



Booking and Payment Terms and Conditions

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 60 days prior to arrival date.

*** Bookings will be cancelled without notice if no deposit is received by the due date.**

*** Where the balance is still unpaid within 60 days prior to arrival Hotham Holidays reserves the right to cancel your booking without further notice.**

*** Last minute bookings within 60 days of arrival require full payment at the time of booking.**

PAYMENT

Hotham Holidays accepts payment via Direct Deposit, Visa and Mastercard.

CANCELLATION

If notice of cancellation is received in writing 60 days or more prior to arrival date, the total cost of the booking less 15% will be refunded. If less than 60 days 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.

DYNAMIC PRICING AND RATES

Prices/Quotations are subject to change without notice. Any verbal or written quotes are subject to change and the price will be confirmed at time of booking. If a lower rate is published for your accommodations after your booking is confirmed this rate will not be honoured on your booking. Your rate cannot be amended once a booking is confirmed.

DISCLAIMER

The property that you have reserved may become unavailable due to circumstances beyond the control of Hotham Holidays. In such instances, Hotham Holidays will endeavour to place you in alternative accommodation, however, is unable to provide any guarantees in terms of the substitute accommodation.

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, icy conditions or a combination of these weather elements or undergoing temporary maintenance.

* Note: Not all properties are covered by the snow guarantee. Please contact Hotham Holidays or refer to the Hotham Holidays website for clarification.

SECURITY BONDS

Persons booking accommodation are responsible for any excessive cleaning charges, loss or damage inflicted on the property. A Credit Card Bond Pre-Authorisation of \$500 is processed upon Check-In. This is automatically cleared from the account within 4-6 business days depending on the banking institution. We accept Visa, MasterCard only. (Credit-debit cards are not accepted.) This will be destroyed 14 days after your departure provided the property is left in a clean, tidy and undamaged condition.

We will only process additional charges for which you are responsible as per the preauthorisation agreement signed at Check-In.

For Cash bonds the amount is \$500 and will be returned upon Check-Out once the property has been inspected and cleared for release.

CHECKIN

Check in 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*

Hotham Holidays will not be accountable for road closures, acts of nature or any reason as to why you are not able to attend your holiday. Therefore we highly recommend you purchased Travel Insurance to 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.*