicants for a 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 such as a utility bill or rental agreement in the applicants name. 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 fulltime Falls Creek resident but currently live outside of the resort and state the reason.

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

All applications are subject to approval by the GM. With the exceptions listed in (c) and (d) below, residents of Howman's Gap or Bogong Village are not eligible for permanent resident status.

(b) ARV - Falls Creek Alpine Resort Staff Members

In accordance with the ARV - Employee Benefits Policy, all employees are entitled to ONE resort entry Mountain Staff Permit for a vehicle registered in their name. Permanent Alpine Resorts Victoria employees are eligible for an All Resorts Season Permit. Employees must comply with the conditions of the Permit, including parking vehicles in the designated staff parking area, this includes ARV employees that hold an All Resorts Season Permit.



Work Practice MC5.1

2025 Resort Entry

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.

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

A family not living in Falls Creek who has a child/children attending Falls Creek Primary School all year round 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 on a year round basis. Limit one per family.

(d) Residents not living in Falls Creek who are active members of the Falls Creek CFA, 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) Falls Creek Medical Centre

Falls Creek Medical Centre, as an ARV approved service provider, is entitled to Emergency Service permits for all Doctors working at the Falls Creek Medical Centre, as approved by the GM. Reception staff will be issued with a complimentary Resort Entry Permit (Not an Emergency Service Permit). Final determination of permits at the discretion of the GM.

(f) Community Contribution

ARV - Falls Creek Alpine Resort 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).
- Alpine Academy x 1 complimentary Season Permit.
- 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 Permits 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.



Work Practice MC5.1

2025 Resort Entry

COMPLIMENTARY OR CONCESSIONAL SHORT-TERM PERMITS

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

[See Appendix C for application form](#)

- **Military;**
- **Government Officials;**
- **Key Service Providers;**
- **Media;**
- **Travel Agents;**
- **Bands/Entertainers/Security;**
- **Australian Professional Snowsports Instructors (APSI);**
- **Ski Race Officials;**
- **Sponsors;**
- **Trades and Service People;**
- **Companion Card Holders;**
- **Season Permit Holders;**
- **Other;**
- **Pension Groups;**
- **DWA;**
- **Research Groups;**
- **Special Recognition**

(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 ARV - FC. 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 ARV - FC.

(c) **Key Service Providers (KSP):**

Key service providers will be issued with complimentary day entry on a trip-by-trip basis, provided they are driving a company branded vehicle and their visit is for work purposes. 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 ARV - FC. A register of emergency service vehicles listing registration details may be maintained where appropriate to facilitate resort entry for vehicle fleets.

Sales Representatives will be issued with complimentary day entry on a trip-by-trip basis. Prior arrangements for the visit must be made at least 48 hours online via www.fallcreek.com.au



Work Practice MC5.1

2025 Resort Entry

ARV - FC will advise of KSP requiring entry into the Resort to attend to commercial related business which will be updated within Intouch. At least 48 hours prior to the visit KSP will supply details of vehicles requiring access to the Resort (including registration details and trip intentions/reason for visit), unless in the case of an emergency. 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), ARV - FC 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 2025 Declared Snow Season ([see Appendix A](#)). Prior arrangements for visits must be made at least 48 hours in advance online via www.fallcreek.com.au with ARV - FC. Permit issue is subject to approval by an ARV - FC SLT member.

(e) Travel Agents:

Travel agents visiting the Resort as part of a pre-arranged familiarisation visit. Prior arrangements for the visit must be made at least 48 hours online via www.fallcreek.com.au in advance with ARV - FC. Permit issue is subject to approval by an ARV - FC SLT member.

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 arrangements for the visit must be made at least 48 hours in advance online via www.fallcreek.com.au with ARV - FC. Permit issue is subject to approval by ARV - FC.

Where there is a legal requirement to provide security, complimentary permits will be issued to the security service for the days/night of the event. 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 FCAR as a sponsor and provides promotion in accordance with a Sponsorship Agreement. Prior arrangements for the visit must be made at least 48 hours in advance with ARV - FC. Permit issue is subject to approval by ARV - FC

(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 ARV - FC.



Work Practice MC5.1

2025 Resort Entry

(i) Sponsors:

ARV - FC sponsors are granted resort entry, usually as part of an approved sponsorship agreement. Permit issue is subject to approval by ARV - FC. On some occasions, ARV - FC may support a sponsorship arrangement with another party through the provision of complimentary tickets for the length of stay (e.g. FC SL / 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 and must be applied for online via www.fallcreek.com.au. After this period complimentary Resort Entry Permits will only be issued for emergency repairs. Permits must be requested at least 48 hours prior to the visit unless in the case of emergency works. Permit issue is subject to approval by ARV - FC

(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 apply online via www.fallcreek.com.au for 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. ARV - FC 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 at a fee of \$40..

(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 Victoria Strategic Management Plan 2020-2025. The request must be approved by the GM.

(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 the 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 the point of purchase to receive this discount. This discount is only valid for members and carers.



Work Practice MC5.1

2025 Resort Entry

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:

- FCAR work vehicles,
- FCAR sponsorship vehicles
- Falls Creek Primary School Principal,
- Falls Creek Ski Lifts company owned work vehicles;
- 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);

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

- (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 ARV - FC.
- (b) The current agreement with Falls Creek Ski Lifts Pty Ltd (Vail Resorts) 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;
 - Official sponsorship vehicles; and
 - Falls Creek media manager one authorised permit.
- (c) The manager (year-round) of a single apartment complex with more than 100 beds will be eligible for an Authorised Permit.
- (d) 4SITE (contractor) whom manage the accommodation transport, car parking, freight, cleaning and garbage collection are eligible for an undefined amount of operational car and oversnow permits each snow season. These permits and requirements are to be approved by the ARV – FC GM in conjunction with the HAO.

