



Booking Conditions for Winter Season

A deposit of 50% of the total accommodation fee is required in order to secure each booking at Fjäll. The deposit must be received within 7 days of each booking enquiry, failing which; Fjäll is under no obligation to honor the relevant booking.

The remaining 50% of the accommodation fee must be paid in full, six weeks prior to the date of arrival. Payment for this purpose is defined as receipt by the Fjäll Agent.

Where a booking is made within the six week period prior to the date of arrival, the full amount of the accommodation fee is payable immediately.

Where a booking is cancelled before the six week period prior to the date of arrival, Fjäll will refund the deposit amount received, less a cancellation fee of 15% of the Accommodation Total.

Where a booking is cancelled within the six week period prior to the date of arrival, and providing Fjäll are able to re-let the relevant apartment, any accommodation fee received will be refunded in full, less a cancellation fee (15% of the Accommodation Total). Should Fjäll be unable to re-let the relevant apartment, the full amount of the accommodation fee will be retained by Fjäll. Where additional services are cancelled before a two week period prior to arrival, Fjäll will refund the amount received, less a cancellation fee of 10% of the total cost of additional services cancelled. Where additional services are cancelled within a two week period prior to the date of arrival, the full amount paid will be retained by Fjäll.

Please let us know at least 14 days prior to your arrival of any special requirements for you and your party.

During Peak Season, 2 night stays are Friday and Saturday, 5 nights is from a Sunday and 7 nights is from Sunday or Friday.

Falls Creek Ski Guarantee

* The Snow Guarantee ensures that if 48 hours prior to your scheduled arrival there is insufficient snow to enable snowsports on at least 3 designated downhill runs at Falls Creek all payments proved to be received (less booking fee) will be refunded. Booking fees vary by property. All snow guarantee cancellations must be received 48 hours prior to scheduled arrival. This guarantee does not apply if snowsport runs at the Resort cannot be accessed should ski lifts be unable to operate due to other conditions. This guarantee is applicable every day during the declared Victorian ski season.