



## **General Resort Terms & Conditions, Payment Options & Additional Booking Information**

### **Payment Policy**

Non-Refundable Specials require 100% payment within 48 hours.

**High season:** - Includes Winter Ski Season from June long weekend to October long weekend, Event dates, Public Holidays, Long Weekends & School Holiday dates:

- 50% payment required within 72 hours of making booking
- 100% payment required 60 days prior to arrival

**Low season:**

- 50% payment required within 72 hours of making booking
- 100% payment required 30 days prior to arrival

### **Cancellation Policy**

Non-Refundable Specials incur a 100% cancellation fee.

**High Season:** - Includes Winter Ski Season from June long weekend to October long weekend, Events, Public Holidays, Long Weekends & School Holiday dates:

- Cancellations 61 or more days prior to arrival will receive a 100% refund
- Cancellations 60 to 31 days prior to arrival will incur a cancellation fee of 50% of total invoice value.
- Cancellations less than 31 days prior to arrival will incur a cancellation fee of 100% of total invoice value.
- In the case of an event cancellation which is not hosted by the Resort, Resort policies will still be applicable.

**Low Season:**

- Cancellations 31 or more days prior to arrival will receive a 100% refund
- Cancellations 30 to 15 days prior to arrival will incur a cancellation fee of 50% of total invoice value.
- Cancellations less than 15 days prior to arrival will incur a cancellation fee of 100% of total invoice value.

N.B. Credit card surcharges will not be included in refund calculations.

### **Credit Policy**

In the event that a reservation has been cancelled while inside cancellation terms and a Resort credit or date-change has been approved, the credit/new reservation dates are still subject to the cancellation penalties applicable to the original booking dates. Therefore, if your original reservation was cancelled or dates changed when the booking was fully non-refundable, then the Resort credit itself and the new reservation will also be fully non-refundable.

1650 Alpine Way CRACKENBACK NSW 2627 AUSTRALIA

Toll Free: 1800 020 524 Telephone: +61 (02) 6451 3000

Email: [reservations@lakecrackenback.com.au](mailto:reservations@lakecrackenback.com.au)

ABN: 440 038 584 19

## Natural disasters or Emergencies

- In the event of a Government directive not to travel due to a natural disaster (including flood, bushfires, etc) directly impacting yourself or the resort, please contact the Resort to discuss date changes or resort credits for your reservation.
- Refunds for cancellations made within the relevant Cancellation Policy will only be available in the case that Lake Crackenback Resort & Spa is closed.

**\*\*\*Travel Insurance is highly recommended\*\*\***

## Third-Party Booking Channels

Bookings made through third-party booking agents or websites will differ slightly to the policies mentioned above. Please refer to your original booking confirmation for details on the relevant T&Cs.

## Payment Options at Resort

Cash, Eftpos, Credit card (Visa, MasterCard, Bankcard and American Express)

Visa & MasterCard transactions will incur a 1.2% credit card surcharge and Amex 3.5% credit card surcharge.

## Room Requests

Please note that we are unable to fully guarantee a room request. Although we endeavour to fulfill guest requests, extenuating circumstances may arise which require a reservation to be relocated to an alternate property. In these instances, Lake Crackenback Resort & Spa will attempt to contact the person listed on the booking to advise this.

## Additional Information

**Check in time** is from 3:00 pm

**Check out time** is prior to 10:00 am

A credit card pre-authorisation is required on arrival.

Room details and keys are only permitted to be provided to the primary guest registered on the reservation. We appreciate that there may be circumstances when other guests staying will need to contact the Resort or check-in prior to the primary guest in the reservation. In these circumstances, please forward through names of additional guests who are permitted to make changes to the existing reservation and who are permitted to check-in prior to the primary registered guest. The first guest checking in will need to provide a valid credit card and is required to be 18 years or older.

Please note that all children and infants staying in the reservation are represented on the reservation. There is no capacity for additional guests to be accommodated over the maximum occupancy limit of the room booked. You may be required to pay an additional person fee, book an additional room or have the extra guests restricted from staying, if you arrive with additional guests that are not indicated on the confirmation and pre-approved prior to arrival. Please contact the Resort as soon as possible if you need to make changes to your booking.

All accommodation is self-contained and is not serviced. If staying more than 7 nights, a mid-stay service will be included.

Your room is provided with the necessary amenities for your arrival. In the event you require additional items, these are available for purchase in the Reception shop. Should you require additional cleaning services during your stay please contact reception. Fees apply.

Please leave your accommodation in a neat and tidy condition with garbage placed in the appropriate receptacles and dishes placed in the dishwasher. An extra cleaning fee may apply to any accommodation left in an excessively untidy manner.

Please note that there are no refunds on unused portions of credit in booked packages and/or specials.

A Cleaning fee from \$250.00 will apply to any accommodation left in an excessively untidy manner. All properties are non-smoking, cleaning charges will apply for non-compliance. The Resort reserves the right to charge for any damages caused to your accommodation. The Resort will only be liable pursuant to the Innkeepers Act 1958, an extract of which is displayed in reception. Lake Crackenback Resort & Spa accepts no responsibility for the loss of or damage to any vehicle accessories or goods left in the vehicles.

I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or full amount of these charges. As such I have provided identification and my credit card for settlement of this account. All equipment use, fitness and/or leisure, indoor and/or outdoor activities, conducted on site, have an element of risk. No liability can be accepted by the Resort owners, staff, contractors or agents for injury, incapacity, or death, resulting from the use of equipment of facility in participation in any activity. Management reserves the right to evacuate or remove guests from the resort. All credit transactions at the resort incur a surcharge.

## **Pets on the Resort and in Accommodation**

Please note that pets are not permitted in Resort grounds or accommodation at any time due to our proximity to the National Park.

## **Drone Flying**

Lake Crackenback Resort & Spa is a no-fly zone. We ask that all guests respect this as it is dangerous and invades the privacy of our guests, residences and visitors.

## **Firewood**

Firewood is available for purchase from the Resort shop located in Reception.

## **Accor Members**

Please note that only Lakeview Apartments and Cuisine Restaurant are affiliated with Accor and only these can provide you your member's entitlements. The Spa and Wellness Centre, Alpine Larder, Harro's Activities Centre, Shop and Ski Hire do not provide discounts or reward points when purchases are made.

If we may be of any additional assistance, please do not hesitate to contact us on 02 6451 3000. We look forward to welcoming you to Lake Crackenback Resort & Spa.