

**Dear Guest - Thank you for your enquiry - we look forward to welcoming you. Please read the following carefully.** March 2022

### Payment

The amount due from you to us is shown on your reservation advice sent to you. You are required to make payments to us by the dates shown on the reservation advice. You and we agree that if your first payment is not received within 48 hours we may cancel your reservation. You agree that you will pay the balance of any money owed to us no later than sixty (60) days prior to your arrival date. Payment can be made by Direct Deposit or by Visa/Mastercard which attracts a credit card surcharge of 2%. A credit card security bond of \$500 is required for each room on arrival.

### Insurance

**We recommend that you obtain travel insurance** to protect you against injury, public liability, damage/loss of personal belongings, COVID-19 risks and cancellation of your reservation for any reason. If you do not obtain full comprehensive travel insurance, you and we agree that **we are not responsible for** any injury or financial loss you may suffer, including but not limited to the cancellation of your reservation due to COVID-19 or for any other cause.

### 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 and helpful information. Discounts are often available for advance purchases.

### Changes & Cancellation policy

You and we agree that we are not responsible for snow or weather conditions or travel restrictions. You and we agree that the cancellation fees below will apply if your booking is cancelled and or you do not arrive on your arrival date for any reason including, but not limited to **COVID-19, health, bushfire, bad weather or any other travel restrictions.**

If your reservation was made directly with us, the following cancellation fees apply:

- up to 60 days prior to arrival date a cancellation fee of 50% of the total reservation amount applies
- within 60 days of arrival date, a cancellation fee of 100% of the total reservation amount applies
- if you pay a deposit but fail to make final payment by the due date (including if you provided us credit card details and the credit card is declined when we try to process payment) then that is a cancellation and the above cancellation fees apply automatically. Your deposit will not be refunded and any unpaid amounts of the balance remain owing by you to us
- if we do not receive payment, or payments are reversed, we may engage legal representatives to recover any monies owing by you as well as all our additional costs and expenses including our legal costs of recovering the monies from you
- 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
- you have agreed that the Frustrated Contracts Act (NSW) 1978 does not apply to these terms and conditions and you agree that you have considered that Act and relinquished any rights to make a claim under that Act.
- A 24 hour **cooling off period** applies from the time you request your reservation. If you do not agree to these terms and conditions and you have not arrived then you may cancel your booking by email during the cooling off period without any charge.

### 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. We accept no responsibility for the accuracy of information provided by any travel agents or reservation services and reserve the right to alter availability and 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 up to the conclusion of your stay, for example mask wearing for health reasons.

### 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. 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 !**

THREDBO'S FRIENDLY LODGE  
enjoyable · affordable · convenient

