

## Booking & Cancellation Conditions

### PAYMENT

#### Online bookings

Full payment is required at the time of booking by credit card.

#### Direct bookings

DEPOSIT	Reservations of 1-3 nights -100% payable within 2 days of booking being made Reservations of 4 nights or more - 50% payable within 2 days of booking being made
FINAL BALANCE	Hotel rooms - due 4 weeks prior to arrival date Apartments - due 8 weeks prior to arrival date

### PAYMENT OPTIONS

- **Direct Debit** Only for direct bookings
- **Credit Card** Transaction fees apply. Mastercard & Visa 1% and American Express 1.6%

### CANCELLATION POLICY

1. **Up to 4 weeks (hotel rooms) and 8 weeks (apartments) prior to arrival date.** Written cancellations are accepted and refunds of deposits given subject to a cancellation fee of 10% of the total tariff. Requests for change of reservation dates are accepted subject to availability, any change in tariff and payment of an amendment fee of \$50.00.
2. **Within 4 weeks (hotel rooms) and 8 weeks (apartments) prior to arrival date.** Cancellations or requests for change of reservation dates are NOT accepted and NO refunds will be given unless ski guarantee related.
3. In relation to Ski Guarantee related cancellations, third party booking agents and travel agents may deduct a handling fee. Travel agent booking fees or commissions payable are not refundable. **Credit card transaction fees are not refundable.**

### INSURANCE

**We strongly recommend travel insurance against the loss of deposit in the event of having to cancel your reservation for whatever reason. For further information on snow travel insurance please go to**

<https://www.travelinsurancedirect.com.au/ski-and-snowboard-insurance>

### MT BULLER SNOW GUARANTEE

For information on the 2025 policy please go to

<https://www.mtbuller.com.au/Winter/planyourvisit/accommodation/snow-guarantee>

### ACCEPTANCE OF TERMS & CONDITIONS

By ticking the Terms & Conditions box you agree to be personally liable for all accommodation and ancillary costs charged to your room and for any loss or damage to the room during your stay.

### ONLINE RESERVATIONS

Please check that the number of persons, adults **and** children, you have booked for is accurate. It is against health, safety & fire regulations to have more than the allowed capacity of persons per hotel room or apartment. We may not be able to accommodate any additional unadvised guests who will have to source accommodation elsewhere. No refund will be given if the entire reservation has to be forfeited for non-compliance with this regulation.

### WEEKEND RESERVATIONS

It is hotel policy to only accept weekend bookings that include both the Friday & Saturday night. This may be varied in some instances on approval by management.

### BREAKFAST

**Hotel Room Guests** Full breakfast is included in rate

**Apartment Guests** This is a full buffet breakfast served in the restaurant. Room service unavailable. Apartment guests wishing to have breakfast **MUST** make a reservation the evening prior before 6pm.

**Walk-Ins on the day may have to wait until a table is available.**

**Breakfast Cost** Adults \$50.00 pp and Children 3-14 years \$40.00 pp

### APARTMENTS – SECURITY BOND

Apartment reservations require a Security Bond of \$750 payable on arrival at the hotel by credit card. Persons booking accommodation are responsible for any loss or damage to it. The bond is additional to the cost of the reservation and is fully refundable 2-5 days after departure providing the property is left in a **clean, tidy and undamaged condition**. Key cards will not be issued until the Security Bond is processed.

### APARTMENT KITCHENS

Full kitchens are available for the use of guests in all apartments. However, kitchens are not serviced and it is the responsibility of the guests if they elect to use the kitchen, to leave it as it was found or a cleaning charge of up to \$400.00 may be incurred.

### CHECK IN & OUT

**Check in** Guaranteed by 4:00pm

**Check out** 10:00am at the latest

Every effort is made to make rooms available as soon as possible after arrival, however, as we cannot guarantee room availability before 4:00pm, change facilities and secure luggage storage are available.

### RATES & SERVICES

All rates and services are subject to change without notice at the operator's discretion.