

Alpenhorn

Dear Guest - Thank you for your interest - we look forward to welcoming you

Set out below are the Terms & Conditions for each reservation

Payment

Your reservation is only confirmed once your deposit of 50% is received.

Payment can be made by Direct Deposit and bank details will be provided to you after a reservation request. Payment can also be made by Visa/Mastercard (a credit card surcharge of 2% may apply). A credit card security bond of \$500 is required for each room.

Insurance

Alpenhorn recommends travel insurance to protect you against injury, public liability, damage/loss of personal belongings, covid risks and cancellation of your reservation for any reason.

Lift tickets & Snow Conditions

Gondola and Lift & Lesson tickets are available online and you will need a plastic Thredbo card to access the lifts or gondola. Please visit <https://www.thredbo.com.au/mythredbo> for this. Discounts are often available for advance purchases and the site also has good information on Thredbo and related activities.

Changes & Cancellation policy

We cannot be held responsible for snow or weather conditions or activities of other providers and normal cancellation fees apply if you do not arrive for any reason including travel or operating restrictions from due to bushfires, health or covid.

Date change or cancellation requests must be by email.

For reservations made directly with us, cancellation fees including for no-shows for any reason are:

- up to 60 days prior to arrival date a cancellation fee of 50% of the total booking value applies
- within 60 days of arrival date a cancellation fee of 100% of the total booking value applies
- if you pay a deposit but do not make final payment by the due date then that is a cancellation and the above fees apply
- no allowance or refund will be given for any accommodation, meals, lift passes or any services that you do not utilise
- date change requests will be considered if received at least 30 days before arrival. Date changes are at our absolute discretion and you should not expect a change can be made.

Amendments to Bookings from other sources

Bookings not made directly with us through phone/email/our website may have different policies which are less flexible than the above. The conditions we sell to other web sites, for example booking.com, is usually 100% is paid on reservation and a 100% cancellation fee applies for cancellation, no-shows or date change requests. Alpenhorn accepts no responsibility for the accuracy of information provided by any travel agents or reservation services and reserves the right to alter, amend or cancel the availability and accommodation rates at any time.

Other Conditions

In addition to the terms and conditions detailed above, your stay with us will be subject to any further terms and conditions advised at the time of booking or during the period of your stay. For example no smoking on the premises and possible mask wearing in lounges during any pandemic.

Driving to Thredbo

We are located in the Kosciuszko National Park so you will need to purchase a vehicle pass at the park entrance gates and if you are not in a 4wd snow chains may be required - see NPWS website.

Alpenhorn has a forecourt which is fine for 5 minute parking while you check in and take your bags to your room. Once checked in please park your car in one of the village free car parks which are safe from snow graders.

Other transport

There are buses from both Canberra and Sydney as well as snow shuttle services from Canberra and Cooma Airport. Please let us know if you are arriving by bus so we can assist you on arrival.

We look forward to welcoming you here for an enjoyable holiday !

