

DWA Resort Services Booking Cancellation Process

Introduction

At DWA we want to ensure that our members have a good experience on snow, but we understand that there may be times when you cannot attend a booking you have made.

Now that we are using a booking platform so that members can plan well ahead, bookings are paid for in advance of the event.

Consequently, we need to clearly explain what happens if you, or we, cancel the booking.

Bookings

Key points to remember when making your Resort Service bookings are:

- Most services in alpine resorts are charged up front. However, we will initially only charge you a 50% deposit at the time of booking.
- The remaining 50% is due 2 weeks (14 days) prior to your booking.
- As a DWA participant, members consent to photography and/or news articles for the purposes of promoting our future programs and services unless you advise us otherwise.

Cancellations

When you book you pay a facilitation fee for the days of your booking. This includes a small administration fee per booking, regardless of the number of days in that booking. This covers costs we cannot recover if a booking is cancelled. This is \$25 and non-refundable should a member decide to cancel.

If DWA cancels the booking

In the rare event that we are not be able to deliver a member booking we will advise you as early as possible, and work with you to amend, modify, or cancel the booking, depending on the circumstances. If we are not able to provide the service at all, you will be fully refunded (including admin fee).

If a member cancels the booking

We understand that sometimes things happen that mean a booking needs to be cancelled by a member. For this reason, we have made the following provisions for when that happens.

1. If you cancel your booking more than 2 weeks from the booking date you will be refunded in full, less the \$25 administration fee.
2. If you decide to cancel less than 2 weeks from the booking date will not be eligible for a refund, except in exceptional circumstances, such as illness (see details below)
3. Should a participant, or carer, not attend a booking without prior notice they will not be eligible for a refund.
4. DWA will not issue a refund if a member changes their mind about a booking or decides to make other plans.
5. If exceptional circumstances, such as illness of the member or a carer, DWA will refund or reschedule a member booking where these medical reasons are supported by a medical certificate.
6. **NDIS plans.** Cancellations made by plan managed NDIS participants will be managed in accordance with the NDIS short notice cancellation rules. Please call the DWA Head Office to discuss (1300 265 730).



What to do to cancel or request a refund

If you need to cancel your booking, you can do so via the booking system, and as long as you do so at least 2 weeks prior, we will process the refund minus the \$25 administration fee.

If you need to request a refund, please simply email DWA at bookings@disabledwintersport.com.au and provide the following details:

Email subject: Refund Request

Name:

Membership number:

Booking reference:

Date(s) of booking:

Resort:

Reason for requesting a refund:

Related attachments: for example, a medical certificate