



BOOKING TERMS & CONDITIONS

VALIDITY: Products and prices provided by Korea Snow and published in any medium are subject to change without notice. These prices are valid, unless superseded or otherwise indicated, from 1/12/2015 to 30/4/2016.

GENERAL INFORMATION AND BOOKING CONDITIONS: All reservations are subject to availability. Quotes are regarded as an estimate and prices are only confirmed with a written quotation. All written quotations are subject to change at anytime and without notice.

PRICES: All advertised prices published by Korea Snow in any medium are in Australian dollars unless otherwise stated, and are subject to change without notice. Any quotation provided by Korea Snow is subject to change and can be withdrawn or varied by Korea Snow without notice prior to a final payment being received by Korea Snow. All quotations supplied by Korea Snow are subject to currency fluctuations until the day the final payment is made. The final payment amount will be made by reference to the amount in the quotation and converted using the exchange rate applicable on the day the final payment is due.

RESERVATIONS and BOOKINGS: Reservations are temporary only and held for a period of **7 days** from the date of the initial reservation (**Reservation**). The Reservation will confirm the full price (**the Price**) and provide the deposit amount required to be paid. When a completed and signed **Booking Agreement Form** and the required full deposit amount are received, the booking is confirmed (**Confirmed Booking**). Failure to forward a Booking Agreement Form or pay the required full deposit within the specified 7 day period may result in the Reservation being cancelled. All reservations made by Korea Snow are subject to availability of the travel product requested and can be withdrawn at any time without notice. Korea Snow reserves the right to modify, cancel or withdraw any part of a Confirmed Booking if the requested component becomes unavailable with an accommodation or service provider (**Third Party Travel Provider**) after the date of the Confirmed Booking and without any notice. In the event that a Third Party Travel Provider cancels a travel product Korea Snow will, where possible, provide a refund. Bookings with Third Party Travel Providers are subject to the relevant Third Party Travel Providers' terms and conditions, which are available upon request. The person who has signed the Booking Agreement Form (**the Customer**) is responsible in all respects for reviewing any Third Party Travel Providers' terms and conditions.

BOOKING AGREEMENT FORM: It is the responsibility of the Customer to inform all other people named in the Booking Agreement Form (**the Travel Party**) and travelling under the Korea Snow Booking Number issued, of these Booking Terms and Conditions. The Customer will be liable for all fees and charges associated with the Confirmed Booking for the Travel Party in the event of any cancellation. Korea Snow is not obliged to hold any Reservation unless a completed and signed Booking Agreement Form is received.

DEPOSIT: A deposit of **50% of the Price is required within 7 days** of the Reservation, together with a completed and signed Booking Agreement Form. Where a deposit is not received in full, the Reservation may be cancelled without further notice. Some Third Party Travel Providers may require a deposit inside the seven (7) day period and or an increased amount to confirm the reservation, and Korea Snow will provide details of the varied deposit amount at the time the Reservation is made. Payment of the deposit and a completed and signed Booking Agreement Form indicates an acceptance by the Customer of these Booking Terms and Conditions.

CONFIRMATION: Upon a completed Booking Agreement Form and deposit being received, Korea Snow will issue a Confirmation for the Confirmed Booking.

FINAL PAYMENT: The balance amount specified in the Confirmation (**Final Payment**) is required to be paid as advised by Korea Snow but in any event **not less than 60 days** prior to the date of departure (**Travel Date**). Bookings made between **15 and 60 days** of the Travel Date require payment in full immediately upon the issue of a Confirmation. Bookings made within fifteen (15) days of the Travel Date require payment in full immediately upon the issue of a Confirmation and are subject to the Late Booking condition. Some Third Party Travel Providers may require payment in full outside the conditions set out herein, and Korea Snow will advise the Customer accordingly. The final payment amount will be made by reference to the amount in the quotation and converted using the exchange rate applicable on the day the final payment is due. Failure to pay by the due date may result in auto cancellation of the Confirmed Booking and a reinstatement fee may be incurred by the Customer.

