

2014 CLIENT BOOKING TERMS AND CONDITIONS

These are provided for your information only and may change at any time without prior notification. An up to date copy of our client Terms and Conditions are available at all times on our website – www.smhc.com.au

In providing booking services Snowy Mountains Holiday Centre ABN 41 111 173 605 ("SMHC") acts as an agent for various property owners/service providers and does not accept or undertake any personal liability when acting in this capacity.

Premises are let for holiday purposes only for the period stated on your letter/receipt by SMHC but may be subject to change as may be notified by the owner prior to the commencement of the booking. All advance deposits are accepted on behalf of the current owner, however we will not accept responsibility for decisions, actions or arrangements taken by the current owners of the premises or any other body which is outside our control.

SMHC reserve the right to cancel any booking should anything arise, which in our opinion absolutely renders the booking impractical. In this event, SMHC shall notify you as soon as possible and do our best to arrange alternative accommodation or alternative dates suitable, failing which all deposit monies paid will be refunded, but no other claim, right or action shall exist in or be made by either party.

Unless stated within the property description, all premises are fully self-contained, however you will be required to bring your own linen i.e. sheets, pillowcases, towels, bath mats, tea towels. The premises are not serviced during your stay.

Overcrowding is strictly prohibited and exceeding maximum occupancy numbers will result in immediate termination of your stay and forfeit of any security bond that has been taken on the property.

Goods and Services Tax (GST)

All prices quoted include GST and are in Australian Dollars (AUD).

Payments

A deposit of 50% of the total tariff is required within seven (7) days before the booking can be confirmed. Failure to do so may result in the reservation being automatically cancelled without notice.

Final payment of booking is required no later than four (4) weeks prior to the date of arrival. Failure to make the final payment on time will result in the booking being automatically cancelled without notice.

When payment is made by direct transfer from one account into another the payee must include the booking number and name of booking.

Other Fees and Charges

Dishonoured cheques incur a fee of \$30.

Amendments to verified reservations will incur a fee of \$40 plus any fees imposed by the accommodation house or service operator/provider as a result of the amendment.

All Credit Card payments will incur a merchant fee equal to 2% of the payment amount with the exception of American Express where the charge will be 4% of the payment amount.

Security Bond

A security bond may be required to secure your accommodation. This will be applied to any damage, breakages, lost keys and accommodation that is left in an unreasonably untidy manner. All damage, breakages or losses to the property and/or furniture/furnishings are to be reported to the SMHC immediately. All furnishings and equipment must be left in the premises as originally found. All properties have a strict NO SMOKING Policy.

Cancellations

All cancellations must be notified in writing. Travel Insurance is strongly recommended. Deposits will be refunded less a cancellation fee of \$80 if more than four (4) weeks notice is given. If less than the four (4) then all monies paid are forfeited.

Weather Conditions

Under no circumstances can SMHC or any of the property owners be held responsible for snow or weather conditions and cancellations made thereafter. Holidays cannot be cancelled other than in accordance with the cancellation policy detailed in this document.

SMHC will, however refund monies paid towards Selwyn Snowfields lift tickets, ski hire and lessons ONLY in the event that Selwyn Snowfields has no operating lifts during your time of stay. Refunds on Selwyn Snowfields products will not occur if they remain unused for any other reason other than the event of no operating lifts during your time of stay.