



Ski Rider Hotel 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 M/Card, V/Card, Direct Debit, 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

Reception hours are from 7am to 7pm daily. 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 (Kosciusko) 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 | 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 two years from received date.

School booking deposits are non-refundable.

Groups booking deposits are non-refundable.

**No refund will be available to Groups who cancel 8 weeks prior to arrival.*

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:

This policy is provided by Ski Rider entirely at the discretion of Ski Rider. It may be modified or withdrawn at any time and is not guaranteed to be available to all those with bookings. It also does not replace the standard booking conditions. Guests must comply with the deposit and balance payment terms for the COVID 19 Special Policy to be offered.

Should you need to cancel your booking for 2022 because of a government directive, contracting COVID-19, or having flu like symptoms, the following will apply:

- You can transfer your booking to a later date in the 2022 season, or a credit will be held against your booking I.D. until you decide on new dates no amendment fee will be charged. This will be subject to availability and applicable rates will apply. The credit will remain valid for 2 years

You MUST notify us within 48 hours of a COVID lock down announcement, to cancel the reservation. Should you not advise us accordingly – you will void your refund. Where a COVID lock down is announced within 48 hours of your arrival day, please contact us immediately. Contact is to be made via email to info@skirider.com.au. *Failure to act within this time may result in the cancellation of your booking and loss of monies.*

If a guest has already arrived at Ski Rider and an impending border closure requires them to leave early in order to get home, then a credit on their guest account can be arranged for their remaining nights, less amount of nights already stayed.

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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"Canberra's Premier Coach Charter Company"



General

Smoking

All rooms are non-smoking. A fine of \$550 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.

Keys

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

Damages

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

Parking

Ski Rider provides complementary parking spaces for your stay.

Dispatch And Delivery Policy

Your parcel will be delivered within Australia via Australia post. Please ensure you enter the correct delivery address as parcels which are returned to us incur a second delivery fee. All freight charges are non-refundable.

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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