

## **2019 BOOKING TERMS & CONDITIONS**

### **\*IMPORTANT INFORMATION – PLEASE READ\***

**PLEASE NOTE:** YOU ACCEPT THESE TERMS AND CONDITIONS IN FULL WHEN YOU PAY YOUR DEPOSIT

#### **1. BOOKING**

- 1.1. A booking quotation is not confirmed until a booking confirmation letter has been issued by BreathTaker Hotel and Spa.
- 1.2. All offers, rates, prices, quotations and terms and conditions are subject to change or be withdrawn without notice, prior to a booking confirmation letter being issued.
- 1.3. Reservation details are as per the booking confirmation letter.
- 1.4. Additional Items and package items, such as transfers and spa treatments, are booked subject to availability.
- 1.5. Descriptions and details of our services are subject to change at any time without notice.

#### **2. PRICES**

- 2.1. All prices are in Australian dollars and include 10% GST where applicable.

#### **3. DEPOSIT**

- 3.1. All accommodation bookings require a minimum 50% deposit at the time of booking. Accepted forms of payment are Mastercard, VISA, American Express or direct deposit bank transfers. A 1% surcharge applies to all Mastercard & VISA card payments. A 3 % surcharge applies to American Express payments. We do not accept cheques or money orders. All credit card surcharges are non-refundable at any time.
- 3.2. If a deposit is made by Mastercard or VISA card and cancelled, a 1% surcharge will be deducted from the total refundable amount.
- 3.3. Bookings made less than 30 days prior to the arrival date require a 100% deposit payment of the total tariff.

#### **4. AMENDMENTS TO A BOOKING CONFIRMATION**

- 4.1. An amendment is any change to a reservation that involves a change to guest names, occupancy, upgrade of room type, additional items and package items.
- 4.2. Amendments after booking confirmation are subject to an administration fee of \$35.00 per amendment. This fee does not apply when adding new additional items to your reservation.

#### **5. SECOND PAYMENT**

- 5.1. Payment of the outstanding balance of the total tariff is required no later than 30 days prior to arrival. If your booking is made less than 30 days prior to arrival 100% payment of the total tariff is required at the time of booking.
- 5.2. Acceptance of these terms and conditions authorises us to charge the balance of the total tariff to the credit card which uses to pay the deposit any time after 30 days prior to arrival.
- 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 arrival.
- 5.4. Split payments between multiple credit card for the deposit or balance is not permitted.

#### **6. CANCELLATION POLICY**

- 6.1. A cancellation is any change to the accommodation type or accommodation dates of the reservation.
- 6.2. All cancellations attract a \$100.00 administration fee. Credit card surcharges are non-refundable.
- 6.3. Cancellations more than 60 days prior to arrival, deposits will be refunded, less a \$100.00 administration fee.
- 6.4. Cancellations between 31 days and 60 days prior to the arrival date will be subject to 25% forfeiture of the total tariff and a \$100.00 administration fee.
- 6.5. Cancellations made 30 days or less prior to arrival will be subject to a cancellation fee of the total tariff.

## **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 applies. This will be charged to the credit card provided to pay the deposit.

## **8. ACCOMMODATION**

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

## **9. DAMAGE TO ACCOMMODATION & SECURITY DEPOSIT**

- 9.1. You accept responsibility for loss and damage to the accommodation, fixtures, fittings, furniture and keys during your stay.
- 9.2. A valid credit card is required at check in to take a \$100.00 pre-authorisation as a security deposit. Your acceptance of these terms and conditions authorises us to charge your credit card for the costs associated with any outstanding account balances, damages or losses incurred throughout your stay.
- 9.3. Your personal possessions, including lift passes and hired equipment are your own responsibility. BreathTaker Hotel and Spa does not take responsibility for the loss or damage to personal possessions. Items left unattended in common areas throughout the hotel are left at your own risk during your stay.

## **10. CHECK IN & CHECK OUT**

- 10.1. The accommodation is available for occupation from 3.00 pm on the day of arrival. The accommodation must be vacated before 10.00 am on the day of departure.
- 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 prior arrangements have been confirmed with the General Manager.

## **11. HOUSEKEEPING**

- 11.1. Your accommodation will be serviced daily between 9.30am and 3.30pm. Daily servicing includes removal of rubbish, making of beds, vacuuming, wipe and tidy of kitchen and bathroom, washing of dishes.
- 11.2. Towels will be changed daily if placed in the shower or bath. Hung towels will not be changed.
- 11.3. Accommodation is to be left tidy and all cutlery, crockery, kitchenware washed prior to departure. 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 guest's 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 an additional cleaning fee of \$200.00, as well as costs incurred in compensating later guests who are affected by the smell of smoking.

## **13. PETS**

- 13.1. Under no circumstances are pets allowed in any accommodation, including inside, outside or remaining in vehicles parked at BreathTaker Hotel and Spa.
- 13.2. Dogs without a permit issued by the Mt Buller Alpine Resort Management Board are not permitted within the Mt Buller resort.

#### **14. SNOW GUARANTEE**

- 14.1. The Mt Buller Ski Guarantee allows you can book your snow holiday with confidence. 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 during peak season or Blue Bullet chairlift operation during off peak season.
- 14.2. Please refer to the following link for full terms and conditions for the snow guarantee:  
<http://www.mtbuller.com.au/Winter/plan-your-visit/accommodation/snow-guarantee>
- 14.3. Breathtaker Hotel and Spa honor's the snow guarantee. A \$100.00 administration fee applies and will be deducted from the refund amount.
- 14.4. If the snow guarantee conditions become applicable we will either transfer your booking to a later date dependent on availability or refund your deposit in accordance with the above deposit terms.
- 14.5. 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.
- 14.6. 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.
- 14.7. The Snow Guarantee does not apply on bookings for opening weekend (7-9 June 2019). The Snow Guarantee may be activated on bookings from Monday 10<sup>th</sup> June 2019 through to the end of the declared snow season.