

2021 Booking Rules

1. Summary

- 1.1. Only current, **financial** members can make and pay for bookings.
- 1.2. From 1 April, bookings per member are limited to a maximum of 16 bed nights (total) in each 24 hour period to the maximum of 45 days/nights (per person) allowed by NSW Parks for the ski season (Refer 8 Booking Restrictions).
- 1.3. Financial Member (and their dependent child/student) bookings commence on 1 April at 2100 AEDT (Refer 5.2 Winter Bookings).
- 1.4. Bookings for non-members can only be made by financial members from 1 May (Refer 5.4 Bookings).
- 1.5. Off block bookings can be made from 1 June (Refer 5.5 Bookings).
- 1.6. Full payment for bookings must be made within 14 days for booking/s to be confirmed; non-payment will result in the booking being cancelled (Refer 7 Payments).
- 1.7. Stays are not permitted unless a booking and payment for that stay has been made in advance.
- 1.8. No shows, late arrival or non-attendance for a booking (by 9 pm on the day of the start of a booking) must be notified to both the Lodge Captain and the Bookings Officer (Refer 3 Non Attendance).
- 1.9. Cancellations and refunds will be made in accordance with guidelines below (Refer 4 Cancellations and Refunds).
- 1.10. Members must be in attendance for the entire booking with non-member guests.
- 1.11 The board reserves the right to amend / modify these booking rules at any time based on current government health advice.

2. Attendance

- 2.1. Once a booking has been confirmed, notification, receipts and access information will be forwarded to the booking member by email. It is a member's responsibility to ensure that their email details are correct in the booking system; that member and non-member guests are aware of Lodge stay information and that any member or non-member guests comply with all Lodge requirements.

3. Non-attendance

- 3.1. Mountain Safety requirements and the Lodge Booking Rules dictate notification of late arrival or non-attendance for a booking at the earliest possible time and by 9pm on the day of the start of a booking. Both the Lodge Captain and the Booking Officer are notification points. Non notification will result in the cancellation of the entire related booking.
 - 3.1.1. Lodge Captain – Snowy Lodge 02 6457 5364
 - 3.1.2. Booking Officer – Sue Dawson bookings@tateskiclub.com.au

4. Cancellations, Refunds and Insurance

- 4.1. Cancellations can be made at any time through the booking system or if you have any problems accessing the booking system, then by contacting the Bookings Officer by email.

4.2. Full refunds will only be made where a cancellation is made one month prior to the first date of the booking

4.3. Refunds will not be made where cancellation is made less than one month prior to the dates booked however a partial refund may be made where the cancelled dates are taken up by another booking. <COVID exception – refunds will be made to members who cannot attend Snowy Lodge; or depart Snowy Lodge early due to respiratory symptoms. Please contact Bookings officer or Treasurer for refund procedures.>

4.4. Members are responsible for their own insurance – travel, vehicle, accident and health – and for any claims made under those policies.

4.5. It is recommended that members participating in any form of racing take up insurance.

4.6. Free accident insurance is available from Snowracer via Ski and Snowboard Australia for all participating racers (it covers Australia and New Zealand).

5. Bookings

5.1. Only fully financial members of Tate Ski Club are eligible to book accommodation at Snowy Lodge.

5.2. Winter Bookings

5.2.1. Winter bookings are to be made in blocks of:

5.2.1.1. **2 nights (weekend: Fri-Sat)**

5.2.1.2. **5 nights (week: Sun-Thurs)**

5.2.1.3. **Or aggregations of blocks** (*Examples: weekend, weekend + week + weekend, week + weekend, etc.*)

5.3. Member and member dependent child/student

5.3.1. Winter block bookings (including off-peak bookings) for Members open on 1 April at 2100 hrs AEDT. Members and dependent children/students of members who accompany the member may also be booked in at this time. **Each member (and their dependent child/student) can book a maximum of 16 nights per member, each 24 hour period commencing 1 April.**

5.4. Non-members

5.4.1. **Winter block bookings (including off-peak bookings) for Members' non-member guests open 1 May.**

5.4.2. Members must be in attendance for the entire booking with non-member guests.

5.5. Off Block Bookings

5.5.1. Winter off-block bookings for Members and non-member guests open 1 June.

5.5.2. The Bookings Officer has the discretion to advertise and accept bookings for ad hoc weeknights, commencing 1st June for the remainder of the season, if there are vacancies.

