

# TERMS & CONDITIONS

## KOSCIUSZKO CHALET HOTEL

*Effective for all new bookings and transfers made after September 2021*

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

By purchasing Kosciuszko Chalet 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. This includes name changes to lift tickets.

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

The Kosciuszko Chalet 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. A PCR Covid test with the name of the person with Covid is required as proof of illness. (RAT tests are not accepted) 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 The Kosciuszko Chalet Hotel. In the event of any inconsistencies between these, this policy shall take precedence.

#### GENERAL TERMS AND CONDITIONS

- Rates: are per person. Inclusions are stipulated under each package type.
- A minimum 2-night stay applies.
- Child rates are 5 years to 13 years inclusive.
- Toddler rates are 3 - 4 years inclusive.
- Infant rate: 0 – 2 years inclusive

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.

#### THE KOSCIUSZKO CHALET HOTEL EARLY BIRD SALE

At the time of booking all added Mountain Products will be discounted by the applicable rate. This discount excludes Private Lessons. Bookings can be made for June, July and September.

Minimum 2-night Stay.

Payment must be made in full by the requested dates for the relevant discount to be applied. If the payment is not made by the due date it will default to normal rates.

#### ROOM REQUESTS

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

#### PAYMENT

Where a booking is made before 1 June, a 50% deposit must be paid to confirm the booking and balance must be paid 60 days prior to arrival or by 1 June, whichever is earlier. Where a booking is made on or after 1 June the amount must be paid in full at the time of booking.

Payment is acknowledgement and acceptance of our terms and conditions.

Once a booking is confirmed no subsequent discounts or specials will apply.

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

Where notice of cancellation is received in writing more than 60 days prior to arrival date, your pre-payment will be refunded less a cancellation fee of \$200. If notice is received within 30 – 59 days prior to arrival date, you will be refunded 50% of the total booking cost. Where a cancellation is received in writing 29 days or less than the arrival date, all monies paid are forfeited.

## PARKING

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, or we would recommend a shuttle service from Jindabyne to Perisher Valley.

## OVERSNOW

As Charlotte Pass Snow Resort is completely snowbound, Charlotte Pass Over Snow Transport is the only way to access the resort. 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.

## 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 access if exploring the mountain before check in.

## 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. We will store your bags until your departure time so that you can still explore the mountain.

## DAY RATES

If you require access to a room for day purposes only (no overnight stay) you will be able have access to a room at 50% of the daily rate to midday. Full rate to 4pm subject to availability. Cooking is strictly prohibited in all rooms

## HOTEL SNOW GUARANTEE

The Kosciuszko Chalet Hotel offers a snow guarantee to its guests. If the Kosi Carpet & Kosciuszko Triple Chair (to mid station) are not operating due to snow cover 5 days before your arrival, you can transfer your stay to another date in the 2022 season. The Snow Guarantee is all about giving you peace of mind.

The snow guarantee does not cover lifts not operating due to mechanical issues. Subject to availability. You may be required to pay additional amount when a package changes from off peak to peak season. No refund is given for changing from Peak to Off Peak. This is given as a credit.

## SNOW CONDITIONS

Under no circumstances can Charlotte Pass Snow Resort Pty Ltd be held responsible for snow or weather conditions. No package will be compensated due to snow or weather conditions. Please be advised, that travel insurance will not cover a cancellation based on weather conditions.

**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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