

# Hotel Pension Grimus

## BOOKING & CANCELLATION CONDITIONS 2015

### PAYMENT:

**ONLINE:** Full payment is required at the time of booking  
**DIRECT:** Reservations of 1-3 nights - 100% payable within 7 days of booking being made  
Reservations of 4 nights or more - 50% payable within 7 days of booking being made  
**FINAL BALANCE** Hotel rooms – due 4 weeks prior to arrival date  
Apartments - due 8 weeks prior to arrival date

**RESERVATIONS WILL BE CANCELLED IF MONIES ARE NOT RECEIVED BY THE DUE DATE**

### PAYMENT OPTIONS:

1) Direct Debit      2) Personal Cheque      3) Credit Card: 2% transaction fee will be incurred

**AMENDMENT FEE:** A fee of \$50 per amendment will apply to reservations altered after the required deposit has been paid.

### CANCELLATIONS:

Written cancellations **up to 4 weeks** (hotel rooms) **and 8 weeks** (apartments) prior to arrival date are accepted and refunds of deposits given subject to a cancellation fee of 10% of the total tariff.  
Cancellations **within 4 weeks** (hotel rooms) **and 8 weeks** (apartments) prior to arrival date are not accepted and no refunds will be given unless ski guarantee related. In relation to Ski Guarantee related cancellations, third party booking agents and travel agents may deduct a handling fee. Travel agent booking fees or commissions payable are not refundable. **Credit card transaction fees are not refundable.**

**INSURANCE:** We strongly recommend travel insurance against the loss of deposit in the event of having to cancel your reservation for whatever reason

**SNOW GUARANTEE.** The Snow Guarantee applies if we don't have at least four lifts operating. These are Blue Bullet Express **PLUS** any three of the following lifts: Abom Express, Wombat, Shakey Knees, Skyline T-Bar, Koflers T-Bar, Summit, Howqua, Bonza, Northside Express. **The Snow Guarantee only applies if the lifts aren't operating due to insufficient snow cover, and doesn't apply if the lift closure is due to weather conditions other than insufficient snow (e.g. high wind, ice), mechanical breakdowns or equipment failure. The Snow guarantee also does not apply to retail tickets purchased on the e-store or at on-mountain sales offices, to booking fees or commissions payable to booking agents & bookings on Opening Weekend 5-7 June 2015.**

### SNOW GUARANTEE REFUND PROCEDURE:

If the Snow Guarantee lifts are not operating in the two days before your scheduled arrival date, you can contact your booking agent or Hotel Pension Grimus (if booked direct) to change your booking to a later date or cancel your booking and receive your money back. You cannot take advantage of the Snow Guarantee on the day of your scheduled arrival nor during your stay, only up to 5pm on the day prior to your arrival date. Refunds are only issued by the booking agent or Hotel Pension Grimus (if booked direct). Any pre-paid vouchers issued must be returned. Note that third party booking agents may deduct a handling fee. Travel agent booking fees or commissions payable are not refundable.

### APARTMENTS – SECURITY BOND

Apartment reservations require a **Security Bond of \$750 payable on arrival at the hotel either by credit card or cash.** Persons booking accommodation are responsible for any loss or damage to it. The bond is additional to the cost of the reservation and is fully refundable 5-7 days after departure providing the property is left in a *clean, tidy and undamaged condition*. Keycards will not be issued until the Security Bond is processed.

**CHECK IN:** Guaranteed by 4:00pm

**CHECK OUT:** 10:00am

Every effort is made to make rooms available as soon as possible after arrival, however, as we cannot guarantee room availability before 4:00pm, change facilities and secure luggage storage are available.

### RATES & SERVICES

All rates and services are subject to change without notice at the operator's discretion.