



breathtaker

ALL SUITE HOTEL AND ALPINE SPA RETREAT

2011 booking terms & conditions

Important information: Please read

**You accept these terms and conditions in full
when you pay your Deposit**

1. BOOKING

- 1.1. A quotation is not confirmed until a Confirmation letter is issued by us.
- 1.2. All offers, prices, terms and conditions are subject to change or withdrawal without notice prior to a Confirmation letter being issued.
- 1.3. The booking details are as per the Confirmation letter, errors and omissions excepted.
- 1.4. Proposal Items and additional Items such as transfers are booked subject to availability.
- 1.5. Descriptions and details of our services are subject to change at any time.

2. PRICES

- 2.1. All prices are in Australian Dollars and include 10% Goods and Services tax where applicable.

3. DEPOSIT

- 3.1. All accommodation bookings require a 50% deposit at the time of reservation. Please note our policy is to only accept Master card, Visa, or direct debit money transfers. If Amex is required to be used, a 3.0% surcharge will apply to the total booking. This is non refundable if your booking is cancelled at anytime.
- 3.2. If a deposit is made by Mastercard or Visa and cancelled, a 1% surcharge will be deducted from the total refundable amount.
- 3.3. 30 days prior to the arrival date requires payment of 100% of tariff.

4. AMENDMENTS TO A CONFIRMATION

- 4.1. Amendment is any change to names, adding extra people to your booking, upgrading of Package Items or upgrading of Additional Items.
- 4.2. Amendments after Confirmation incur an administration fee of \$35.00 per change – this does not apply to new additional Items added to your Confirmation.

5. PAYMENT

- 5.1. The Balance of the Confirmation total is required no later than 30 days prior to Check In. If your booking is made within 30 days of arrival full payment is required upon booking.
- 5.2. You authorise us to charge the Balance of the Confirmation total to the Credit Card which you use to pay the Deposit any time after 30 days prior to Check In.
- 5.3. If the balance needs to be charged to a credit card other than the one used to pay the deposit it is your responsibility to advise and confirm details with us in writing at least 40 days prior to Check In.
- 5.4. It is not possible to split payment for the deposit or balance between multiple credit cards.



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6. BOOKING CANCELLATION

- 6.1. Cancellations more than 60 days prior to arrival, deposits will be refunded.
- 6.2. Cancellations between 31 days and 60 days prior to the arrival date will be subject to 25% forfeiture of the total tariff.
- 6.3 Cancellations made within 30 days of the arrival date will be subject to a cancellation fee of the total tariff.
- 6.4. A booking Cancellation is any change to the accommodation type or accommodation dates.
- 6.5. Cancellation within 7 days of Confirmation but more than 60 days before Check In – \$100.00 administration charge – You authorise us to charge the Credit Card which you used to pay the Deposit.

7. CANCELLATION OF ADDITIONAL ITEMS

- 7.1. A cancellation is any change to an additional Item which is not an upgrade or an addition of a new Item.
- 7.2. Where you cancel a Package Item or an Additional Item an Amendment fee of \$35.00 administration charge – You authorise us to charge the Credit Card which you used to pay the Deposit.

8. ACCOMODATION

- 8.1. We reserve the right to substitute or upgrade accommodation with other accommodation to a comparable standard and type.

9. DAMAGE TO ACCOMODATION, FIXTURES AND FITTINGS & SECURITY DEPOSIT

- 9.1. You accept responsibility for loss and damage to the accommodation, fittings, furniture and keys during your occupation
- 9.2. A valid Credit Card pre authorisation of \$500 (winter) \$250 (Summer) for up to a 5 night stay is required as a security deposit and you authorise us to charge all fees and charges properly payable chargeable under this agreement to that Credit Card.
- 9.3. Your personal possessions, including lift passes and hire equipment are at your own risk during your stay.

10. CHECK IN/ OUT

- 10.1. The accommodation is available for occupation from 3.00 pm on the day of Check In. The accommodation must be vacated before 10.00 am on the day of Check Out.
- 10.2. Where accommodation is not vacated by 10.00 am a late Check Out fee of \$150 for each hour or part thereof will be charged unless arranged prior with the Hotel General Manager.

11. CLEANING/ TOWELS/LINEN

- 11.1. Your accommodation will be serviced daily (Peak and spring seasons only). Other season periods daily servicing can be arrange at additional costs. The daily service will include removal of rubbish, Beds Made, Vacuuming, cleaning of Bath rooms, wipe and tidy of kitchen, washing dishes.
- 11.2. Towels will be provided and changed daily (Peak and spring seasons only) – if placed in the shower or bath.
- 11.3. Complimentary Full mid stay clean with stays of 4 nights or more. Peak, spring, Conference and Wedding rates Inc Daily servicing.
- 11.4. Accommodation is to be tidy and all cutlery, crockery, kitchenware be washed prior to Check Out. A fee of \$50.00 will be charged if additional cleaning is required of these items.

8 Breathmaker Rd, Mt Buller, Victoria, Australia

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12. NON-SMOKING

12.1. All our suites are non-smoking.

12.2. If you or any in your guests smoke in the accommodation and continue to smoke after being requested to stop, management may evict your group or any individual from the accommodation without refund.

12.3. If anyone in your group has smoked in the accommodation you will be charged additional cleaning costs of \$150 AUD as well as costs incurred in compensating later guests who are affected by the smell of smoking.

13. PETS

13.1. No pets are allowed in any accommodation, either inside, outside or remaining in vehicles parked at the hotel. To protect native fauna and provide a clean and safe resort for all our residents and guests, unlicensed dogs are not permitted on Mt Buller.

14. SKI GUARANTEE

14.1 Breathtaker All Suite Hotel offers a Ski Guarantee at Mt Buller. If Within 3 days prior to arrival there is insufficient snow cover to enable at least four lifts, from the following list, to operate;

- * Blue Bullet 1
- * Holden Express

and two of the following:

- * Wombat
- * Emirates
- * Summit
- * Koflers
- * Chamois.

14.2 Please note that independent company conditions may apply and be relevant to:

- * Lift closure due to weather, mechanical breakdowns or equipment failure, retail tickets purchased from mountain sales office
- * booking fees or commissions payable.

14.3 If the Ski Guarantee Conditions become applicable we will either transfer your booking to a later date, or refund your deposit in accordance with the above deposit terms.

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