

TERMS & CONDITIONS

LAKE MOUNTAIN TOBOGGAN RUN

Important Conditions of Toboggan Run

These Terms and Conditions ("Conditions") apply to all Toboggan Run tickets purchased through Lake Mountain, whether online or onsite.

By purchasing a ticket, entering the Toboggan Run, accessing the Magic Carpet, using a toboggan, guests acknowledge that they have read, understood and agreed to be bound by these Conditions.

Guest Responsibility

1. Guests are responsible for assessing weather and slope conditions before entering Lake Mountain Alpine Resort.
2. Prior to visiting, guests are required to review Lake Mountain's:
 - a. Snow Reports;
 - b. Live Snow Cameras;
 - c. Weather Forecasts; and
 - d. Other information contained on the Lake Mountain website
3. Snow and weather conditions are variable and may change throughout the day without notice; participants are required to be adequately prepared.
4. Lake Mountain does not guarantee natural snowfall, specific snow depth, snow quality, toboggan slope conditions, weather conditions, visibility, or temperature.

Toboggan Run Access

1. Ticketed tobogganing is only permitted within designated Lake Mountain Toboggan Run areas.
2. Designated toboggan areas may include:
 - Mini Run
 - Village Run
 - Koala Creek Run
3. Access to the Toboggan Run is only permitted with a valid ticket for the applicable session or operating day.
4. Lake Mountain reserves the right to:
 - limit capacity;

- restrict access;
- redirect guests;
- rotate facilities;
- close sections of the Toboggan Run;
- alter operating hours;
- modify session arrangements;

at any time for safety, operational, maintenance, weather, environmental or capacity reasons.

Ticket Types and Inclusions

Single Toboggan Ticket (6 years or over)

1. A Single Toboggan Ticket is required for guests aged six (6) years and over.
2. A Single Toboggan Ticket provides access to designated Toboggan Run areas during operating hours on the date of use.
3. A Single Toboggan Ticket includes the use of a compliant toboggan provided by Lake Mountain.
4. A Single Toboggan Ticket includes the use of available Magic Carpets when operational.

Child Toboggan Ticket (5 years or under)

1. A Child Toboggan Ticket applies to children aged five (5) years and under.
2. A Child Toboggan Ticket does not include a toboggan hire.
3. Children holding a Child Toboggan Ticket must be accompanied and supervised by an adult holding a valid Single Toboggan Ticket.
4. Parents and guardians remain responsible for children at all times.

General Ticket Conditions

1. A Toboggan Run ticket provides access to Toboggan Run only.
2. A ticket does not guarantee:
 - specific snow conditions;
 - access to any particular run;
 - operation of all Magic Carpets;
 - operation of all park facilities; or
 - exclusive use of any area.
3. Access to runs, attractions and facilities may vary due to:
 - weather conditions;

- snow coverage;
 - maintenance;
 - operational requirements;
 - safety considerations; and
 - capacity limits.
4. Lake Mountain reserves the right to modify ticket products, prices, operating hours and inclusions without notice.

Magic Carpet Operations

1. Lake Mountain operates multiple Magic Carpets within the Toboggan Run, including Magic Carpets servicing the Village Run and Mini Run.
2. Magic Carpets are provided to assist guests in accessing toboggan slopes but are not guaranteed as part of the ticket purchase.
3. Lake Mountain will make reasonable efforts to operate all Magic Carpets; however, operation cannot be guaranteed at all times.
4. A Magic Carpet may be temporarily unavailable due to:
 - routine maintenance;
 - emergency repairs;
 - mechanical breakdown;
 - weather conditions;
 - safety requirements;
 - power interruption; or
 - circumstances beyond Lake Mountain's control.
5. Where a Magic Carpet is unavailable, guests may be required to walk to the top of the toboggan slope.
6. Closure or interruption of one or more Magic Carpets does not invalidate a Toboggan Run ticket.
7. Guests must use the Magic Carpet in accordance with staff directions, signage and safety requirements at all times. Lake Mountain may refuse Magic Carpet access to any guest whose behavior is considered negligent or unsafe.
8. No refund, credit, compensation, session extension or cancellation will be provided solely because:
 - Magic Carpet is unavailable;
 - guests are required to walk up the slope; or
 - one or more runs are temporarily unavailable.

9. Lake Mountain reserves the right to close any Magic Carpet, run or attraction where necessary for maintenance, repairs, operational requirements or safety.

Toboggan Slope Conditions

1. Natural snowfall cannot be guaranteed.
2. Lake Mountain utilizes snowmaking infrastructure, including snow factory technology, to assist with maintaining snow coverage within the Toboggan Run.
3. Snow coverage, depth, and quality will vary throughout the season.
4. Guests acknowledge that machine-made snow, icy surfaces, lumps, ruts, bumps, patchy coverage, exposed grass, mud and varying snow conditions are normal alpine conditions.
5. Dissatisfaction with snow conditions does not constitute grounds for a refund where the Toboggan Run remains open and operational.

Toboggans and Equipment

1. Only Lake Mountain supplied and compliant toboggans may be used within the Toboggan Run.
2. Privately owned toboggans are not permitted.
3. All equipment must be used in accordance with staff instructions and displayed signage.
4. Guests must not intentionally damage, alter or misuse any equipment.
5. Any issued equipment remains on the property of Lake Mountain and must be returned after use.

Safety and Conduct

1. Guests must comply with all signage and staff directions.
2. Tobogganing is only permitted within designated areas.
3. Guests participate in tobogganing activities at their own risk.
4. Guests acknowledge that snow activities involve inherent risks including:
 - slips and falls;
 - collisions;
 - changing snow conditions;
 - uneven terrain;
 - weather-related hazards; and
 - equipment malfunction.
 - Such risks may result in serious injury or death
5. Lake Mountain reserves the right to refuse entry or remove any guest whose behavior is:

- unsafe;
 - reckless;
 - abusive;
 - disruptive; or
 - contrary to staff instructions.
6. Guests removed for safety or behavioral reasons will not be entitled to a refund.

Refunds and Cancellations

1. All ticket purchases are subject to Lake Mountain's published Refund and Cancellation Policy.
2. **NO** refund, credit, compensation or transfer will be provided for:
 - missed sessions;
 - late arrival;
 - failure to attend;
 - guest change of mind;
 - snow coverage;
 - weather conditions;
 - closure of individual attractions;
 - closure of one or more Magic Carpets;
 - maintenance activities;
 - guests being required to walk to the top of a slope;
 - queue times;
 - parking delays; or
 - dissatisfaction with snow conditions where Toboggan Run remains open.
3. Guests who choose not to participate after entering the resort are not entitled to a refund.
4. If Lake Mountain closes the Toboggan Run entirely due to operational, weather or safety reasons, guests may be eligible for a refund, credit or transfer in accordance with the applicable refund policy.
5. Any approved refund will be processed to the original payment method used for the booking.