

# TERMS & CONDITIONS

## KOSCIUSZKO CHALET HOTEL

**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

Bookings cancelled more than 60 days prior to the arrival date are subject to a cancellation fee of 10% of the total tariff. Bookings cancelled 30 to 60 days prior to the arrival date will incur a cancellation fee of 50% of the total cost. For those bookings cancelled less than 30 days prior to the arrival date, a cancellation fee of 100% of the total cost will be incurred (that is, there will be no refund).

No changes will be made to bookings less than 14 days prior to arrival. This includes date changes, name changes to lift tickets.

### GENERAL TERMS AND CONDITIONS

- Rates: are per person.
- Inclusions are stipulated under each package type.
- A minimum 2-night stay applies.
- Child rates: 4 years to 13 years inclusive.
- Infant rate: 0 – 3 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, August 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 May, a 50% deposit must be paid to confirm the booking and balance must be on or prior 30<sup>th</sup> April. Where a booking is made on or after 1 May 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.

### REFUNDS

- a. There are no refunds on any product pre-booked.
- b. No refunds are given to customers due to lack of snow or poor weather conditions, Power outages or other such events beyond CPSR's control.
- c. No refunds are given to customers due to injury.
- d. Refunds will not be given on 'no shows' or any components of Packages/Products (Lift Passes, Rentals, Lessons or Oversnow) that are not utilised.

### 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.

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.

Any changes to oversnow times will incur a \$5 per person per sector fee.

#### **CHECK IN**

Check In Time is from 4.00pm. Should you choose to arrive before 4pm please pack a day bag with the things you will need access to if exploring the mountain before check in. We will store your luggage until your room is ready.

#### **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 to 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 2024 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.

#### **IMPORTANT INFORMATION**

Please note that most hotel rooms are only accessible by stairs, there are NO lift facilities.

**WINTER** – All hotel rooms have central hydronic heating

#### **DINNER BOOKINGS**

You will be advised of your dinner bookings upon Check In. Preferred times cannot be guaranteed.

#### **FROSTYS KIDS CLUB**

All Children will be required to dine in Frosty's Kids Club of an evening. Should you wish your child(ren) to join you in Arches Restaurant you will be required to pay an upgrade fee of \$50 per child per night. There is no kids menu, and modifications to the meal items won't be made.

#### **HOTEL CHILDREN'S BEHAVIOUR GUIDELINES**

We want every child's stay at our hotel to be enjoyable and safe. Please keep in mind that running in hallways, excessive noise, and rough play can disturb other guests. Parents or guardians are kindly requested to supervise their children at all times, especially in common areas such as the lobby, lounge areas and stairwells. We kindly ask that children refrain from jumping on furniture or playing on the stairs. Misuse of hotel property may result in additional charges. We appreciate your cooperation in ensuring a pleasant stay for all our guests.

#### **WiFi**

Wi-Fi is available throughout the hotel.

#### **NO SMOKING POLICY**

All guest rooms at the Kosciuszko Chalet Hotel are non-smoking.

#### **NOISE**

The Kosciuszko Chalet Hotel cannot guarantee noise free rooms as Kosciuszko Chalet Hotel is the Hub of Entertainment for the Village.

#### **CHANGES, RESPONSIBILITY AND FURTHER CONDITIONS**

All information in respect of goods and services offered, including prices, is subject to alteration or withdrawal without notice. Kosciuszko Chalet Hotel reserves the right to alter, amend or cancel all or any arrangements or prices in regard to accommodation, tours or packages. The right to alter prices referred to in the preceding paragraph applies until the Kosciuszko Chalet Hotel has received a deposit.

Minimum length of stays may vary between properties. These minimum stay requirements may apply - you will be notified of any such requirements at the time you make a reservation.

Packages may not be available during certain periods and are subject to availability at all times.

**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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