

TERMS & CONDITIONS

LUCY LODGE

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

By purchasing Lucy Lodge 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 Lucy Lodge 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.

Lucy Lodge 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.

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.
- Stay requirements are 2-, 5- and 7-night stays.

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 and 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

Continental breakfast is included in your package.

Lucy Lodge is open for lunch. There is no dinner service at Lucy Lodge. Dinner can be purchased at Stillwell Hotel or Kosciuszko Chalet Hotel. Reservations need to be made.

PAYMENT

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 a \$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 – 60 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 Lodge 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 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.

LUCY LODGE SNOW GUARANTEE

Lucy Lodge 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.

stay@charlottepass.com.au

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