

# TERMS & CONDITIONS

## STILLWELL HOTEL

### Please read all booking, payment, cancellation, and travel conditions below

By purchasing Stillwell Hotel Accommodation, you are agreeing to the terms and conditions below:

#### CHANGES & CANCELLATIONS TO RESERVATIONS

No changes will be made to bookings less than 14 days prior to arrival.

Guests whose Stillwell Hotel experience is not possible due to COVID-19 restrictions will receive complimentary transfer of their holiday or full refund. Transfer of dates must be made within 12 months of the original travel date.

Stillwell Hotel will provide cancellation, change of dates, credit forward or full refund on all prepaid accommodation if;

- You, a family member or travelling companion contract COVID-19 and are unable to travel on your intended dates; OR
- Government policies due to COVID 19 prevent you from travelling on your intended dates

If your circumstance meets any of the criteria listed above, please e-mail [resort@charlottepass.com.au](mailto:resort@charlottepass.com.au).

You will be required to provide supporting documentation when applying for a COVID 19 reservation change or cancellation to evidence the COVID 19 reservation change or cancellation has been met. All claims, with supporting documentation, are to be submitted no later than 24 hours prior to arrival. This policy is in addition to the standard booking terms and conditions provided by Stillwell Hotel. In the event of any inconsistencies between these, this policy shall take precedence.

#### GENERAL TERMS AND CONDITIONS

- Rates are per room, and up to 2 people. Inclusions are stipulated under each package type.
- Additional guest fees apply

We reserve the right to cancel or modify reservations where it appears that a customer has engaged or intends to engage in fraudulent, illegal or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error, or from an attempt to circumvent hotel policies, terms or conditions.

#### INTERNET BOOKINGS

You acknowledge that all accommodation advertisements, quotations and requests for reservations are subject to availability and cannot be guaranteed until booking confirmation is received.

The person making the booking will be deemed to have accepted these terms and conditions on behalf of all persons who will be staying or using the facilities.

You agree that you will make only legitimate bookings in good faith for use by you and your invited guests only, and not for other purposes, including without limitation, reselling, impermissibly assigning or posting on third party websites, or making speculative, false or fraudulent booking, or any booking in anticipation of demand.

#### ROOM REQUESTS

We reserve the right to change room type or room configuration prior to arrival.

#### DINING

El Toro Restaurant & Bar may close or reduce hours out of peak season. Opening hours are subject to change.

#### PAYMENT

Payment is taken at the time of booking. Once a booking is confirmed no subsequent discounts or specials will apply.

Payment is acknowledgement and acceptance of our terms and conditions.

Changes made to booking from shoulder to peak periods will incur a rate increase. Moving from peak to shoulder periods will continue at the original rate. All changes are subject to availability and at the discretion of the hotel.

Amendments to bookings where full payment has not been received and confirmed will attract an \$50 fee per person per amendment in addition to relevant rate increases. Where payment in full has been received and a booking confirmation issued, no amendment to bookings will be made

## CANCELLATIONS

**Room Only Non-Refundable** - If you have purchased a room on a non-refundable rate and you wish to cancel you will not receive a refund on notification of cancellation.

**Room Only Refundable** - If you have purchased a room on a refundable rate and you wish to cancel 14 days or more before your arrival date you will receive full refund. If you cancel within 14 days you will not receive a refund.

## CHECK IN

Check In Time is from 2.00pm. Should you choose to arrive before 2pm please pack a day bag with the things you will need to be able to hit the slopes.

## PHOTOGRAPHIC IDENTIFICATION AND CREDIT CARD

When you check-in you will be asked to provide photographic identification and a guarantee with a valid credit card, whereupon a pre-authorisation will be taken. If you are unable to provide such identification or credit card guarantee - your booking may be cancelled and any pre-payment you have made in relation to the booking will be forfeited.

## CHECK OUT

Check Out Time is 10.00am. You'll want to make the most of your time with us so after "check out"; we will store your bags until you are ready to leave.

## GETTING TO STILLWELL HOTEL – IMPORTANT INFORMATION

### SUMMER - PARKING (OCTOBER – MAY)

There is parking available at Stillwell Hotel during the summer months. Parking directly outside the hotel may be limited in peak periods.

The National Parks and Wildlife Service charge an Access fee for entering Kosciuszko National Park. Fees can be found here: <https://www.nationalparks.nsw.gov.au/visit-a-park/parks/kosciuszko-national-park/visitor-info#Fees-and-passes>

### WINTER - PARKING (JUNE – SEPTEMBER/OCTOBER)

The National Parks and Wildlife Service does not allow overnight parking in Perisher Valley Car Park between 12 midnight and 7am.

The hotel has no overnight parking in Perisher Valley. Free overnight and long-term parking is available at the Skitube located at Bullocks Flat.

The National Parks and Wildlife Service charge an Access fee for entering Kosciuszko National Park. Fees can be found here: <https://www.nationalparks.nsw.gov.au/visit-a-park/parks/kosciuszko-national-park/visitor-info#Fees-and-passes>

### WINTER - OVERSNOW (JUNE – SEPTEMBER/OCTOBER)

As Charlotte Pass Snow Resort is completely snowbound, Charlotte Pass Over Snow Transport is the only way to access the resort. You will need to book your oversnow transport. It is not included in your Stillwell Hotel Accommodation Reservation. A separate email will be sent to you on how to book.

The time of your departure to and from the resort will be shown on your transport tickets. Please note that you should be ready for your Over Snow Transport to and from the resort at least 15 minutes prior to the scheduled departure times on your tickets.

If you miss your ticketed departure times then you will have to wait for the next available Over Snow Transport, which may result in lengthy delays

**TRAVEL INSURANCE:** We strongly recommend you insure against loss of deposit or monies paid in the event of having to cancel your reservation due to unforeseen circumstances.

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