



Alpine Woodsmoke

LUXURY APARTMENTS

BOOKING TERMS & CONDITIONS 2026

Deposits/Payments

When a reservation is made more than 30 days prior to arrival, 25% deposit is required. Payment of the remaining amount owing is required 30 days prior to arrival. When a reservation is made less than 30 days prior to arrival, payment in full is required at that time.

Any damage incurred during your stay will be charged to a credit card that is supplied to us as a bond upon arrival where a copy will be taken by us for this purpose. A \$500 bond will be taken.

Cancellation Policy

All cancellations must be in writing via email.

Where a booking is cancelled more than the six weeks prior to the date of arrival, Alpine Woodsmoke will refund the deposit amount received, less a cancellation fee of 15% of the total booking amount. Cancellations less than six weeks prior to arrival will forfeit all amounts paid unless a replacement booking is able to be confirmed at the same rate for the same dates.

Payment

Payment can be made by EFT or Credit Card

EFT / Direct Deposit Bank: CBA

ACC : TT & VV Pty Ltd

BSB: 063 120

Account #: 1020 1992

Credit Card

VISA or Mastercard

Call Alpine Woodsmoke on 0407 670 940 with your card details.

Note 2.5% credit card surcharge applied for credit card payments.

Alpine Woodsmoke

TT & VV Pty Ltd ABN 80 089 746 154)

23 Bogong High Plains Road Falls Creek Victoria 3699

www.woodsmoke.com.au bookings@woodsmoke.com.au M: 0407 670 940

Check In

Check in time is from 4pm

Check Out

Check out time is strictly 10am.

Please remove all personal belongings, empty fridge, put dishes in dishwasher and turn dishwasher on and take rubbish to car park bins.

Non-Smoking

Smoking is not allowed in any apartment, stairwells, ski storage area or car parks. If guests smoke in an apartment, they are liable for a minimum charge of \$250.00 to cover carpet steam cleaning and deodorizing.

Noise

Consider your neighbours. The apartments are family style and although we want you to enjoy your stay, we ask that noise be kept to a minimum.

Pets

Guest pets are not permitted at Alpine Woodsmoke. Falls Creek is within the Alpine National Park and therefore pets are not permitted without an authorised permit from Falls Creek Resort Management.

Electric Vehicles

Electric vehicles are not permitted to park or charge in the undercover carpark. Electric vehicles are required to park in the resort's overnight car park area.

Travel Insurance

Travel Insurance is HIGHLY recommended.

Privacy

Alpine Woodsmoke only collects personal information that is necessary or desirable for the provision of our accommodation products and services.

To maintain the accuracy of your personal information please notifying us when you change your name, address, title, phone number or e-mail address. If at any time you wish to update your information, or you prefer to stop receiving communication from Alpine Woodsmoke, please contact us bookings@woodsmoke.com.au

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