

TERMS & CONDITIONS

STILLWELL HOTEL 02 October – 31 May

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

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

GENERAL TERMS AND CONDITIONS

- Rates are per room, and up to 2 people
- 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. Where payment

in full has been received and a booking confirmation issued, no amendment to bookings will be made.

CANCELLATIONS

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.

REFUNDS

- a. There are no refunds on any product pre-booked.
- b. No refunds are given to customers due to 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 that are not utilised.

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.

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.

IMPORTANT INFORMATION

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

Summer – Rooms do not have air conditioning.

WiFi

Wi-Fi is available throughout the hotel.

NO SMOKING POLICY

All guest rooms at Stillwell Hotel are non-smoking.

NOISE

The Stillwell Hotel cannot guarantee noise free rooms as Stillwell 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. Stillwell 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 Stillwell 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.

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>

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

02 6457 1555