

To all of our Guests past, present and future,

For a team that lives and breathes Alpine hospitality (and counts down the days until the first snow arrives), the last couple of months have been challenging – bushfires followed by COVID-19.

Right now, as the situation changes on a daily basis, our focus is on two things: keeping our staff healthy and safe, and helping you, our guests.

We know that people may want to or may need to adjust their travel plans in light of the current uncertainty, and we're doing everything we can to facilitate that.

Many of our guests' book year-in-year out and we are regularly at 100% occupancy for much of the season.

Whilst we cannot guarantee that the same dates/apartments will remain available if a booking is cancelled, we have:

1. temporarily updated our terms so that customers with direct bookings can feel comfortable considering to keep their existing bookings and;
2. change dates or cancel their existing bookings before they're due to travel with no penalty until the start of the winter season.

If you have a direct booking with us, we've made it easier for you to change your plans.

If you have a booking through a channel partner like Booking.com please contact that agent to arrange cancellation/amendment to your booking.

Resort Closure and Travel to the Resort

Should travel restrictions be put into effect and/or Falls Creek Resort be closed to the public – all booking deposits and/or payments will be refunded.

If you or others in your group are at high risk of spreading or getting coronavirus and you must cancel, Frueauf Village offers the following amended policy:

Summer Bookings

- Full refund of booking made for travel and arrival up until 31 May 2020 with cancellation any time up until 7-days prior arrival.

Winter Bookings

- If a new or existing booking is cancelled up to 3 weeks prior to arrival, a full refund will be given.
- If a new or existing booking is cancelled less than 3 weeks prior to arrival you will receive a refund less a \$300 booking fee. This booking fee can be credited to a future booking in 2021.

All cancellations must be provided in writing via email to bookings@fvfallscreek.com.au

Above all, stay safe

This is an unprecedented situation, and many of you are reassessing your travel plans. We understand the uncertainty and we will look forward to helping you enjoy a local getaway to de-stress and enjoy the high country – be that the summer green or our winter wonderland whenever you chose to rebook.

Our thoughts over the coming weeks are with all our guests, and we hope that you and those close to you are safe and well.

Please contact our friendly team should you have any concerns or queries on 1300 300 709 or bookings@fvfallscreek.com.au

Warmest Regards,



Brett Williams
General Manager



Lisa Hargans
Reservations Manager