



Booking and Payment Terms and Conditions Winter 2012

Confirmation and Deposit

To confirm your booking, all reservations require a deposit equal to 50% of the total cost payable within 7 days of your booking being made. The balance is payable one calendar month prior to arrival date.

- * **Bookings will be cancelled without notice if no deposit is received by the due date ***
- * **Last minute bookings within 30 days of arrival require 50% deposit at time of booking with balance due within 7 days of booking OR 7 days prior to arrival, whichever is sooner.**

PAYMENT

Direct Deposit, Visa and Mastercard are accepted (please refer to your payment options and conditions form attached).

CANCELLATION

If notice of cancellation is received in writing one calendar month or more prior to arrival date, the total cost of the booking less 15% will be refunded. If less than one calendar month notice is given, ALL MONIES PAID ARE FORFEITED (please refer to Travel Insurance information below). A change of date or accommodation is treated as a cancellation and a new booking made.

SNOW GUARANTEE

Hotham offers some of the most reliable skiing in Australia, however all skiers know that Mother Nature can be fickle. If, due to lack of snow, there are less than 3 lifts (inclusive of at least 1 lift that services an intermediate trail) operating at Hotham 2 days prior to the check in date of your snow holiday, you may choose to receive a credit or full refund on all pre-paid accommodation and lift company products. If you decide to wait less than 2 days before your check in date to see if further lifts open, the credit or refund will be granted based on the number of lifts operational due to lack of snow on the day you request a refund. You may not cancel your holiday on the check in date. This snow guarantee only applies if a lift cannot be opened due to a lack of snow on the major trail it services. The guarantee does not apply if lifts are on windhold ie. not able to be opened due to high winds, low visibility or a combination of these weather elements or undergoing temporary maintenance.

SECURITY DEPOSIT

Persons booking accommodation are responsible for any loss or damage to the property. A cash deposit of \$500 OR credit card imprint is required on arrival and prior to check in as a security deposit/bond – Visa and Mastercard only. This will be destroyed 14 days after your departure provided the property is left in a clean, tidy and undamaged condition.

CHECKIN

Checkin time is from 3.30pm.

CHECKOUT

Checkout is STRICTLY 10am. There will be no refund for early checkout. A late checkout fee will apply if the property is not vacated prior to or by this designated checkout time.

SETTLEMENT

Any incidental charges must be settled on or before checkout.

All prices are correct at time of printing but are subject to change without notice.

TRAVEL INSURANCE*

Travel insurance is HIGHLY recommended. It will cover you in the event of:

- Personal liability, death, accident or illness
- Damage or permanent loss of luggage and personal effects during travel
- Cancellation fees and lost deposits that you can't recover in any other way; if your journey is cancelled or shortened at any time through circumstances either expected, intended by you, or outside your control
- Road closures due to unexpected or untimely weather conditions.

**Conditions apply. Please see insurance form for Aussie Travel Cover.*