

LODGE BOOKING REGULATIONS – May 2009

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1 INTRODUCTION

1.1 Scope

The Club has a Winter and a Summer season for bookings. These regulations cover the types of bookings, method of application and appropriate fees and other information for members.

1.2 Winter Season

The Winter season commences on the Queen's Birthday week-end and consists of approximately 31 periods divided into alternate week-end (2 days) and midweek (5 day) periods in accordance with the booking calendar published on the Apira Ski Club website and the annual Season Booking and Fee Information sheet. Within the Winter season, there are differential tariff periods to maximise bed occupancy.

1.3 Summer Season

The Summer season applies to the remainder of the year, subject to regulation 2.1.8.

1.4 Booking Period

<u>BOOKING PERIOD</u>	<u>BUNK OCCUPANCY</u>
6pm Friday - 6pm Sunday	Weekend - Friday night and Saturday night
6pm Sunday - 6pm Friday	Mid-week - Sunday night to and including Thursday night

1.5 Changeover time

Changeover time for bunkrooms is 6pm unless otherwise advised by the Lodge Manager.

1.6 Booking Officers

A Booking Officer and Assistant Booking Officer are appointed each year to authorise Winter and Summer bookings. Their names, addresses and telephone numbers are published for members in the annual information sheet for the current year.

1.7 Booking Application Forms

- Booking Application Forms (for Post or Credit Card FAX) for the current year are available for download from the Apira Ski Club website (www.apira.org.au) or by distribution at the May General Meeting or in the Newsletter following the May General Meeting.
- An Online Booking Form is available at the Apira Ski Club website www.apira.org.au.

1.8 Authorised Use of the Lodge

- Members and guests are authorised to use the Lodge facilities in accordance with these regulations by confirmation from the Booking Officer of booking acceptances.
- Members and their guests may use the Lodge on day visits in accordance with regulation 7.

2 TYPES OF BOOKINGS AND DEADLINES

2.1 Booking Types

There are eight (8) types of bookings available to members:

- ADVANCED PRIORITY
- NORMAL PRIORITY
- PART-PERIOD
- LATE
- DIRECT
- LARGE GROUP
- EXTENDED
- SUMMER

2.1.1 Advanced Priority Bookings

- (a) Advanced Priority Booking applications are encouraged and members can plan for:
 - a whole period
 - two consecutive whole periods, where the weekend precedes the mid-week period.
- (b) There is a limit of 24 bunks available in each mid-week booking period for Advanced Priority Bookings.
- (c) There is a limit of 12 bunks for weekend-only Advanced Priority Bookings, within an overall limit of 24 bunks in each weekend booking period for Advanced Priority Bookings.
- (d) Advanced Priority Bookings must be received by the Booking Officer before 5:00pm Tuesday, six weeks prior to the booking period requested. This is the deadline for Advanced Priority Bookings.
- (e) Bookings are allocated on a priority basis up to the limit of 12 or 24 beds.
- (f) Advanced Priority Booking applications received after the deadline will be treated as Normal Priority Bookings.
- (g) Advanced Priority Booking applications that have been unsuccessful due to the application of priority points will be treated as Normal Priority Bookings.
- (h) Guests may use Advanced Priority Bookings for mid-week booking periods only.

2.1.2 Normal Priority Bookings

- (a) These are whole period booking applications which must be received before 5:00pm Tuesday 10 days prior to the weekend period requested or 12 days before the mid-week period requested. This is the deadline for Normal Priority Bookings.
- (b) The Booking Officer, will then allocate bookings in accordance with applications received and members' priority points by the deadline.
- (c) Applications received after the deadline will NOT be processed until the following Tuesday.
- (d) Normal Priority Bookings are available to guests for both weekends & mid-weeks.

2.1.3 Part Period Bookings

Part Period Booking applications made by the deadline for Normal Priority Bookings are processed after Normal Priority Booking applications have been processed.

