



breathmaker

ALL SUITE HOTEL AND ALPINE SPA RETREAT

# 2017 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. We accept Eftpos, cash, American Express, Mastercard and visa. Mastercard & Visa incur a 1% surcharge. Amex incurs a surcharge of 3%. We do not accept cheques. Surcharges are 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.

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ALL SUITE HOTEL AND ALPINE SPA RETREAT

5.4. It is not possible to split payment for the deposit or balance between multiple credit cards.

### **6. BOOKING CANCELLATION – All Cancellations attract an administration fee.**

- 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. ACCOMMODATION**

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

### **9. DAMAGE TO ACCOMMODATION, 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 \$100 (winter) 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 season 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 Bathrooms, wipe and tidy of kitchen, washing dishes.

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- 11.2. Towels will be provided and changed daily (Peak season only) – if placed in the shower or bath.
- 11.3. Complimentary full mid stay clean with stays of 4 nights or more. Peak, Conference and Wedding rates include 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.

### **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 \$200.00 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 The Mt Buller Ski Guarantee means you can book your snow holiday with confidence.

The Ski Guarantee is provided by Buller Ski Lifts and participating Mt Buller accommodation providers.

It's a money-back guarantee on all prepaid accommodation, lift ticket, rental and lesson packages and it applies if insufficient snow cover means we don't have at least four of our 'Snow Guarantee' lifts operating in the two days before your scheduled arrival. Breathtaker All Suite Hotel & Spa will take an administration fee of \$100.00 from the final refund to our guests.

#### **How does it work?**

If our Snow Guarantee lifts (see the list below) are not operating in the two days before you arrive, you can contact your booking agent to change your booking to a later date or cancel your booking and get your money back.

Please note: You cannot take advantage of the Snow Guarantee on the day you arrive nor during your stay, only up to 5pm on the day before you arrive.

As an example, if your scheduled day of arrival is Sunday, then you must call between 9am Friday and 5pm Saturday to take advantage of the guarantee.

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### **Ski Guarantee lifts**

#### **Off Peak Season 10<sup>th</sup> June – 30<sup>th</sup> June, 4<sup>th</sup> September – Season Close**

The Snow Guarantee applies if Mount Buller does not have Blue Bullet lift operating

#### **Peak Season 1<sup>st</sup> July – 3<sup>rd</sup> September**

The Snow Guarantee applies if Mount Buller does not have at least four of the following lifts operating, during peak season, which cover a wide range of beginner and intermediate terrain:

- Blue Bullet Express
- Plus any three of the following lifts: Abom Express (6 seater)
- Wombat
- Shakey Knees (The Fox)
- Skyline T-bar
- Koflers T- bar
- Summit
- Howqua
- Bonza
- Northside Express

### **Exclusions:**

The Ski Guarantee only applies if the lifts are not operating due to insufficient snow cover. It does not apply where the lifts are not operating due to the following:

- Lift closure due to weather conditions other than insufficient snow, e.g. wind or ice
- Lift closure due to mechanical breakdowns or equipment failure.

The Ski Guarantee also does not apply to the following:

- Retail tickets purchased on the e-store or at on-mountain sales offices;
- Booking fees or commissions payable to booking agents; and
- Bookings on Opening Weekend (9-10 June)

### **Validity:**

Ski Guarantee may be activated on bookings from Monday 12<sup>th</sup> June 2017 (i.e. before 5:00pm on Sunday 11<sup>th</sup> June 2017) through to the end of the declared snow season.

### **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 snow 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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