



Dear Valued Guest,

Please read the Falls Creek Guides trek cancellation policy.

- In the event of illness, COVID-19 or injury, a medical certificate must be presented in order to receive a full refund or a rescheduling of the trek is also available.
- Weather conditions outside the control of Falls Creek Guides that deem the tour unable to occur or weather advice from Ski Patrol will result in a full refund or rescheduling of the tour at the guest's convenience
- Bookings are only confirmed upon payment or the provision of a credit card guarantee. Payment must be made prior to the start of the trek.
- Cancellation of Falls Creek Guides Trek must be made 48 hours prior to the commencement of the lesson to receive a full refund.
- In the event of a 'no show' without notice of cancellation, the full amount of the trek will be charged to the credit card provided.

Kind Regards,

Mark McDonald

Falls Creek Guides