

2018 HERO PASS

Frequently Asked Questions – Payment and Card

When will I receive my Hero Pass?

Once full payment has been made, your 2018 Hero Pass will be automatically loaded onto your existing Snow Pass lift pass card.

What if I don't have a Snow Pass or have lost the card?

You will need to upload a colour head shot under "My Account" on the Hotham Online Store. A physical Snow Pass will then be posted to your nominated address or you can nominate to collect the Snow Pass at either resort upon your first 2018 winter visit.

When do you need a photo of me?

Any Child Hero Pass holder will be required to upload a new photo as well as anyone who has never owned a Snow Pass lift pass card before. All photos must be less than 2 years old. Mt Hotham and Falls Creek reserves the right to request a new photo if we deem the supplied photo is inappropriate or unidentifiable. Please do not wear any headwear, beanies or goggles as this distorts the photo.

Why does my bank statement show "Falls Creek eStore Falls Creek" but I purchased the Hero Pass at Hotham?

Due to the corporate relationship of Falls Creek and Mt Hotham alpine resorts, any hero Pass balance payment will be display on bank statements as "Falls Creek eStore Falls Creek.

What happens if I lose my season pass?

Please report your lost card to the ticket offices at Hotham or Falls Creek. A member of the ticket team will cancel the pass and reissue you with another Snow Pass card. A replacement of \$5 is payable at the time of reissuing.

What happens if I can't pay the balance in April 2017?

Please contact Hotham or Falls Cree before the automatic balance deduction date of 30 April 2018. A member of the ticket team will discuss the situation with you and identify any ways to help. Please note however, that a deposit and acceptance of the terms and conditions does make you liable to pay the full Hero Pass amount.

Regrettably the product cannot be cancelled nor can the deposit be refunded. If there are any advance concerns, we recommend the Refund Protection.



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Frequently Asked Questions – Benefit Redemption

How do I redeem your resort lift, hire and private lesson benefits?

You can print vouchers direct from “My Account” on the Hotham Online Store. Log into your account and vouchers can be found under “My Account” and then “Voucher History”. These will be available to print from 1 June 2018.

How do I redeem the international Steamboat 7-day lift pass?

Hero Pass holders who pay for the pass upfront in full in October 2017 will be able to take advantage of the 7-days free lift pass at Steamboat, Colorado in either northern winter 2017-2018.

Receive a lift pass ticket at Steamboat for every night of lodging booked through Steamboat Central Reservations. Once lodging has been confirmed, contact bookit@steamboat.com to receive complimentary lift tickets.

Please note, Steamboat's Kids Ski Free program does not apply with this offer. To find out more about kids pricing at Steamboat, please visit steamboat.com.

How do I redeem the Brown Brothers cellar door discount?

You can print out a voucher similar to the resort benefits. Go to “My Account” on the Hotham Online Store and access the Brown Brother voucher. Show this at Brown Brother Cellar Door either on your phone or as a printed voucher.

