

Mt Buller Alpine Reservations Booking Terms and Conditions

- Deposit:** 50% Deposit is payable at the time of making the booking
- Balance:** The balance is payable 30 days prior to arrival
- Payment:** Cheques should be made payable to Mt Buller Alpine Reservations and posted to PO Box 7 Mt Buller Vic 3723. We accept credit cards – Visa, Bankcard and Mastercard.
- Please contact us should you wish to pay by internet banking.
- Cancellation Policy:** Any cancellation must be made in writing. Deposits are refundable (less 15% of the total amount) up to 30 days prior to arrival. If less than 30 days notice is given, no refund unless the accommodation can be rebooked again. If rebooked a \$200.00 fee will be charged. Alterations to reservation dates, (subject to availability) after confirmation will incur a \$100.00 process fee. General refunds are at the discretion of the individual accommodation provider.
- “Ski Guarantee”** The Mt Buller “Ski Guarantee” provides guests with a money back guarantee on all prepaid accommodation, lift ticket, rental and lesson packages in the event that insufficient snow cover prevents the “Ski Guarantee” lifts from operating within three (3) days of the scheduled arrival date. “Ski Guarantee” lifts comprise – Blue Bullet 1 Quad chair/Blue Bullet 2 Quad Chair and/or Abom Triple Chair, Wombat Quad Chair. Plus one of the following lifts: Summit Quad Chair or Howqua Quad Chair or Koflers ‘T’ Bar or Chamois Double Chair. The following exclusions apply: Lift closure due to weather conditions, mechanical breakdowns or equipment failure. Retail tickets purchased from mountain sales offices. Any reservation fees or commissions payable. The “Ski Guarantee” does not apply to apartment reservations.
- “Ski Guarantee Refund Procedure”** If the “Ski Guarantee” is applicable three days prior to the scheduled date of arrival, and guests decide to not come to the Resort, written notification must be received by Mt Buller Alpine Reservations within this period to receive a refund. Refunds are only issued by Mt Buller Alpine Reservations.
- Bonds:** Persons booking accommodation are to be responsible for any loss or damage to it. A bond of \$500.00 is payable on arrival for all apartment reservations. This is refunded provided the apartment is left clean and undamaged. Keys not returned at time of check out will incur a fee of \$50.00.
- Check In:** Check in is from 4pm
- Check Out:** Check out is by 10am. A late checkout fee will apply if the property is not vacated prior to or at this time.
- Travel Insurance** We highly recommend that guests take out travel insurance .

Mt Buller Alpine Reservations
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