2.1.4 Late Bookings

- (a) Late Booking applications can be made after the deadline for Normal Priority Bookings.
- (b) Late Bookings arranged by telephone must be followed by an Application Booking Form with the appropriate payment. This may be completed by mail, FAX or using the Online Booking system.
- (c) All Late bookings are treated on a "first come - first served" basis and priority points do not apply.
- (d) Normal Priority Bookings which are received after the deadline, will be treated as Late Bookings.

2.1.5 Direct Bookings

- (a) Direct bookings may be made after 8.00 am on the Friday preceding the weekend or the following mid-week by telephoning the lodge and speaking directly to the Lodge Manager PRIOR TO arrival at Mt Buller.
- (b) A message should be recorded on the Booking Officer's answering service confirming the acceptance of the booking by the Lodge Manager.
- (c) A completed Booking Application Form and the relevant cash/cheque/credit card payment must be provided to the Lodge Manager immediately upon arrival at the Lodge.

2.1.6 Large Group Bookings (including SCHOOL GROUPS)

- (a) A Large Group Booking is one where the group seeks lodge accommodation as a block, such as a school group, and members of the group are not guests of Apira Club members.
- (b) Large Group Bookings applications must be made through the Booking Officer.

- (c) Where the Booking Officer receives an application for Large Group Booking it must be referred immediately to the President, Vice President or Secretary for a decision to accept or reject the application if it means that Members may be disadvantaged.
- (d) Booking Periods available for school group bookings shall be identified on the Booking Information Sheet. Where a Large Group booking is accepted after the Booking Information Sheet is published, members will be notified via the Apira website

2.1.7 Extended Booking

Applications for more than eight consecutive booking periods require approval of the Committee.

2.1.8 Summer Booking

Summer Bookings may be made with the following restrictions:

- (a) Summer Bookings are not available during work party activities

2.2 Closing time for bookings

Normal Priority Bookings, Advanced Priority Bookings and Part Period Bookings made by Mail, Online or by Credit Card FAX close at 5.00 pm on the relevant Tuesday.

3 APPLICATION PROCESS

3.1 Methods of Booking

3.1.1 Post

- (a) Bookings can be made by forwarding a Booking Application Form together with the appropriate fee and a stamped, self-sealing, self-addressed envelope to the Booking Officer.
- (b) Payment may be by cheque, money order or credit card. Credit card details must be accurate for the booking to be processed.
- (c) Confirmation by the Booking Officer may be by telephone or mail or email.
- (d) Members who prefer to receive confirmation by email need not attach an envelope but must provide their email address on the Booking Application Form.

3.1.2 Online

- (a) Bookings can be made by completing the Online Booking Form located on the Apira website (www.apira.org.au).
- (b) Booking online requires the use of a credit card (VISA, Bankcard or Mastercard) and incurs a non refundable transaction fee. Credit card details must be accurate for the booking to be processed.
- (c) An acknowledgement of the online booking application will be sent automatically by email. THIS IS NOT A CONFIRMATION.

3.1.3 Credit Card FAX

- (a) Bookings by FAX must be made on a Booking Application Form.
- (b) FAX bookings require the use of a credit card (VISA, Bankcard or Mastercard) and incur a non refundable transaction fee. Credit card details must be accurate for the booking to be processed.
- (c) FAX bookings will only be confirmed by email. Members using the FAX booking process must provide their email address on the Booking Application Form.

3.2 Confirmation of bookings

- (a) Bookings will be confirmed for each separate period by the Booking Officer after the appropriate 6 week or 10 day deadline.

- (b) Confirmations are made by POST provided that a stamped, self-sealing and self-addressed envelope has been included with the booking.
- (c) Confirmations are made by email where a valid email address has been provided to the Booking Officer.
- (d) Where a booking is made Online, a Booking Confirmation will be sent by email 6 weeks or 10 days prior to the relevant booking period.
- (e) Where confirmation has not been received, members should immediately check with the Booking Officer.

3.3 Early Lodgement

Early lodgement is recommended in order to comply with the relevant booking deadline. Members using the postal system should post several days before the relevant deadline.

