

MATTERHORN LODGE TERMS & CONDITIONS

GENERAL –

All advertised rates are per person, per night. Minimum occupancy is 2 adults for 2 nights. Child and infant rates are based on sharing with two full paying adults. Rates may be subject to change without notice.

Adult rates include daily breakfast (hot and/or continental), and 3-course set-menu dinner. Child rates include daily breakfast and 2-course children's dinner. Infant rates do not include meals.

Adult rates apply to guests who are 14 years or older at time of arrival, or who require an adult meal. Child rates apply to guests who are 2 years or older at time of arrival, or who require a child meal, or who require a twin-bed. Infant rates apply to guests who are under 2 years at time of arrival, do not require meals, and sleep in a cot.

We reserve the right to change room type or room configuration before arrival.

All accommodation advertisements, quotes and requests are subject to availability and cannot be guaranteed until a deposit has been accepted and a booking confirmation email has been received.

Once a booking is confirmed, no subsequent discount will apply.

The person making the booking is deemed to have accepted these conditions on behalf of all persons in their party.

Matterhorn Lodge is a licensed premises and therefore no BYO alcoholic beverages are permitted inside the lodge.

BOOKINGS –

A 50% deposit is payable at time of booking to secure your reservation. Full payment is required 60 days prior to arrival.

Bookings made after June 1, or less than 60 days prior to arrival, will require full payment at the time of booking.

Payment may be made via the online booking portal using Visa, Mastercard or AMEX.

CANCELLATIONS -

Bookings cancelled more than 60 days before the arrival date will incur a cancellation fee of \$250 per room - all other funds paid directly to Matterhorn Lodge will be returned.

Bookings cancelled less than 60 days but more than 30 days before the arrival date will incur a cancellation fee of 50% of the booking value.

Bookings cancelled less than 30 days before the arrival date will incur a cancellation fee of 100% of the booking value.

No refunds will be given if guests are unable to arrive on their expected arrival date, or if they depart prior to their planned departure date. This includes but is not limited to reasons relating to transport difficulties, unavailability of lift passes, and/or weather conditions.

No refunds will be given where accommodation bookings are cancelled, altered or amended because of weather conditions, or because services and products provided by others. Bookings may not be transferable.

Bookings made through agencies will be subject to the refund and cancellation policies of those agencies and cannot be cancelled, altered or amended except through the agency. In most cases agencies will apply the same or similar conditions as direct bookings.

PAYMENTS –

Payments are to be made using the online bookings portal in the bookings confirmation email. Payment can be made online using Visa, Mastercard or Amex.

Please ensure that payments are made on or before the due date listed in the booking documents sent and that you receive receipt and booking confirmation email prior to your arrival.

TRANSPORTATION AND SNOW CONDITIONS –

Complimentary arrival and departure transfers are provided by 4SITE Oversnow between the Perisher Skitube terminal & the Matterhorn Lodge.

Transfers are only available during normal 4SITE operating hours (outside these times surcharges may apply and bookings may be required). 4SITE may be contacted at the Perisher Skitube Terminal or on 02 6412 2244.

There is no parking available at Matterhorn Lodge and The National Parks and Wildlife Service does not allow overnight parking in Perisher Valley between 12 midnight and 7am.

INSURANCE –

We strongly advise guests to insure against medical expenses, personal accident, loss of deposit and cancellation fees.

CHECK IN & DEPARTURE TIMES –

Check in is 3pm and room check out is 9 am.

Luggage storage may be available for early arrivals from 8am or late departures until 4pm on an all-care, no-responsibility basis.

Dinner service may not be available for guests arriving at Matterhorn Lodge after 7.30 pm

NO SMOKING POLICY –

Matterhorn Lodge maintains a STRICT NO SMOKING POLICY inside and around the exterior perimeter of the lodge.

This includes all areas within the building and near entry points (including out windows). Smoking inside will attract a non-negotiable cleaning & deodorising fee of \$175. Matterhorn Lodge reserves the right, at its discretion, to debit your credit card for any such fee.

CLEANING AND ROOM MAINTENANCE OR OTHER CHARGES –

Fees may be applied in the case of misuse or mistreatment of any of the rooms or facilities.

This includes, but is not limited to, smoking, deliberate damage or vandalism, activation of fire and smoke detection equipment or other devices linked to fire alarm services, or other inappropriate activity in any of the facilities or bedrooms.

Damage to any Matterhorn Lodge facilities will result in full costs being charged to the accounts of those responsible and the Police may be involved. Cooking is strictly prohibited in rooms. Extra charges will apply if cooking appliances are found in rooms. Matterhorn Lodge reserves the right, at its discretion, to debit your credit card for any such fees.