5.6. Summer-Off Peak Bookings

5.6.1. Summer and Off-Peak bookings may be made for all at any time, however Members' non-member guests may not be booked in until 1 May, for all bookings occurring between Monday preceding the June Queen's Birthday weekend and the conclusion of the ski season (normally the final weekend of ACT/NSW September school holidays).

5.7. Whole of Lodge Bookings

To ensure members get priority in the busiest times, as per prior years, no "Whole-of-Lodge" (WOL) bookings are permitted on the following dates:

- Xmas break - Monday 21st December 2020 - Sunday 3rd January 2021
- Australia Day weekend - Friday 22nd January - Monday 25th January 2021

- Easter NSW & ACT school holidays - Thursday 1st April - Monday 19th April 2021
- Anzac Day weekend - Friday 23rd - Monday 26th April 2021
- During the winter season (fringe and peak) – commences Monday 7th June
- A Whole of Lodge rate can subsequently be agreed if all 22 beds are filled by one group booking.

5.8. Additional COVID Booking rules

- 5.8.1 Room sharing will only be allowed between people living at the same address unless stipulated in the booking that specific people are willing to share a room (this may mean at times the full capacity of 22 can't be achieved)
- 5.8.2 Providing accurate addresses and contact details of each guest during the booking process is a legal requirement, and is critical in the event of any required contact tracing
- 5.8.3 A waiver form is to be signed by each attending adult and forwarded by the booking member to the booking officer before the booking will be confirmed
- 5.8.4 Visitors to the lodge who are not confirmed bookings for accommodation (including any visiting members), are not permitted to enter the lodge
- 5.8.5 Each guest must bring a doona cover in addition to the normal requirement for bringing 2 pillow cases and bed sheets. Doona covers at the lodge have been removed for the interim

6. Booking steps

- 6.1. Bookings can be made online at: www.tateskiclub.com.au
- 6.2. Enter the "Lodge Bookings" page and then click the "Book Here" tab.
- 6.3. Enter log in and password to enter the bookings page.
- 6.4. Enter required dates.
- 6.5. Submit the booking.
- 6.6. An automatically generated email will be sent for the requested booking **which will be automatically waitlisted.**
- 6.7 The bookings officer will allocate bookings in order of receipt on each day following a manual allocation process to ensure COVID-safe room sharing arrangements are followed. If a clash arises with insufficient beds for bookings received on the same day, a ballot will occur after taking into account bookings already made by the clashing parties to ensure fairness of distribution among members and the financial need to maximise occupancy. When the allocation is complete, an email will be sent to advise that the requested booking is now tentative.
- 6.8. Pay for the booking within fourteen (14) days of the "tentative" email (if not made within 14 days the booking will be cancelled).
- 6.9. Email signed waiver forms for each booked adult to the bookings officer within 14 days of the "tentative" email (if signed waivers are not received by the Bookings Officer within 14 days the booking will be cancelled).
- 6.10. Bookings are confirmed by email when payment is made and signed waiver forms for each adult are received.
- 6.11. An email with all access and lodge information is sent the week prior to your arrival.

7. Payments

7.1. Full payment for tentative bookings must be made within 14 days for bookings to be confirmed and validated.

7.2. Any bookings not paid for within the 14 day period will be cancelled. Stays are not permitted unless a booking and payment for that stay has been made in advance.

7.3. If a booking is made within 14 days of the intended dates of the stay, payment must be made with 24 hours of the booking being made.

7.4. No members or guests are permitted to stay at Snowy Lodge unless a booking and full payment for that stay has been made in advance.

7.5. Payments should be made to:

Macquarie Bank **Tate Ski Club Cooperative Limited**

Account BSB **182-512**

Account No. **961014297**

7.6. Use your family name as the first part of the EFT description and the booking number from your email as the final part of the description. This will allow for quicker and more accurate reconciliation.

8. Booking restrictions

8.1. NSW Parks regulations limit an individual to a maximum of 45 days/nights within the Park during the ski season.

8.2. These booking rules limit per member bookings to a maximum of 16 bed nights in each 24 hour period from 1 April to the maximum of 45 days/nights allowed by NSW Parks.