



Tanderra Ski Club Mount Hotham

Booking Conditions 2010

Great Snow sports Great Views Great Friends Great Lodge

CONDITIONS OF BOOKINGS AND CANCELLATIONS

BOOKING CONDITIONS

****Guest Bookings Open 1st March 2010**

1. Weekends include Friday and Saturday Nights. Minimum weekend charge is 2 nights at the appropriate rate.
2. 5 day Mid-Week includes Sunday to Thursday nights.
3. Weekend bookings must be paid in full. For mid week bookings full payment is preferred, however a minimum deposit of 50% is required. If the booking is made by Phone, Fax or E-mail, then the payment must be received within 5 days.
4. Balance of any tariffs must be paid 28 days prior to occupancy. Failure to do so may result in cancellation of the booking and forfeiture of the deposit. Rooms will not be held if payments are outstanding. Bookings are only confirmed when the agreed payment has been received. Payment receipts will only be sent on request.
5. A confirmation slip will be issued when FULL payment is received, and MUST be presented to the Lodge Manager on arrival.
6. Early Bird Bookings require a 50% deposit on booking, and must be paid in full before the 30th April to obtain the discount.

REFUNDS CONDITIONS:

1. Notice of cancellation or alterations must be given in writing to the Tanderra booking officer as early as possible before the accommodation date. Refunds can only be claimed by completing the TSC Refund Claim form, which is available on request from the booking officer.
2. Cancellations more than 28 days notice:- Full amount refunded. Cancellations less than 28 days notice:- Full amount refunded less 10% handling fee. Reservation maybe rescheduled without incurring any handling fee. Cancellations less than 7 days notice:- Full amount refunded less 20% handling fee. Reservation maybe rescheduled incurring a 10% handling fee. Cancellations less than 3 days notice:- No refund given and rescheduling is not possible.
3. EARLY BIRD BOOKINGS: Cancellation conditions as per condition 2 EXCEPT when cancellations are less the 7 days notice – no refund given and rescheduling is not possible.
4. Tanderra offers a NO SNOW GUARANTEE.
If there are fewer than 5 lifts at Mt Hotham operational due to lack of snow 3 days prior to the commencement of the ski booking a full refund will be given on the cancellation of pre-organized and fully paid accommodation.
5. All Guests should confirm Alpine Road conditions with the relevant Authorities (www.mthotham.com.au) before travelling to Mt Hotham. Vehicles and chains should be checked for suitability in Alpine conditions which can be potentially hazardous. It is a legal requirement that suitable chains for your vehicle MUST be carried by both 2 and 4 wheel drives vehicles.
ACCESS GUARANTEE: Refunds on accommodation due to road closure can only be claimed if both Omeo and Harrietville access are closed (less a 10% handling fee).
6. A Commercial Bus line operates daily to Mt Hotham direct from Melbourne. Secure parking facilities and bus transport to Mt Hotham are available from Harrietville at Hoys Service Centre just after the main bridge.
7. A Snow Chain fitting and removal service (Ph: 0429 400 060) is available on the Harrietville & Omeo to Hotham roads where the 'fit chains here' sign is displayed. It usually operates on Weekends but may NOT be available Mid-week. Please call or check signs just after you pass through Harrietville or Omeo.



LODGE FACILITIES

1. Visitors will need to bring food and drinks for ALL meals. Supermarkets are located at Jack Frost and The General. Complimentary Tea & Coffee making facilities are provided. Pantry & fridge storage available.
2. Doonas & Pillows supplied; YOU MUST BRING TOP (OR DOONA COVER) & BOTTOM SHEETS & PILLOW SLIP or SLEEPING BAG, TOILETRIES and TOWELS.
3. Most rooms contain two double bed bunks, with additional single beds arranged to make up the sleeping capacity of the room. When booking check the bed arrangements with the Booking Officer.
4. Bathroom facilities are shared. There are bathrooms conveniently located on both floors of the lodge. Guests are NOT required to do any general lodge cleaning duties. However guests are required clean up after themselves and to keep their rooms tidy.
5. Food & drink is not allowed in the bedrooms.
6. There are two fully equipped kitchens and a large meal area. For your own convenience and that of other guests please clean up after use. This will ensure that everyone will have an enjoyable holiday.
7. All rooms and kitchen storage must be CLEARED and VACATED BY 2.00 PM on the day of departure. (A Luggage storage area is available until 5pm, ask Lodge Manager/s for directions.) Visitors may use the showers and bathrooms until 5.00 PM.
8. CHECK-IN TIME is 5.00 PM – If you arrive early, to avoid congestion with departing guests, please leave your gear in your car in the day car park area on the Great Alpine Road. You are welcome to rest inside.

Please note: Access to the lodge will require the use of a security code. This code will be advised to you by the booking agent and is on your booking confirmation slip. Remember - you must present this confirmation slip to the Lodger Manager/s on arrival.

The phone number for the Lodge is (03) 5759 3532.

(Booking Enquires Contact Sarah on 1800 819 410 or 0409 470 512)

Thank you for choosing our Lodge, we are certain you will have an enjoyable stay at Tanderra