

TERMS & CONDITIONS

STILLWELL HOTEL 01 June – 06 October

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

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 and name changes to lift tickets.

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 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.

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.

Stillwell Hotel has no overnight parking in Perisher Valley. Free overnight and long-term parking is available at the Ski Tube 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 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 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 prepayment 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.

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 ALL hotel rooms are only accessible by stairs, there are NO lift facilities. There are no TVs or Fridges in the rooms.

WINTER – All hotel rooms have electric panel heating. There are no TVs or Fridges in the hotel rooms.

WiFi

Wi-Fi is available throughout the hotel.

NO SMOKING POLICY

All guest rooms at Stillwell Hotel are non-smoking.

NOISE

Stillwell Hotel cannot guarantee noise free rooms due to location and services offered.

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 and common areas. 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.

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 the 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.

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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