



PERISHER TERMS AND CONDITIONS

DISPUTE RESOLUTION PROCEDURES

If you are dissatisfied with a product or service provided by Perisher, you should inform Perisher Guest Services promptly. You can inform Guest Services by:

- by calling 1300 655 822 between 9am to 5pm daily during the ski season or between 9am and 4.00pm on work days outside of the ski season;
- sending a letter to Perisher's postal address at PO Box 42, Perisher Valley, NSW, 2624;
- emailing Perisher Guest Services email address at info@perisher.com.au

Each complaint is registered in the Guest Service's system and is dealt with according to documented internal dispute resolution processes at no charge to the Guest.

If Perisher is unable to resolve your complaint immediately, Perisher will write to you within 10 business days either:

- addressing the issue(s) raised; or
- advising if more time is needed to address the issue(s) or to complete the investigation.

In all but exceptional cases Perisher will take less than 45 days from receiving a complaint to address the issue(s) raised or to complete the investigation. If Perisher is unable to do so within the 45 days, it will:

- inform the Guest of the reasons for the delay;
- provide the Guest with monthly updates on progress with the investigation;
- specify a date when a decision can reasonably be expected.

Where you are not satisfied with Perisher's response or handling of the complaint, you can contact the Guest Services Manager (info@perisher.com.au) who will attempt to resolve the complaint within five business days.