



## 2023 Ski Rider Hotel Booking Terms & Conditions

### Acceptance of Terms

Payment of deposit or other charges constitutes acceptance of these terms. This applies equally to all persons included in the reservation who will be staying or using the facilities at Ski Rider.

Please note that Ski Rider is a cashless venue, excluding our dollar coin operated machines.

### Deposit and Balance Payment

A non-refundable 50% deposit of the total tariff is required within 14 days to confirm booking.

Final payment is required 7 days prior to arrival, via MasterCard or Visa Card, failure to pay balance by the due date will result in cancellation. For all bookings less than 7 days prior to arrival the full accommodation charge will be made at the time of booking.

Please note that all card payments will incur a 1.10% merchant fee. Ski Rider does not accept AMEX.

### After Hours Arrivals

If you are arriving outside of these hours, please contact Ski Rider at least 24 hours prior to 2:30pm on your arrival day to arrange an after-hours key collection. We reserve the right to keep any deposit or moneys paid, as well as charge the total amount of the booking if you fail to check in during the period of your booking.

### Arrivals and Departures

A minimum two-night stay is required when booking with Ski Rider Hotel.

Check-in time is no earlier than 2:30pm. The person who's name the room was booked under must be present and part of the travelling party staying at the Hotel. A valid credit card or debit card and identification in the same name that the room was booked under will be required on arrival. If guests fail to comply with the check-in requirements, we reserve the right to deny check-in and keep any deposit or moneys already paid, as well as charge the total amount of the booking.

Check out is at 9.15am. Ski Rider Hotel will not accommodate late check outs.

### Room Requests and Assignment

Rooms are assigned by the booking system and at the discretion of Ski Rider. Room requests can be made. We do not guarantee adjacent rooms but will make reasonable efforts to accommodate such requests. **We reserve the right to change room type or configuration as is required by daily operations of the hotel.**

Ski Riders Motel (Kosciuszko) Pty Ltd ABN 94 000 556  
PMB 10, Kosciuszko Road, Kosciuszko National Park, Wilsons Valley, NSW 2627  
Telephone 02 6456 1100 | Fax 02 6456 1404  
BOOKINGS 1 800 023 558  
[info@skirider.com.au](mailto:info@skirider.com.au) | [www.skirider.com.au](http://www.skirider.com.au)  
A part of the Deane Group





### **Cancellation and Refunds Policy**

Booking cancellations in the first 24hr are eligible for a full refund provided no cost is incurred by Ski Rider. After that the 50% deposit is non-refundable. The balance paid 7 days prior to arrival is non-refundable. All credits received from Ski Rider Hotel may only be used on existing, or future bookings with Ski Rider. All credits are valid for one year from received date.

School booking deposits are non-refundable.  
Groups booking deposits are non-refundable.

*\*We strongly recommend that you purchase travel insurance to cover you in case of mishap\**

***Note: Ski Rider Hotel will not be held responsible for costs, loss of deposits, payments made, or other fees incurred due to cancellations resulting from unforeseen circumstances, medical conditions, or changes to travel plans. Please obtain Travel Insurance if you are concerned.***

#### **\*Special Conditions; COVID-19 Terms and Conditions:**

Should you need to cancel your booking for 2023 as a result of a government directive or contracting COVID-19, the following options will apply:

- Transfer your booking to a later date in the 2023 season. This will be subject to availability and applicable rates will apply.
- Credits will be held and transferred to 2024 Season if unable to travel in 2023 Season
- Your original booking will be cancelled minus the \$1000 non-refundable deposit
- Refunds will only apply if the cancellation is made outside of eight weeks of your arrival date.
- Note: Prices and services are subject to change at the proprietor's absolute discretion

### **Reservation Amendments**

Amendments to reservations can be requested up to 30 days prior to arrival. Acceptance of all amendments are at the discretion of Ski Rider and will also depend on availability. Amendments once confirmed will attract a \$50 fee per room. Additional charges will be made if the resultant tariff increases. Refunds or credits will not be given for amendments that result in a reduced tariff

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## Additional Information

### Reception Hours

7am – 7pm

7am – 9pm Friday & Sunday

Check in from 2.30pm

Check out is 9.15am (no late checkouts)

### Meals

Breakfast

Dinner

(Lunch is not provided at Ski Rider)

### Ski Hire

7am – 10am

2.30pm – 7pm

(Pre booking ski hire is advisable prior to arrival.)

### Shuttle Bus

Is a FREE service for our guests.

The Ski Rider Shuttle endeavours to run to the advertised timetable (located in reception).

Unfortunately weather and road conditions are beyond our control and delays may occur.

### Services

Rooms will **NOT** be serviced for stays under 5 days. If you require more towels, tea, coffee, milk and toilet rolls, please see reception.

### Parking

Ski Rider provides complementary parking spaces for your stay. **These spaces are not room specific.**

### Smoking

All rooms are non-smoking. A fine of \$500 cleaning fee will apply

### Cooking In Rooms

All cooking in rooms is strictly prohibited

### Fire Alarms

A guest causing a fire false alarm will be liable for any charges or penalties given to Ski Rider. Currently the false alarm fee is \$1900.00.

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### Keys

All keys are to be returned to reception upon departure. Any lost or not returned keys will incur a fee of \$50 per key

### Damages

Any and all damages to rooms **will** be charged to the guest.

### Alcohol

Ski Rider is a licenced premises. Alcohol purchased outside of the establishment **cannot** be consumed within the hotel.

### After Hours Emergency Contact

IN AN EMERGENCY PLEASE CALL **000** in the first instance, followed by our hotel staff.

Night Manager - **0456593129**

### Compliance of Policies

**We reserve the right to cancel or modify bookings where it appears the reservation contains mistakes or appears to be an effort to circumvent the Hotel policies, terms and conditions.**

Ski Rider is licensed for a specified number of persons per night. Additional persons unbeknownst to the hotel prior to arrival, will constitute a breach of the occupancy arrangements with the National Parks and will be exposed to the full fines that can be incurred for this breach as well as any other fines.

Should the terms and conditions of the occupancy be breached, Ski Rider reserves the right to immediately terminate the occupancy or cancel the reservation. The Guest and any other occupant shall immediately vacate the room. Ski Rider shall not have any obligation whatsoever to refund any amount of money which has been paid.

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