

Falls Creek Country Club COVID-19 Cancellation Policy

We want to assure you that the Falls Creek Country Club is committed to the health and safety of our current and future guests, employees and the wider community.

The Falls Creek Country Club will implement cancellation and refunds as required if:

1. The resort is not open
2. Government policies prevent you from travelling to stay with us on your intended dates

If Government restrictions mean we open later than planned, then the Falls Creek Country Club will implement cancellation and refunds affected by the period of closure.

If you wish to cancel prior to your final payment being due, we offer the following:

- A credit of monies paid for a future stay.
- A refund of monies paid, less a cancellation fee being 15% of the total tariff

The above information should be viewed as an addition to travel insurance which is highly recommended and listed in all correspondence.

PLEASE NOTE: In order for us to open our accommodation, we have had to make the difficult decision to close our pool, spa sauna and restaurant due to social distancing requirements. Our changeroom facilities and luggage storage will also be closed until further notice.