

CLASSIC HOLIDAYS RENTAL RESERVATION GUIDELINES

Guidelines

Reservations may only be accepted no further than 12 months in advance.

Rentals booked 30 days to 12 months in advance

- 3 night minimum
- Members are entitled to a 30% discount year round (*excluding Weeks 52 & 1 and special events including Indy & Wintersun etc in respective regions*).

Rentals booked within 30 days of arrival

- 2 night minimum
- Members are entitled to a 30% discount year round (*excluding Weeks 52 & 1 and special events including Indy & Wintersun etc in respective regions*).

Important information

- Quotes are valid for 48 hours only
- All rates, availability, specials etc are subject to availability
- Rates are subject to change without notice
- At times, online rates may be lower than those quotes over the phone. To take advantage of these lower rates, simply book online
- A credit card imprint or \$100 cash deposit is required upon check in at all resorts
- No pets are allowed at any Classic managed resort/club
- Children under the age of 18 must be accompanied by an adult at all times. Reservations will not be accepted if all guests are under the age of 18
- Prices quoted are in Australian dollars and are for accommodation only
- Apartments are not serviced daily. Should a daily service be required, guests must contact Reception during their stay to arrange the services and pay additional cleaning fees.
- Unfortunately, we do not hold reservations at any time

Payment

- Full payment is required at the time of booking by a valid credit card or cheque/money order within 7 days (or 10 days if the guest lives outside Australia)
- Should a cheque/money order payment not be received within the 7-10 days the reservation will be automatically cancelled without notice
- Cancellations of reservations made via www.classicholidayclub.com.au must be made direct with Classic Holidays, not online.

Check in / Check out

The following check in/out times are strictly adhered to:

Check in: 2pm Check out: 10am

Confirmation

- Confirmation letters are required to be presented to Reception upon check in
- Should you not receive a confirmation letter via post or email it is your responsibility to contact Classic Holidays and request a new copy be sent
- When you receive your confirmation letter, you must confirm all the details are correct and advise Classic Holidays of any incorrect details immediately

Apartment information

In accordance with safety regulations and resort rules please note the following maximum occupancies for apartment types at Classic Holidays managed resorts:

Studio: 2 people

One Bedroom: 4 people

Two Bedroom: 6 people

Three Bedroom/Super Suite: 8 people

(Please note, room types are different at each resort. These are indicative of most room types at Classic Holidays managed resorts.)

Please note that the total number of people includes children and infants. The resort is unable to accept additional guests under any circumstances. Should these guidelines not be adhered to guests may be asked to vacate the premises and pay additional guest fees.

Cancellation Policy

Should a guest cancel a reservation within:

- 14 to 30 days of arrival: 50% of monies paid will be refunded
- 2 to 14 days of arrival: 25% of monies paid will be refunded
- Within 48 hours: there will be no refund paid under any circumstances
- Please note: Members Escapes and some specials are non refundable.

Members Escapes

- Valid low season at all resorts and mid season at regional resorts only. Not applicable for Studios, 3 bedrooms & Penthouse apartments.
- Members Escape weeks are available to our members, their family and friends.
- If the family or friends of a member would like to take advantage of the Members Escape week discounted rates, the member must book on their behalf.
- Members Escape weeks are subject to availability and are non refundable.

Special requests

At the time of booking, guests may request a range of preferred room types or floor levels. Guests must note that these cannot be guaranteed at the time of booking as allocations are not completed until shortly prior to arrival. Room details are not disclosed prior to arrival under any circumstances.

Please be advised that to increase your chances of receiving your preference, it's best to book early as allocations are completed on a 'first booked, first served' basis.

Terms & Conditions

All bookings are subject to the following terms and conditions:

1. Bookings may be made by contacting Classic Holidays or booking online and are subject to availability. Bookings facilitated through industry partners will be subject to their terms and conditions.
2. All rates listed and quoted by Classic Holidays are Australian Dollars and inclusive of GST. All rates featured on our website are subject to change without notice.
3. All bookings must be paid in full at the time of booking by credit card (Mastercard or Visa – some resorts will accept Amex or Diners, please check with Classic when booking) or within seven (7) days by cheque/money order (in Australian Dollars). If payment is not received by the due date, Classic Holidays reserves the right to cancel the booking without notice. Reservations are not held for any other reason.
4. Should you cancel your reservation within:
14 to 30 days of arrival: 50% of monies paid will be refunded
2 to 14 days of arrival: 25% of monies paid will be refunded
Within 48 hours: there will be no refund paid under any circumstances
Cancellations must be made direct with Classic Holidays, not the resort or online.
5. Some specials/promotions are non-refundable.
6. Every effort is made to ensure that the description of facilities and services of properties managed by Classic Holidays is accurate. If any service/facility is essential for the guest when choosing a particular property, it is the guest's responsibility to confirm availability with Classic Holidays at time of booking.
7. Children under the age of 18 must be accompanied by an adult at all times.
8. Reservations are accepted up to 12 months in advance and are subject to availability.
9. Nightly minimums apply:
Accommodation booked 30 days to 12 months prior to arrival: 3 night minimum
Accommodation booked within 30 days of arrival: 2 night minimum
10. Classic Holidays cannot be held liable for omissions or errors, whether temporary or permanent, of a property's facilities and services.
11. Property room photos/descriptions may not be specific to actual room allocated.
12. Accommodation facilities listed may not apply to all room types.
13. In accordance with fire, health and safety regulations and resort rules, maximum occupancies for each apartment type at Classic managed resorts are traditionally:

Studio: 2 people, One bedroom: 4 people, Two bedroom: 6 people, Three bedroom/Penthouse: 8 people. Please note these may differ at some resorts. The total number of people always include children and infants. The resort is unable to accept additional guests under any circumstances. Should these guidelines not be adhered to guests may be asked to vacate the premises and pay additional guest fees.
14. Classic Holidays strongly recommends you purchase comprehensive travel insurance at time of booking. Simply contact us for more information.
15. All bookings are for accommodation only and are provided on a self-catering basis. Taxes, meals, travel and all other incidental costs are the sole responsibility of the guest.
16. Rooms are not serviced daily, however, for stays of 8 nights or more, a weekly service will be provided. A daily service or fresh linen can be provided at an additional charge and is to be arranged directly with the resort.
17. Guest may make requests regarding room type, view, floor level etc at the time of booking, however, these cannot be guaranteed. Room details will not be disclosed prior to arrival under any circumstances.
18. All 7 day bookings commence on Friday or Saturday (subject to availability) unless otherwise arranged.
19. All guests will receive a letter of confirmation within 7 days of full payment being received or instantly when booking online via classicholidayclub.com.au. If your confirmation has not

been received after this time, it is your responsibility to contact Classic Holidays. This letter must be presented to Reception upon check-in.

20. A credit card imprint or \$100 cash deposit is required upon check in at all resorts.
21. Complaints must be addressed in writing to the Classic Holidays Complaints Handling Officer and received within 14 days of check-out.
22. Every effort is made to ensure that information on the website is correct. Information, images and rates on the Classic Holidays website are subject to change without notice.
23. To enable us to provide our services to you, we need to collect personal information from you. We collect this information to book accommodation, additional services, open accounts for you in one of our managed properties or to make travel arrangements on your behalf. Our complete privacy statement is available upon request or may be viewed online at classicholidayclub.com.au.
24. In line with Health Authority Regulations, pets are prohibited except for Guide/Hearing Dogs.
25. Terms and conditions are subject to change without notice. All information within this brochure are correct at the time of printing.

** Content within this document are a guide only and are subject to change without notice.*