

GUIDELINES FOR ALL BOOKINGS

The Booking Secretary and Lodge Managers are empowered to evaluate all booking requests and exercise discretion in approving or declining them. All decisions will be guided by the best interests of the Club, ensuring that bookings align with the Club's values, objectives, and operational needs.

ROOM ALLOCATIONS

The Schuss Alpine Club reserves the right to change room allocations, at any time, including after a booking confirmation.

Whilst we will try to accommodate specific requests, we advise changes to bookings may occur at any time. For example -

A booking for two people in a room with a double bed may be changed to two single beds.

A family room may be changed to two separate rooms, or, two twin rooms may be changed to a family room.

Multiple bookings by the same person or associated group members may be treated as one booking, and we reserve the right to place people from these bookings in the same room.

We charge per person. If you have booked a room with more capacity than required for your group, we may change the room allocation. For example, a four person room booked for three people may be moved to a three person room if one becomes available.

The Booking Secretary and Lodge Managers have discretion to accept bookings that only partially fill a room, although they will probably not take such bookings more than a few days before arrival. If a room is partially filled to accommodate a booking, no extra charge will apply.

The online booking system requires a minimum number of people per room to prevent misuse.

CANCELLATION/REFUND POLICY

- Cancellations made more than 28 days before a booking begins, are eligible for a 80% refund of the total booking cost. (Excluding non-refundable fees incurred by the Club)
- Cancellations made between 14 and 28 days, inclusive, before a booking begins, are eligible for a 60% refund of the total booking cost. (Excluding non-refundable fees incurred by the Club)
- Cancellations made less than 14 days before a booking begins are not eligible for a refund.

To action refunds, please email the Schuss Booking Secretary - bookings@schuss.com.au

The Schuss Alpine Club Lodges are located within the Alpine regions of Australia. Weather conditions are temperamental. Booking refunds will not be given due to weather conditions or event cancellations.

TRAVEL INSURANCE

Schuss Alpine Club recommends travel insurance to guard against losses arising from a cancellation.

As an aid, the following links provide searches for domestic travel insurance.

Schuss Alpine Club does not recommend any insurance policy or company listed by following these searches. They links below are provided as a guide only.

<http://www.google.com.au/search?q=domestic+travel+insurance>

<http://www.google.com.au/search?q=domestic+cancellation+travel+insurance>

FIRST NIGHT TARIFF

The First Night Tariff (FNT) is calculated per head on a bed. It is included as the full tariff associated with any booking.

For example – You make a booking for yourself, the one fee is included. You make a booking for yourself, in a room by yourself, one fee is included as there is only one head on a bed. You make a booking for yourself and one other, two fees are included, etc.

When calculating cancellation refunds this amount is included within the calculations.

Should the need arise to move rooms during your stay, the expectation is that an additional FNT is to be charged.

PAYMENTS

Payment by credit card using the payment link within the tentative booking notification email is the preferred option for payment.

Payments must be made before the due date.

Members and Guests are responsible of ensuring payments are made by the due date, and are hereby advised that the booking system will automatically cancel a booking if payment is not deemed as made by the due date.

You may request to pay for a booking by electronic funds transfer. All EFT payments must have the associated Booking ID within the reference. (eg. MB001234, FC001235, TB001236). A copy of the transaction receipt must be emailed to bookings@schuss.com.au immediately upon making the payment.

Failure to forward a copy of the transaction receipt may result in the booking being cancelled without any further notice.

If you are experiencing trouble paying, please call the Booking Secretary on 1300 651 642.

During the Winter Season, please liaise with the relevant Lodge Managers direct. All contact details are available at schuss.com.au.

If a deposit has been paid and the balance is not paid by the relevant deadline then your booking may be cancelled and your deposit forfeited as per the cancellation policy.

For bookings made online Schuss Alpine Club reserves the right to impose additional conditions on a booking or to cancel a booking and provide a full refund before the guests arrival if, in the opinion of Schuss Alpine Club, the booking is undesirable, potentially undesirable or has been made in contravention of any of these booking terms. In particular a large booking that may adversely impact on the Club's property or the enjoyment of other Members and Guests, may require a refundable bond and/or further information to be provided to the Club.

The use of a Member/Affiliate tariff, other than for its intended purpose, is invalid and will result in an upward revision of the total due. If the extra amount is not paid immediately cancellation of the entire booking may occur.

CODE OF CONDUCT

The Code of Conduct for Schuss Members and Guests sets out what the Club expects of its Members and Guests whilst staying at our Lodges.

Before making a booking to stay at any Schuss Alpine Club Lodge you are required to read and understand the Code of Conduct

Failure to abide by the Code of Conduct may result in the loss of accommodation privileges.

CHILD RATES

Discounted Child Rates are available for children aged 2 or more and under 18 at the date of arrival for winter seasons other than high season and for summer.

Discounted Child Rates are not offered for winter high seasons.

Proof of age may be requested by the Booking Secretary and/or Lodge Manager.

Children 18 years of age and over at the date of arrival pay adult tariffs.

Children under 2 years of age at the date of arrival are free of charge but are not allocated a separate bed. If you want a bed for any child under 2 years of age you must pay for that bed.