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 15th of May 2025 and are subject to approval by the ARV – FC GM (or Delegate – i.e. HOM or HAO). Applications received after this date will be required to pay the applicable administration fee.



Work Practice MC5.1

2025 Resort Entry

SPECIAL ACCESS PERMITS (Village Access)

Village Access may be granted by the GM or a member of the Senior Leadership Team (SLT) for special access during the declared snow season (when wheeled vehicle access is permitted) 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 when wheeled vehicle access is permitted.
- Consultants providing staff training or other business services up until the start of the Victorian School Holidays.
- Other reason approved by the ARV – FC GM.

REPLACEMENT PERMITS

Replacement Permits are available subject to conditions and the payment of an administration fee.

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 ARV - FC for the 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 the current fee. Replacement permits can be authorised by ARV – FC GM, SLT and the Senior Guest Services Officer and must be applied for online via www.fallcreek.com.au

As per the Terms and Conditions of Purchase., 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.



Work Practice MC5.1

2025 Resort Entry

AUTHORISATIONS AND DOCUMENT PARAMETERS

Document Ref No & Title:	2		
Document File Path:			
Author:		Owner (Title):	SLT
Contributors:	Leigh Botfield Sarah Watt	Authorised By:	Dean De Santis
First Adopted:	8 June 2016	Status: Draft/FINAL	DRAFT
Last Amended:	January 2025	Next Review Date:	January 2026
Last Amendment approved by:	SLT	To be approved by:	SLT
Revision No:	1	Replaces:	MC5.1
Amendment summary:	<p><i>Removal of COVID statement and authorised permit allocations to Chairs, COO's and GM's of other Victorian Alpine Resorts as they will receive an All Resorts Season Permit.</i></p> <p><i>Inclusion of All Resort Season Permit for permanent ARV employees, addition of Emergency services permits for the FTE Ski Patrol.</i></p> <p><i>Updates to clarify the requirements for Residents Permit applications.</i></p>		



Work Practice MC5.1

2025 Resort Entry

Appendix A:

Media

- TBA by FCSL

Over 65 Contributors:

- Kevin Koetsveld
- Lee Lawther
- Rob Spargo
- Michael McNally
- Allan Marsland
- Alan Pay

Special Recognition

- Steve Lee

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

- \$40



Work Practice MC5.1

2025 Resort Entry

Appendix B: Resort Entry Pricing 2025

Resort Entry Pricing 2025									
Resort Passes		Arrive Anytime Before 5PM				Arrival Anytime After 5pm			
	Days	POS*	Online	Over 65's POS Only		Days	POS	Online	Over 65's POS Only
	1	\$67.00	\$67.00	\$53.60		1	\$0.00	\$0.00	\$0.00
	2	\$134.00	\$134.00	\$107.20		2	\$67.00	\$67.00	\$53.60
	3	\$201.00	\$201.00	\$160.80		3	\$134.00	\$134.00	\$107.20
	4	\$268.00	\$268.00	\$214.40		4	\$201.00	\$201.00	\$160.80
	5	\$335.00	\$335.00	\$268.00		5	\$268.00	\$268.00	\$214.40
	6	\$402.00	\$402.00	\$321.60		6	\$335.00	\$335.00	\$268.00
	7	\$469.00	\$469.00	\$375.20		7	\$402.00	\$402.00	\$321.60
	8	\$536.00	\$536.00	\$428.80		8	\$469.00	\$469.00	\$375.20
	9	Season Pass	Season Pass	Season Pass		9	\$536.00	\$536.00	\$428.80
	10	Season Pass	Season Pass	Season Pass		10	Season Pass	Season Pass	\$460.80
	11	\$785	\$599	\$628		11	\$785	\$599	
		Resort Entry Evening (after 5)		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 12am. Also available online for those expecting to arrive late.					
POS*		Online							
\$0.00	\$0.00								
Season Permits		POS	Online						
Falls Creek Early Bird		n/a	\$515						
Early Bird + 65		n/a	\$415						
Falls Creek		\$785.00	\$599						
Falls Creek Over 65's		\$700.00	\$480						
Falls Creek MTN Staff		\$275.00	NA						
Replacement Pass		\$40.00	NA						
Authorised - Paid		\$599.00	NA						
Oversnow - Snowmobile		\$40.00	NA						
Oversnow - 4 Track		\$40.00	NA						

Work Practice MC5.1

2025 Resort Entry

Other Permits	POS	Online	Notes
Bus (Adult)	\$22.00	n/a	per adult per entry
Bus (Child)	\$11.50	n/a	per child per entry
Bus (School)	\$11.00	n/a	per person per entry

Notes:

- Where guests are staying for over 9 days, a season's permit should be offered as this is cheaper per day.
- All Permits delivered are subject to a \$7 fee to cover Registered Postage and Administration.
- 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.
- Permits for Cars (Short Term/Seasons) are available to privately registered motor vehicles (less than 10 seating capacity) excluding commercial vehicles.
- 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.
- The above pricing has been approved by the ARV Board and Minister within our Corporate Plan.

Appendix C: Pro-Rata Special Circumstances Refund Table

SPECIAL CIRCUMSTANCES TABLE

As reference in the Terms and Conditions of Purchase.

Number of Days Permit Used	Refund Percentage (of purchase price)
0 days	100%
1 day	90%
2 days	80%
3 days	70%
4 days	60%
5 days	50%
6 days	40%
7 days	30%



Work Practice MC5.1

2025 Resort Entry

8 days	20%
9 days	10%
10 days +	0%

