



2018 CANCELLATION AND REFUND POLICY

All requests for a refund must be made in writing (an email is acceptable) by the Member who made the booking to the relevant Booking Officer.

Email; bookingofficer@alburyskiclub.com.au

Cancelled summer bookings receive a full refund at the discretion of the Booking Officer except for the following peak periods; Australia Day long weekend, Victorian Labour Day long weekend, Easter, Thredbo Jazz weekend, Opening Weekend, Christmas and New Year.

For a refund of a winter booking, cancellations must be made as far in advance as possible otherwise full fees may apply.

Cancellations are dealt with at the discretion of the Booking Officer using the following guidelines:

1. Cancellation on medical grounds – 100% refund. A medical certificate might be requested
2. 28 days or more notice in advance – 100% refund;
3. 10-28 days in advance – 75% refund
4. Less than 10 days' notice in advance – up to 50% refund depending on circumstances of cancellation.
5. Any refund for cancellation based on "lack of snow" will be at the discretion of the Committee.
6. Refunds will only be dealt with if a completed cancellation and refund request has been received in writing or via email.
7. Fee refunds cannot be used as payment towards any outstanding booking fees or subsequent bookings.
8. If the cancelled beds are reallocated a full refund should apply even if the cancellation was within 28 days.