## **Booking Details**



Booking and Cancellation RulesÂ

Before you make your booking, here are a few things you should know!

Doonas and pillows are provided for you. Please bring your own bottom sheet, pillowcases and either a top sheet or a doona cover. Please bring your own towels.

There are seven bedrooms in our lodge. Beds are booked individually. Â If you wish to book an entire room, you must book all the beds in the room. Beds not booked can be booked by others.

It is easy to book and pay online. We've installed an online booking system with secure online credit card payment via PayPal. We've tried to make it simple for you to do. If you book and pay online, your booking is immediately confirmed!

When using the booking system, note that all dates refer to nights stayed at Austen. Unlike a calendar, the weekend nights shown on the booking grid are Friday and Saturday. Midweek nights are Sunday to Thursday. Each booking is for a particular number of beds over a continuous number of days. If you have party members coming or going during your whole stay, then you will need to make separate bookings for each of those intermediate periods, to avoid paying for unused beds. The child rate applies to children from 3 to 14 years old.

All bookings are covered by the Snow Guarantee - If less than 3 lifts including an Intermediate Lift are running due to lack of snow 3 days before your booking you may elect to have a full refund of your accommodation booked at Austen, or alternatively reschedule your booking. Click on the Snow Guarantee above to read the full details.Â

**Booking Cancellation Fees** 

The following scale of fees applies to bookings that are cancelled, with the provision that any special circumstances may be pleaded by notification in writing to the Club Secretary for consideration by the Committee:

Accommodation Type Notice Given to First Night of Booking Cancellation Fee per Person Booked Visitors >21 days <21 days 20% Booking Fee No Refund unless special circumstances Group Bookings for the Whole Lodge >35 days <35 days>28 days <28 days Nil 25% of total unless re-let No refund unless re-let

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Departure Time. All people using the Lodge must clean and vacate their rooms, cupboard and fridge space by 12.00 PM on the day of departure. Gear may be stored neatly in the Lodge until actual departure which should be by 5:00 PM

Austen offers Free WIFI.

If you wish to travel to Hotham by bus check out www.HothamBus.com.au for a great deal.

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