

KOOMERANG SKI CLUB BOOKING RULES 2018

1. Introduction

- 1.1 Koomerang is a private ski club which strives to offer reasonably priced accommodation to our members and their guests across our four mountain resorts.
- 1.2 Koomerang is managed by a Committee comprising volunteers from our membership and does not have any paid staff or employees.
- 1.3 We therefore expect all members and their guests to help with lodge duties, maintain the standards of our facilities and to comply with Club rules.
- 1.4 The Committee has adopted these booking rules to assist members in understanding their booking rights and obligations and to make the booking process easy to manage.
- 1.5 Members are also referred to separate instructions issued from time to time on how to use our online booking system.

2. Who can book?

- 2.1 Full, Senior, Life, Restricted and Junior School boy members may book year round accommodation. Associate and Absentee members may only book accommodation outside the winter season.
- 2.2 Junior School boy members have full booking rights for the Mount Buller Lodge and Falls Creek Flats but are only eligible to book at our Thredbo and Hotham Lodges with one accompanying adult as a guest.
- 2.3 A parent or guardian MUST accompany any Junior School boy member and, if not a member, can be booked as a guest of the Junior School boy member.
- 2.4 Junior family members do not have any booking rights and can only accompany their full member parent.
- 2.5 Junior School boy and Junior Family members pay member bed rates.
- 2.6 Associate members must pay the applicable adult guest rate by selecting Guest Tariff Type: Member (Associate).
- 2.7 Bookings will only be accepted from or on behalf of members who have paid their current annual subscription (i.e. Financial Members).

- 2.8 The Committee may, in its discretion, consider on a case-by-case basis whether or not to approve a booking request from non-members and the Committee may impose such conditions as it may consider appropriate including the payment of a bond.

3. Guidelines

- 3.1 The names of each member and guest on whose behalf a booking is made must be included in the booking following the format: surname, given name (e.g. Jones, John).
- 3.2 Any changes or substitution of members or guests must be supplied to the booking manager by the member making the booking prior to the first night of the relevant booking and the member must pay any additional booking fee.
- 3.3 The member booking a guest accepts full responsibility for the conduct of that guest including the costs of any clean up or repairs. In the winter season the member booking a guest must accompany the guest. At other times it is not necessary for the member to accompany the guest however the member remains fully responsible for the guest including costs of any clean up or repairs.
- 3.4 Members must note that the lodge managers are required to check that the names of the people staying at each of our lodges correspond with the names that have been booked. If a person's name is not on the booking sheet, the introducing member is responsible for payment of any additional accommodation fee.
- 3.5 Single night weekend bookings are not permitted at any time. You must always pay for Friday and Saturday nights.

4. Winter and summer bookings - Stage One Requests

- 4.1 Seasonal bookings will be made available in two stages. Stage One is a limited advanced request registration period with restrictions outlined below to maximise the prospect for each member securing their preferred accommodation. The Booking Liaison Officer will review all requests, may contact members to seek to move their requests with a view to minimising conflicts and then allocate bookings. The members are advised of the nights allocated to them and then have seven days to pay for that accommodation. If payment is not received within 7 days, the Stage One allocation will be cancelled and the beds made available for bookings in Stage Two. Stage Two bookings are then opened without the Stage One restrictions and members are then able to book as many nights and guests as they wish subject only to bed availability.

- 4.2 Each member may register their request for booking accommodation in Stage One subject to the following limitations:
- (a) Each member is limited to one guest or alternatively, that member's immediate family comprising his or her spouse or partner, sons and daughters. Immediate family does not extend to in-laws or grandchildren. Additional guests may be requested in accordance with Rule 4.8.
 - (a) Each member is subject to the Stage One restrictions whether that member books in their own name or is included as a guest in a booking by another member. A member cannot request a booking on behalf of members other than his or her immediate family during Stage One but may record a preference to stay with other named members.
 - (a) A member may request multiple bookings in Stage One provided that:
 - (i) A maximum of seven consecutive nights will be permitted per booking. If the member wishes to stay longer than seven consecutive nights, a separate booking request should be made for the extra nights.
 - (ii) Any weekend booking must include Friday and Saturday nights.
 - (iii) The maximum number of nights which may be booked in Stage One shall not exceed fifteen bed nights per member.
 - (b) For bookings allocated in Stage One Requests, the normal bed rates for periods outside school holidays will be discounted by 20% for each member and his or her guests for one only five day midweek booking or seven consecutive day midweek and weekend booking whichever is the greater. If the member subsequently seeks to amend or vary this booking by reducing the number of nights or number of guests, then the member shall no longer be entitled to this discount, the amended booking will be considered to be a new booking and the member must pay the full normal bed rates for that 'new' booking less a credit from the initial discounted Stage One booking. The substitution of guest within the booking will not of itself result in the discount no longer applying.
- 4.3 Stage One requests are open in each year between the dates advised to members by the Committee.
- 4.4 It is preferred that members lodge Stage One requests through the on-line booking system in order of their preference (for example Mt Buller or failing that another lodge or

other dates). Any other preferences (such as other members in their party) should be listed within the notes on each online booking request.

