terms and conditions

For Bookings made onor after 7th of July 2023.

1 If--

- a. Once booked and you cancel your booking, at any time prior to the commencement date of the reservation; or
- b. If the Falls Creek Alpine Resort Management Board ("the Management Board") or other government agent close the Falls Creek Alpine Resort, or access to such;

and as a result of the above your booking is cancelled, 90% of the full rental amount will be refunded, with 10% retained by Alpine Boutique Apartments. (This represents a 10% administration charge of total booking amount).

- 2. If you cancel your booking once confirmed at any time a 10% administration fee (of the total booking amount will be retained).
- 3. If you cancel between:
- i. 60 days prior to the commencement of the reservation; and
- ii. 28 days prior to the commencement of the reservation;15% of the full rental shall be retained by Alpine Boutique Apartments, with the balance of what has been paid by you, being refunded.
- 3. If you cancel your booking within 28 days of the commencement date of the reservation, there will be no refund
- 4. If as a result of interstate travel restrictions sanctioned by a government body and we interpret there is a reasonable probability that an interstate guest will not be able to honour their booking, for the 2024 season, Alpine Boutique Apartments reserve the right to terminate such future booking, and refund 90% of the booking.
- Alpine Boutique Apartments shall not be responsible for reimbursing you any travel or other ancillary costs, resulting from the cancellation of the booking and highly recommended all travelling parties take out Travel Insurance.
- 6. Alpine Boutique Apartments require a valid master or Visa card to act as a security bond on their Apartment. This will need to be received prior to access/door codes are issued to you the guest. ABA has the right to also "pre authorise" up to \$1000 if they see that as necessary.

ABA requires-

A) 10% deposit within 24 - 48hrs of booking.

(*If you are a Booking.com Booking, and you have not confirmed your preferred method of payment, we will automatically charge your card within that 48 hour period as per terms and conditions of Booking.com.) If you wish for us to process your credit card or you plan to make an EFT into our trust fund please email us immediately with your intention. Please follow this by an email with your receipt / remittance via pretty please.

B) 40% (making your total payment thus far a total of 50%)in the year in which you are arriving is due 21 weeks before your arrival.

If booking after the 1st March we require the full 50% deposit within 24 - 48hrs pretty please. If you wish for us to process your credit card or you plan to make an EFT into our trust fund please email us immediately with your intention. Please follow this by an email with your receipt / remittance via pretty please.

C) The final 50% within 8 weeks from your exciting arrival date. If a booking is made within 8 weeks we require full payment within 24 - 48hrs please. If you wish for us to process your credit card or you plan to make an EFT into our trust Account please email us immediately with your plans. Followed by an email with your receipt/remittance, pretty please.

Once again, On behalf of the Sisters at Alpine Boutique Apartments, we are thrilled to be hosting you all!

NOTE: ALL BOOKINGS WILLREQUIRE A CURRENT VALID CREDIT CARD PRIOR TO ACCESS OF OUR APARTMENTS

Direct deposit details:

ABA Trust BSB: 032736 **ACC:** 324637

REFERENCE: Your Surname and Invoice number please

