

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 for 2020 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 changes to your travel plans.

**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 by a relevant government/public body be put into effect preventing you from travelling to Falls Creek and/or Falls Creek Resort be closed to the public during summer and/or the declared snow season for 2020 for dates of your booking (or part thereof) – all booking deposits and/or payments will be refunded for bookings and dates affected by the above stated events/government directions less any transaction charges which may not be refunded by the service used to facilitate the booking.

#### **Summer Bookings**

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

All cancellations must be provided in writing via email to [bookings@fvfalls creek.com.au](mailto:bookings@fvfalls creek.com.au)

#### **Winter Bookings**

2. If a new or existing booking is cancelled up to 3 weeks prior to arrival, a full refund will be given.
3. 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@fvfalls creek.com.au](mailto:bookings@fvfalls creek.com.au)

#### **Bookings made prior to 12 June 2020**

Whilst we cannot guarantee that the same dates/apartments will remain available if a booking is cancelled for bookings made prior to 12 June 2020 :

4. We have temporarily updated our terms and conditions so that customers with direct bookings can feel comfortable considering keeping their existing bookings and;
5. Change dates or cancel their existing bookings before they're due to travel with no penalty until the start of the winter season and further allow changes once the season commences with limited to no penalty charges applicable.
6. For all winter 2020 bookings a request for final payment will be sent 4-weeks prior to your arrival and full payment is required 3-weeks prior to guest arrival. For bookings made less than 3-weeks prior to arrival, full payment is required at the time of booking.
7. If you wish to amend your booking to a later date in the 2020 season due to travel restrictions or per situations prescribed in clause 8, subject to availability, no change fees will be applied.

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8. If you wish to cancel your booking as a result of a member of your travelling party testing positive for COVID-19 or; upon medical advice as being in a high-risk category for COVID-19; or government mandated travel restrictions preventing travel (i.e. border closure):
  - a. Up to 3-weeks prior your arrival, a full refund will be given less any transaction charges which may not be refunded by the service used to facilitate the booking.
  - b. Within 3-weeks and up to the day prior arrival, a full refund as per point 8a. less a \$300 administration fee which you may request to be credited to a booking for 2021.
  - c. Your cancellation request under this policy must relate to Covid-19 and must provide:
    - i. a medical certificate demonstrating a positive result and/or;
    - ii. a certificate from a medical practitioner recommending the party concerned not travel due to high risk status and;
    - iii. with the medical stated quarantine period above affecting your booking date(s).
    - iv. For cancellation requests relating to:
      - a) state border closures and restrictions on interstate travel,
      - b) intrastate closures or restrictions as a result of you residing in a declared Covid-19 hotspot in Victoria;
      - c) please provide a reference document with the government or public authority direction confirming your claim and cancellation request.

We recommend you use this site to provide a dated extract (i.e. a PDF copy showing travel restriction for the dates that would prevent you travelling).  
<https://www.healthdirect.gov.au/coronavirus-covid-19-travel-advice-and-restrictions-faqs#other-states>
    - v. Frueauf Village (FSCM Pty Ltd booking management) reserves the right to assess and determine a request for cancellation and/ or refund that does not meet the above criteria and apply clause 9 of this policy at its absolute discretion.
9. Cancellation for non-COVID-19 related reasons as defined above remain subject to our normal booking terms and conditions.

#### **Bookings made from 12 June 2020**

Subject to clauses 4 -9 above and in addition the following:

10. From 7-days prior to arrival and "last-minute" discounted bookings, will be subject to our standard booking terms and conditions and a refund is not applicable.

#### **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](mailto:bookings@fvfallscreek.com.au)

Warmest Regards,



**Brett Williams**  
General Manager



**Lisa Hargans**  
Reservations Manager