

TERMS & CONDITIONS

LAKE MOUNTAIN ALPINE RESORT – MTB SHUTTLE SERVICE

By agreeing to this document, I understand that Lake Mountain Alpine Resort (LMAR) is not responsible for any injuries or damages to my bike incurred during the provision of this mountain biking trip/service. As the individual responsible for making this booking on behalf of multiple people, I accept responsibility/ have permission to accept these terms and conditions on behalf of all persons I am booking for.

- I understand that I am responsible for my own action and equipment at all times.
- I understand that I cannot hold LMAR liable for any injury or damage to equipment under any circumstances.
- Each rider is solely responsible for their own safety and for any injuries that may occur on the trails or when not in LMAR shuttle vehicles. Each rider is responsible to self-assess trails to match their skill level.
- I accept that LMAR is not responsible for any damages that may occur to my bike during transportation on the shuttles.
- I understand that if I miss my booked shuttle time, I am unable to utilise my booking for a later shuttle session or on a different date.

Order changes or cancellations by you:

If you wish to cancel your shuttle booking or are unable to fulfill your booking, the following terms apply.

Wanting to change your shuttle date or session time:

- Each customer is eligible to action 1 date or session time swap, 3 days prior to the originally selected shuttle date. (If your shuttle is booked for Saturday, you must contact us by 12pm on the Wednesday)
- You must contact us at admin.lakemountain@alpineresorts.vic.gov.au at least 3 days prior to allow for one of our staff members to get in contact with you. Please ensure you email through your request as we will not make any changes over the phone.
- Any requested changes made less than 3 days prior to the booking or on the day of the booking will incur an **administration fee of 30%** of the total booking amount, charged to the credit card used for the initial booking.

Our **NO** refund policy:

- If we are running our shuttle service and you choose not to use your booking due to not liking the weather, there is no refund.
- Our no refund policy also covers, but is not limited to change of mind, bike mechanical issues, if you decide to drive to the resort yourself, if you miss the booked shuttle session or if your request to change your shuttle date/ session time was submitted after the 3 days prior and you decide not to utilise your purchased service.
- If you do not utilise your shuttle booking for any reason, your booking will be forfeited, and the **funds will go towards the maintenance and development of the mountain bike trails at Lake Mountain.**



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Cancellations by Lake Mountain:

- In the event of severe weather conditions, LMAR has the right to cancel or call off shuttles at any stage and in the event of a cancellation by LMAR, riders will receive a refund for the full amount of their shuttle booking.
- LMAR reserves the right to alter shuttle drop off locations to lower areas of the mountain in the event of severe weather conditions. Events affecting shuttle service on the day include but are not restricted to fallen trees; other vehicles on the shuttle road, road works, or unforeseen non-LMAR road-based events. If shuttles cannot reasonably resume within 2- hours, LMAR will refund your shuttle booking.

How does the shuttle service work on the day?

1. You will arrive at the shuttle pick up point (Peppers Carpark- 32 Murchison St Marysville) at least 15-minutes prior to your shuttle departure time with all of your gear and friends, ready to check in.
2. You will show the shuttle driver the QR code on your confirmation email and they will check you in
3. Once checked in, you will be advised to load your bike onto the trailer. Each customer must load and un-load their own bikes. Please ensure you have no loose items or drink bottles left on the bike for the duration of the trip.
4. Jump on the shuttle, socialise with the other riders and enjoy the 30-minute shuttle service to Lake Mountain. The driver will point out key locations and information to help you along your ride, especially if it is your first time!
5. When you arrive at the resort, you will unload your bike and have the opportunity to hit the bathrooms, grab some snacks, get those insta worthy pics and then ride the trail.



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