3.4 Multiple Period Booking

- 3.4.1 One booking form may be used for multiple period bookings provided that the member and guest booking details are the same for the entire booking.
- 3.4.2 Where the duration of booking of the members of the booking party is not identical, separate booking applications must be made.
- 3.4.3 Part Period Booking applications are only considered after the whole period bookings have been completed for the relevant period except for Interschools Week.

3.5 Booking Application Forms

- 3.5.1 Booking Application Forms (for Post or Credit Card FAX) for the current year are available for download from Apira Ski Club website (www.apira.org.au) or by distribution at the May General Meeting or in the Newsletter following the May General Meeting.
- 3.5.2 An Online Booking Form is available at the Apira Ski Club website www.apira.org.au.

3.6 Late Booking by telephone

3.6.1 Telephone Booking Times

- (a) While Normal Priority and Advanced Priority Bookings are the preferred format, Late Bookings may be made by telephone.
- (b) Telephone Bookings are only available for Late Bookings.
- (c) Telephone contact with the Booking Officer in the Winter season is restricted to:
 - Monday - between 8.00 am -9.00 pm - (Preferred Time) Answering machine messages will be responded to on Tuesday evening.
 - Tuesday - between 6.00 pm - 8.00 pm. Members may record booking applications and they will be advised of the outcome that evening.
 - Thursday – between 8.00 am. - 7.00pm. Members may record booking applications and they will be advised of the outcome that evening.

3.6.2 Late Booking Payment

- (a) Late Bookings arranged by telephone must be followed by an Application Booking Form with the appropriate payment. This may be completed by mail, FAX or using the Online Booking system.
- (b) Payment forwarded by mail must include the appropriate form, fee and stamped, self-sealing, self-addressed envelope(s) to the Booking Officer.

3.7 Summer Bookings by telephone

The telephone contact times listed in 3.6.1 above are not strictly observed for Summer Bookings.

4 CANCELLATION OF BOOKINGS

4.1 Booking Cancellations

4.1.1 Members can cancel either:

- (a) confirmed bookings, or
- (b) booking applications;
by notifying the Booking Officer as soon as possible after the need to cancel is known.

4.1.2 Cancellation can be made by:

- (a) leaving a message on the Booking Officer's answering service, before 6:00 pm on the Thursday prior to the booking period, or
- (b) emailing the Booking Officer before 6:00pm on the Thursday prior to the booking period or
- (c) direct telephone contact with the Lodge Manager between 8.00am and 6.00pm on Friday preceding the booking period.

4.2 Refunds

4.2.1 Refunds will only be granted if cancellations are made in accordance with 4.1 above.

4.2.2 Refund claims must be forwarded, on the approved refund form, to the Booking Officer, within 2 weeks of the relevant period.

4.3 Lodge Manager Not Available

Any or all bookings may be cancelled by the Booking Officer if a Lodge Manager is not available.

5 BOOKING CATEGORIES, RIGHTS AND OBLIGATIONS

5.1 Booking Categories

5.1.1 There are eight booking categories:

- (a) Single [member]
- (b) Double
- (c) Family
- (d) Associate Member
- (e) Family upgrade applicant
- (f) Independent Children (Single, Double, Family)
- (g) Applicant
- (h) Guest

5.1.2 Single [member]

- (a) In the single category, only the member is accommodated at member rates.
- (b) No additional levy is required.

5.1.3 Double

- (a) In the Double category, the member and one guest, nominated for the season, are accommodated at the member's rate and priority points must be shared in accordance with regulation 6.
- (b) The nominated guest may attend unaccompanied. Priority points must be shared as if the member is present and member's rates apply.
- (c) A levy must be paid with the first booking for the season to access the Double category.
- (d) The Double category is not available to Associate Members.

5.1.4 Family

- (a) In the Family category, the member, one guest nominated for the season and immediate dependent children are accommodated at the member's rate and priority points must be shared in accordance with regulation 6.

- (b) Family category members over the age of 16 may attend unaccompanied. Priority points must be split as if the member is present and member's rates apply.
- (c) A levy must be paid with the first booking for the season to access the Family category.
- (d) The Dependent Family category is not available to Associate Members.

5.1.5 Associate Member

- (a) In the Associate Member category, only the Associate Member is accommodated at Associate Member rates.
- (b) No additional levy is required.

