



BOOKING TERMS & CONDITIONS 2021 – 2022 Ver 1.0

Deposits/Payments

When reservation is made more than 60 days prior to arrival, 25% deposit is required.

Less than (<) 42 days prior to arrival, full payment in full is required.

Full payment is required 42 days (6 weeks) prior to travel.

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.

Payment

Payment can be made by EFT or Credit Card

EFT / Direct Deposit Bank: CBA
ACC : TT & VV Ptd Ltd
BSB: 063 120
Account #: 102 01992

Credit Card VISA or Mastercard
Call Alpine Woodsmoke on 0407 670 940 with your card details.
Note 2% credit card surcharge applied for credit card payments.

Cancellation Policy

All cancellations must be in writing (via email).

Where a booking is cancelled less 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 total booking amount. Cancellations less than six weeks prior to arrival will forfeit all deposits paid (less 15% cancellation fee) unless a replacement booking is able to be confirmed at the same rate for the same dates.

COVID Vaccination Policy

From Friday 22 October 2021, all guests and visitors to Alpine Woodsmoke over the age of 16 must show proof of their COVID-19 vaccination status as a condition of entry. Before you arrive, please make sure you have added your COVID-19 digital certificate to the Service Victoria app or bring printed proof of your vaccination with you. You can find more details about how to add your certificate by visiting [coronavirus.vic.gov.au](https://www.coronavirus.vic.gov.au)

COVID-19 Flexible Booking Policy

We understand the uncertainty surrounding COVID-19 and the potential impacts to travel. We offer flexible booking arrangements for those impacted by COVID-19 and allow for changes to stay dates, 12-month credits or refunds without penalty where the below applies:

- Travel restrictions imposed by state or commonwealth governments impact your ability to travel to Falls Creek

This includes those who are:

- Restricted from travelling due to health and/or Government advice relating to COVID-19
- Under Government direction to self-isolate
- Awaiting the results of a COVID-19 test
- Themselves, or have a family member, sick with COVID-19
- Identified as close or casual contacts of a person who has a reported or suspected case of coronavirus COVID-19 in the past 14 days
- Have had flu-like symptoms in the last 72 hours

If any of the above apply, we urge you to get in contact with the Alpine Woodsmoke to discuss alternative arrangements for your booking. Covid Cancellation will require proof of restricted travel for the above reasons. Always check government advice before travelling. You can find official health updates on australia.gov.au and health.gov.au. For the latest state government updates, please refer to the websites below:

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.

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