Due to space issues within rooms, a maximum of 1 child under 2 years of age without a bed per room is allowed as standard. If you are concerned about the amount of space in the

room, then book and pay for a bed for the child under 2 years of age. If you wish your child under 2 years of age to sleep in a portable cot you may need to bring one with you.

SINGLE SUPPLEMENT SURCHARGES

The single supplement tariff is automatically calculated depending on the room, the number of people booked into the room and the applicable tariff.

All tariffs are per bed. Should any one person request a room to themselves, or if a group requires more rooms than necessary, surcharges are applied to cover the additional bed tariffs within that room.

If two people book as a group and one requires a separate room, both are subject to a surcharge unless, at the time of making the booking, the other person agrees to share the room with other people.

SINGLE PERSON BOOKINGS AND SINGLE ROOM OCCUPANCY

We charge for the second bed at the same applicable rate as the noted occupant.

The surcharge for a single person booking will not be charged if, at the time of making the booking, that person agrees to share the room with other people. Typically, this is with either 1 or 2 people.

No one under the age of 18 may request to share a room with someone that is not within their immediate group booking.

We will not assign someone who identifies as female to share a room with someone who identifies as male, or vice versa. However, individuals who do not identify with a specific gender may be placed with either male or female roommates. If this is a concern, please refrain from making such a booking and instead pay the applicable surcharge to ensure you have a room to yourself.

OTHER BOOKING CONDITIONS AND INFORMATION

This booking is not transferable to any other person or period.

Bedding, towels and bathmats are provided.

Members and Guests must observe Lodge rules and the authority of the manager.

Members and Guests must occupy the rooms allocated to them by the manager.

Any room allocation advised at the time of booking is provisional and may be changed by the club for any reason.

A change of room may be required mid stay, particularly for stays longer than 7 days, although we aim to avoid this.

The person making the booking is responsible for any damage caused by any person included in their booking and the Club will look to the person who made the booking for payment of the cost of repair.

Access to the Lodge is via a door code.

INCORRECT PRICING

In the event that the online booking system provides an incorrect total for a booking whether through system error, incorrect use of Member/Affiliate discounted tariffs or otherwise, the Club reserves the right to amend the total due and if any extra amount due is not paid promptly, to cancel the booking and provide a full refund.

In the event that the booking system provides a total in excess of the correct amount we will promptly refund the over payment once we become aware of the over payment.

CLEANING

Cleaning of communal kitchen and dining areas is shared by all.

A small task may be allocated every two or three days.

INTERNET ACCESS AND USE

Access to the internet via a Wi-Fi connection is provided but “as-is” with no guarantee as to availability or speed of access.

When the Lodges are full you may not be able to connect at all or the connection may be very slow. If access to the internet is critical to you during your stay we recommend that you ensure you have an alternative connection. For example, hotspot to your personal mobile device.

The Club does not accept any responsibility for any consequence through use of the Club’s internet connection or the performance of the Club’s internet connection.

The Club’s internet connection may not be used for any illegal activities, including, but not limited to, transfer of music or video that infringes the rights of others, such as copyright.

The Club’s internet connection may not be used for downloading and watching of legal videos, such as streaming services of “catch up” TV shows provided by television companies or other web sites. The reason is that this negatively impacts on the use of the internet by other Guests.

The Manager has the authority to block a user for any reason, including, but not limited to suspected or actual illegal use or excessive use.

Guests should not expect the Manager to assist in solving any connection issues.

FRIDGE AND FREEZER SPACE IN LODGES

Members and Guests are advised that fridge and freezer spaces in the Lodges is limited. Food storage space is generally sufficient for a week's stay; therefore, we encourage you to plan your catering accordingly.

For bookings of a longer duration please note that when the Lodge is fully booked it can only be expected that the space available to you is what would be available for a week's stay.

At all our resorts there are quite good supermarket shopping facilities so local purchasing is possible.

LUGGAGE AND RESPONSIBILITY FOR PERSONAL POSSESSIONS

Luggage may be stored by Members and Guests keen to enjoy the snow on the days of their arrival and/or departure, but only by prior arrangement with the manager and subject to the general condition below.

Personal possessions brought into the Lodge, including those left in bed rooms and communal equipment stores and drying rooms, are not covered by the Club Lodge contents insurance policy and the Club does not accept any responsibility for loss of or damage to any such personal possessions.

MARKETING MATERIAL

When you provide us with an email address, we take this as your consent for us to send you marketing material (such as accommodation specials) to that address in addition to responding to your communication. If you do not wish to receive any marketing material you need to let us know, or simply unsubscribe from the communication.

Members, please do not unsubscribe from the Members only, Schuss Newsletter.

CHECK IN AND CHECK OUT

Rooms are generally not available until after 4:00pm.

Rooms must be vacated by 9:30am.

Luggage may be stored by Members and Guests keen to enjoy the outdoors on the days of their arrival and/or departure, but only by prior arrangement with the Manager.

However, rooms must still be vacated by 9:30 am.

AUSTRALIAN WEBSITE

This is an Australian Website.

LAST REVISED DATE

Last revised: 11th February 2025