



TERMS AND CONDITIONS: SNOWSTAY AT HEIDI'S

PAYMENTS:

1. **DEPOSITS:** A deposit of 50% of the total booking is payable at the time the booking is made. On receipt of the deposit, written confirmation of the booking will be forwarded to the Client.
2. **BALANCE:** The balance is due 60 days prior to arrival. For bookings less than 60 days prior to arrival the full balance is due at the time of booking. Failure to pay the balance by the due date will result in cancellation of the booking. The cancellation policy below would then apply.
3. **CANCELLATIONS:** All Client cancellations must be advised in writing. If a cancellation is notified 60 days or more prior to arrival, a refund of any Client payments will be made, less a 20% cancellation and administration fee. For cancellations less than 60 days prior to arrival - ALL MONIES PAID ARE FORFEITED.
4. **APARTMENT BOND:** A **credit card bond will be required upon arrival** at *Snowstay at Heidi's*. This bond will be applied to any damage, breakage or loss to the property including lock and key replacements. This will be applied to any additional costs of cleaning the premises if they are not left in good condition (any dishes must be washed and put away – or in the dishwasher and all rubbish removed). All breakages must be compensated. Should your party exceed the numbers booked you are liable for immediate eviction.

CLIENT RESPONSIBILITY:

1. The Client is responsible for any and all damage caused by it or any of its guests, invitees or other persons attending *Snowstay at Heidi's*, whether in the apartment or in any other parts of the apartment complex.
2. The Client is responsible for ensuring that their guest's conduct themselves in an orderly manner. Management reserves the right to intervene if it deems that a guest's activities are considered illegal, noisy or offensive, to exclude or remove any and all persons from the premises without liability if they consider such action is necessary. Clients and/or guests removed from the premises forfeit the full amount payable for the booking.
3. Only Clients listed on the booking form may use the property. The number of guests must not exceed the booking details. Any additional guests may only be accommodated with the written permission of the management of *Snowstay at Heidi's* who may levy an additional person/s surcharge. Violation of this clause may result in management asking the Client and/or guests to leave the property without compensation. Any monies paid will be forfeited.
4. Should the premises not be left in a good condition, any damaged caused, breakage and loss of property or costs of any additional cleaning the client will be liable to pay all costs as a result.



5. While all care is taken, *Snowstay at Heidi's* accepts no responsibility for damage or loss of any Clients property (including any equipment) left in the apartment or on the premises prior to, during or after a guest stay. Clients are required to ensure all doors and windows are closed and locked at all times.
6. While all care is taken, *Snowstay at Heidi's*, accepts no liability for cars parked on its grounds.
7. For the comfort of guests and other residents noise must be kept to a minimum at all times.
8. Smoking is strictly prohibited within the confines of the apartment building.
9. No skis or boards are permitted in the rooms and must be stored in the ski locker located within the building.
10. Under **no** circumstances are pets to be brought into *Snowstay at Heidi's* – it is illegal to bring domestic animals into the National Park. Should an animal/s be brought into *Snowstay at Heidi's*, clients and/or guests will be asked to be leave immediately without compensation. All monies paid will be forfeited.

Snowstay at Heidi's highly recommends that all clients arrange appropriate insurance cover for the duration of their stay.