PAYMENTS: Payments can be made by direct deposit into our bank account: Korea Snow Corporation Limited, Hang Seng Bank, Bank Code: 024 Account No: 774-446850-883 or through the Korea Snow Corporation PayPal account. Please contact us for Swift Code details for international transfers. All payments (Deposits and Final Payments) must be made in full as per the amounts specified in the Reservation and Confirmation. Korea Snow will not accept part payments towards a Deposit or Final Payment.

LATE BOOKINGS: Bookings made **less than 15 days** before the Travel Date will incur a \$100.00 late booking fee per Booking Agreement Form. Korea Snow will require immediate payment of the full amount via PayPal for the Confirmed Booking. Normal cancellation fees will apply.

PACKAGE SPECIALS: Package specials apply to selected Korea Snow products and are detailed in the material published, either on the website or brochures. Package specials are not in conjunction with any other discounts offered. To be eligible for the Package special the Confirmed Booking must be completed in accordance with the Package special terms and conditions. All Package special discounts will be removed from the Confirmed Booking in the event the Package special terms and conditions are not met and normal conditions will apply. The Customer may be liable for increases in rates if Package special conditions are not met. Package specials are subject to availability and may be withdrawn at any time without notice.

CANCELLATIONS and REFUNDS: Korea Snow will not cancel any Confirmed Booking without written instructions from the Customer. Cancellation of a Confirmed Booking made outside of 60 days of travel will incur a cancellation fee of \$150.00 per person plus any charges levied by Third Party Travel Providers. Cancellation of a Confirmed Booking made within 60 days before departure and after the Final Payment is made will incur a 100% cancellation fee of the Price. If a member of the Travel Party cancels from a Confirmed Booking, the Customer and the Travel Party remain liable for the Price and any additional costs they may incur as a result. Valid refunds will not be processed to the Customer until Korea Snow receives the relevant amount from the Third Party Travel Provider. Insurance covering cancellation is strongly advised as most cancellation policies are strictly enforced. No allowance or refunds will be given for unused accommodation, car rental, transfers and ski passes.

AMENDMENT: Korea Snow will not amend any Confirmed Booking without written instructions from the Customer. An amendment request made to a Confirmed Booking will incur a \$65.00 Korea Snow fee (**Amendment Fee**), in addition to any fee or charged levied by the Third Party Travel Provider. These fees will be added to the Final Payment total. Within 60 days of the Travel Date, Cancellation Conditions will apply in full.

NOT INCLUDED in the COST of CONFIRMED BOOKING: All other costs, apart from those detailed in the Confirmed Booking, such as cost of passports, visas, items not specified as being included, airport taxes (where applicable), laundry, telephone calls, meals not included in the Confirmed Booking or available on regular menus, ski or equipment hire, lockers, lift passes (unless otherwise stated) or any other costs of a personal nature are at the Customer's and Travel Party's own expense. If there are any travel delays, Korea Snow is not responsible for any additional costs incurred as a result, such as transport costs.

KOREA SNOW OPERATIONS: Bookings are accepted subject to the services or accommodation applied for being available. Korea Snow reserves the right, without notice, to amend, cancel or withdraw any promotion, product or Confirmed Booking (**Korea Snow Operation**) and in the event of this happening, amounts paid will be refunded in full to the Customer by Korea Snow. Upon receipt of payment all liability of Korea Snow in respect of the Korea Snow Operation will cease. In the event that Korea Snow cancels a Korea Snow Operation, the Customer may be offered an alternative Korea Snow Operation. In the event that an alternative Korea Snow Operation is booked by the Customer, any deposit paid in respect of the Confirmed Booking will be applied by Korea Snow to the new alternative Korea Snow Operation. Korea Snow reserves the right to decline to accept or retain any person as a member of any travel party at any time.

