



# Alpine Woodsmoke

## LUXURY APARTMENTS

### **BOOKING TERMS & CONDITIONS 2023**

#### **Deposits/Payments**

When reservation is made more than 42 days prior to arrival, 25% deposit is required.

Less than (<) 42 days prior to arrival, full payment in full is required.

Full payment is required 42 days (6 weeks) prior to travel.

Any damage incurred during your stay will be charged to a credit card that is supplied to us as a bond upon arrival where a copy will be taken by us for this purpose. A \$500 bond will be taken.

#### **Payment**

Payment can be made by EFT or Credit Card

EFT / Direct Deposit Bank: CBA  
ACC : TT & VV Ptd Ltd  
BSB: 063 120  
Account #: 102 01992

Credit Card VISA or Mastercard  
Call Alpine Woodsmoke on 0407 670 940 with your card details.  
Note 2% credit card surcharge applied for credit card payments.

#### **Cancellation Policy**

All cancellations must be in writing (via email).

Where a booking is cancelled less than the six weeks prior to the date of arrival, Alpine Woodsmoke will refund the deposit amount received, less a cancellation fee of 15% of total booking amount. Cancellations less than six weeks prior to arrival will forfeit all deposits paid (less 15% cancellation fee) unless a replacement booking is able to be confirmed at the same rate for the same dates.

**Check In**

Check in time is from 4pm

**Check Out**

Check out time is strictly 10am.

Please remove all personal belongings, empty fridge, put dishes in dishwasher and turn dishwasher on and take rubbish to car park bins.

**Non-Smoking**

Smoking is not allowed in any apartment, stairwells, ski storage area or car parks. If guests smoke in an apartment, they are liable for a minimum charge of \$250.00 to cover carpet steam cleaning and deodorizing.

**Noise**

Consider your neighbours. The apartments are family style and although we want you to enjoy your stay, we ask that noise be kept to a minimum.

**Pets**

Guest pets are not permitted at Alpine Woodsmoke. Falls Creek is within the Alpine National Park and therefore pets are not permitted without an authorised permit from Falls Creek Resort Management.

**Travel Insurance**

Travel Insurance is HIGHLY recommended.

**Privacy**

Alpine Woodsmoke only collects personal information that is necessary or desirable for the provision of our accommodation products and services.

To maintain the accuracy of your personal information please notifying us when you change your name, address, title, phone number or e-mail address. If at any time you wish to update your information, or you prefer to stop receiving communication from Alpine Woodsmoke, please contact us [bookings@woodsmoke.com.au](mailto:bookings@woodsmoke.com.au)