



## ***Booking and Payment Terms and Conditions Winter 2010***

### ***BOOKINGS BEFORE 1 JUNE, 2010***

Reservations made prior to 1 June 2010 will require a deposit equal to 50% of the total cost. This amount is payable within 7 days to confirm your booking. The balance is payable one calendar month prior to arrival date.

**\*\* Bookings will be cancelled without notice if no deposit is received within 7 days \*\***

### ***BOOKINGS AFTER 1 JUNE, 2010***

Reservations made after 1 June 2010 require 50% payment at the time of making the reservation with the balance payable 30 days prior to arrival. For bookings made within 30 days of arrival the full amount is due upon booking.

### ***PAYMENT***

Cheques should be made payable to Mount Hotham Reservation Centre. Direct Deposits and major credit cards are accepted - Visa, Mastercard, American Express, Bankcard and Diners. (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 months 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 wind hold – i.e. 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 it. A cash deposit of \$450 or a credit card imprint is required on arrival as a security deposit. Major credit cards are accepted - Visa, Mastercard, American Express, Bankcard and Diners. This will be destroyed 14 days after your departure provided the property is left in a clean, tidy and undamaged condition. The property key will not be given to guests until the Security Deposit is processed.

**CHECK IN**

Check in time is from 3.30pm.

**CHECK OUT**

Check out is STRICTLY 10.00am. There will be no refund for early checkout. A late checkout fee will apply if the property is not vacated prior to or at this time.

**AMENDMENTS**

Once your booking is confirmed with a deposit, any adjustments to it may incur a fee of \$25 per amendment. A change of dates or property does not apply.

**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. Or 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.