5.1.6 Independent Children

- (a) In the Independent Children category, immediate independent children are accommodated at the Independent Children rate established in accordance with regulation 8.
- (b) Independent Children bookings are considered after Member, Double, Family and Associate bookings have been processed.
- (c) Where there is competition for accommodation, the priority points of the member are applied.
- (d) A levy must be paid with the first booking for the season to access the Independent Children category.
- (e) The Independent Children category is not available to Associate Members.

5.1.7 Guest

- (a) There are three categories of guest for the purpose of determining priority for accommodation, listed in priority order:
 - i Member's Accompanied Guest
 - ii Member's Unaccompanied Guest
 - iii Independent Guest
- (b) Guests may apply for booking periods either through a Member or independently.
- (c) Bookings will be confirmed only if beds remain available after all other categories have been dealt with.
- (d) Where competition occurs among Guests, the priority points of the Member sponsoring the booking will be applied after application of the priority in regulation 5.1.7 (a).
- (e) The fee rate for Guests is established in accordance with regulation 8.
- (f) Children of guests must be at least 5 years of age for winter bookings.

5.2 Obligations

- 5.2.1 Members are responsible for the conduct of their guests in the Lodge and for advising them of their responsibilities, especially the carrying out of allocated duties.
- 5.2.2 Each bunk occupancy carries with it a housekeeping duty which is allocated by the Lodge Manager and posted on the notice board at the beginning of each Period.
- 5.2.3 Failure to comply with these Regulations may result in withdrawal of member privileges to attend the Lodge.

5.3 Committee Discretion

The Committee has the discretion to approve applications for family rate from members for coverage of close family dependents, e.g. grandchildren, nieces, nephews if the member has no dependent children.

6 PRIORITY

- 6.1 Priority points will be applied when the booking demands for a particular period exceed Lodge capacity.
- 6.2 The order of priority for processing booking applications shall be:
 - i Members (Single/Double/Family) (Member Priority points apply and are shared as appropriate)
 - ii Associate Members (Associate Member Priority points apply)

- iii Independent Children of Members (Member Priority points apply as if the Member was present and the points are shared)
- iv Members Accompanied Guests (Member Priority points apply as if the Member was present and the points are shared)
- v Applicants to be members (Position on the Applicant List)
- vi Members Unaccompanied Guests (Member Priority points apply as if the Member was present and the points are shared)
- vii Independent Guests

7 DAY VISITS TO THE LODGE

- 7.1 Members who do not have an overnight booking may use the Lodge as day visitors between 9:00am and 5:00pm. The Lodge is not available after 2:00pm on days when the Lodge is to be shut down.
- 7.2 The following conditions apply for day visits to the Lodge:
- 7.2.1 All members visiting the Lodge, for any reason, must report their presence to the Lodge Manager or in his/her absence a resident member.
- 7.2.2 Member's family/guests may accompany them in Lodge visits.
- 7.2.3 All visitors must be registered by signing a day visitor's register posted on the Club Notice Board in the Lodge.
- 7.2.4 The Lodge Manager has the authority to request day visitors to leave the Lodge if their presence, in Lodge Manager's opinion, is contributing to uncomfortable conditions for resident members and guests.
- 7.2.5 Resident members and guests have absolute priority in the utilisation of all Lodge facilities over authorised day visitors.
- 7.3 The use of the Lodge facilities on day visits is a privilege rather than a right.
- 7.4 These regulations are designed to maintain Lodge security and avoid infringement of resident's enjoyment of Lodge facilities.

8 FEES and LEVIES

- 8.1 The Booking Fees are determined and published annually by the Committee.
- 8.2 The Booking Fees publication sets out relationship between priority points and relevant booking fees.
- 8.3 Members are notified of current priority points in Club correspondence (Club Regulations Attachment 2).
- 8.4 The Booking Category levies are as follows:

Category	Levy
Single	Nil
Double	\$45
Family	\$90
Independent Children	Nil
- Single	
Independent Children	\$45
- Double	
Independent Child	\$90
- Family	