- 4.5 The Stage One requests may also be submitted as follows:
- (a) by email to booking_liaison@koomerang.com.au; or
 - (b) mail to Koomerang Lodge Bookings, C/- OSCA, Morrison Street, Hawthorn, 3122.
- 4.6 Booking dates must reflect the nights you want to stay. (For example, a weekend is Friday and Saturday nights).
- 4.7 If the Stage One requests for a particular lodge or a particular night exceed the number of available beds, the requests will be prioritised in the following order: to life members, current committee members, work party participants (in work parties held subsequent to Stage One winter requests in the previous year) and members. A member is only entitled to priority for up to one seven consecutive night booking and not in relation to any further bookings that member requests.
- 4.8 If a member wishes to book in more guests in Stage One than their entitlement under Rule 4.2(a), the member may request the additional beds required. If, after the allocation of all priority requests in accordance with the Stage One entitlements, sufficient beds are still available, the member will be allocated the additional beds requested.
- 4.9 Members will be advised of the accommodation allocated to them and must then pay for that accommodation before Stage Two bookings open. Any Stage One booking remaining unpaid at the opening of Stage Two will be cancelled and the beds made available for Stage Two bookings.

5. Booking outside Stage One

- 5.1 Members may book for an unlimited number of nights and for an unlimited number of guests outside the Stage One request period subject only to:
- (a) bed availability,
 - (c) any weekend booking must include both the Friday and Saturday nights, and
 - (d) any booking outside the winter season will have a minimum cost of \$70.00.

6. Payment

- 6.1 The preferred method of payment is for members to pay online through the Booking system, which uses a secure link to PayPal.

- 6.2 EFT is available but only by prior arrangement with booking liaison. If paying by EFT, members should confirm details of the transfer to booking liaison within 24 hours of making the booking.
- 6.3 If a member pays by cheque, the member should email booking liaison within 24 hours confirming that the cheque payment has been posted to the Club.
- 6.4 Members are responsible for payment for all their own bookings including for their guests. If a member makes a booking and does not pay online or confirm the EFT or cheque payment by email within two business days, the booking may be cancelled.
- 6.5 Members are to ensure that the Club maintains their current email address. The only confirmation of booking is by automated email to the member at that email address.

7. Booking Cancellations, Changes and No Snow Refunds

- 7.1 If a member wishes to remove people or nights from a booking or change the name or type of a person nominated in a booking, the member must immediately notify the Booking Liaison Officer either by email or by telephone confirmed by email or letter within 5 business days.
- 7.2 "Peak period" means:
- (a) the peak winter dates nominated by the Committee in each season; and
 - (b) Easter and such other times when there are major events being held at the relevant Resort, for example the Thredbo Jazz Festival, Inter-School Trials and Competitions.
- 7.3 If cancellations are made more than 21 days prior to the first night of a peak period booking or more than 7 days prior to the first night of a booking outside a peak period, the member is entitled to a full refund. In this case the member may cancel the booking online and the system will automatically post a credit note to their booking account. Alternatively, the member may immediately notify the booking liaison manager.
- 7.4 The Club offers a "no snow refund" over the winter ski season. If a member wishes to claim a "no snow refund" the member must notify the booking liaison manager by email that the member wishes to cancel a booking at least 2 days prior to the first night of that booking on the basis that the member considers there are no runs with lifts open for skiing. The member will be entitled to a refund if the booking liaison manager is satisfied on the basis of the snow conditions report for the relevant mountain two days before the first night of the booking that there are no runs with lifts open for skiing on that mountain.

- 7.5 Where a cancellation is made on less notice than provided in Rule 7.3 and a "no snow refund" is not applicable, a refund will be made only for the nights/beds that can be rebooked to other members/guests.
- 7.6 If a member is entitled to a refund, the refund will be credited to the member's booking account to be used against other accommodation in that season. Payment to the member of the unused balance of any refund will not be forwarded to that member until the end of October in each year.