AGENCY: Korea Snow acts only as an agent for the Third Party Travel Providers offering accommodation and other services. Korea Snow's responsibility is to arrange the relevant contracts between the Customer and the Third Party Travel Provider. Korea Snow has no control over, or liability for, the services provided by Third Party Travel Providers to the Customer. Bookings made on the Customer's behalf with Third Party Travel Providers are subject to the relevant Third Party Travel Providers' terms and conditions, which are available upon request. The Customer must attempt to resolve any issues encountered with their Confirmed Booking directly with Third Party Travel Providers from the Travel Date.

PASSPORTS, VISAS and HEALTH: The Customer and members of the Travel Party are solely responsible for obtaining valid passports and any visas, including transit visas, or other documentation required or associated with the Confirmed Booking. The Customer acknowledges that at least 6 months validity on a passport from the date of return is required when travelling overseas. The Customer acknowledges and agrees that it is the Customer's sole responsibility to be aware of any health requirements for the Customer's travel destination.

TRAVEL INSURANCE: The Customer acknowledges and agrees that the Confirmed Booking does not include travel insurance. The Customer and members of the Travel Party are solely responsible for obtaining travel insurance. Korea Snow is not responsible or liable for failure by the Customer or members of the Travel Party to obtain travel insurance.

SNOW CONDITIONS: Korea Snow will not under any circumstances be held responsible for snow conditions. The Customer cannot cancel, alter or amended a Confirmed Booking on the basis of weather conditions. Information of average snowfall statistics are provided by the resorts directly and are correct at the time of publication. Korea Snow encourages the Customer to conduct their own independent research for snow and weather conditions at the time of travel.

INFORMATION ACCURACY: Whilst every effort is made to ensure the accuracy of the information published in any medium, Korea Snow will not be held responsible for any errors or omissions or changes to hotel facilities or amenities as specified. Care will be taken to ensure that the Customer is updated on any major changes that could affect the Confirmed Booking. Photographs are supplied by Third Party Travel Providers and decorations, fixtures and fittings may vary from those published by Korea Snow.

MEALS: Where meals are included and stated in the Confirmed Booking, menus may only be available from the Third Party Travel Providers set menu and not a la Carte menu.

CHILDREN: Any Price referring to discounts for children (2 – 12 years at the Travel Date or as specified) are based on 2 children sharing with 2 adults using existing bedding. Additional bedding may incur an additional charge. Where children are under 2 years of age and are accommodated free of charge, separate bedding will not be provided. Some Third Party Travel Providers may be able to supply a cot but this may incur an additional charge. The Customer is to advise Korea Snow at the time of Reservation of any specific bedding needs for children.

SECURITY DEPOSIT: Some Third Party Travel Providers require a key deposit in local currency payable on arrival. Generally this deposit will be refunded on departure, subject to conditions.

ADDITIONAL CHARGES: Additional charges for linen, cleaning, power or heating may be payable to some Third Party Travel Providers. Those charges are to be paid directly.

LIABILITY: To the extent permitted by law, Korea Snow and or its agents, or anyone else acting on Korea Snow's behalf will not accept liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, misrepresentation or breach of duty of Third Party Travel Providers, their respective representatives, servants, contractors or agents over whom Korea Snow has no direct control. Matters outside the control of Korea Snow may affect Korea Snow Operations and Korea Snow is not responsible for any such matters. Korea Snow does not accept responsibility or liability for any traveller who contravenes the law or regulation of any country visited. Korea Snow reserves the right to decline to retain any person as a member of any travel party at any time in the event of contravention of any laws.

FORCE MAJEURE: Except where otherwise expressly stated in these Booking Conditions, neither Korea Snow or any other Third Party Travel Provider will accept liability or pay compensation where the performance or prompt performance of Korea Snow's or the Third Party Travel Provider's contractual obligations is prevented or affected by or the Customer otherwise suffers any damage or loss as a result of a Force Majeure Event. For the purposes of these Booking Conditions a Force Majeure Event includes any event which Korea Snow, the supplier of the service or the Third Party Travel Provider could not, even with all due care, foresee or avoid and may include, but are not limited to, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, epidemics, fire and all similar events outside the control of Korea Snow, the supplier of the service or the Third Party Travel Provider.