



2018 BOOKING RULES

1. Introduction

- These Booking Rules form part of the By-Laws as described in the Club Rules of Brindabella Ski Club (BSC).
- These Booking Rules take effect from 22 April 2018 or as otherwise advised
- Race dates are included at the end of the Booking Rules (Point 17)

2. Reciprocal Club Bookings

- BSC has reciprocal booking arrangements with the University Ski Club (USC) in Victoria. USC has lodges in Falls Creek, Hotham and Mt Buller (<http://www.usc.com.au/>). BSC Members may make bookings in these lodges by contacting the BSC Administration Manager via email in the first instance. The Administration Manager will forward your request to USC.
- USC members who wish to book with Brindabella Ski Club should contact the USC Bookings Officer directly.

3. Membership Categories

- Financial Adult and Junior Members and Life Members may book as described below for "Full Members"
- During Winter: Christie Members and Summer Members may book themselves from Round 3 described below, under the same conditions and accommodation rates that apply for "Associates" except that they do not need to be accompanied by a Full Member. Christie Members and Summer Members may not bring Associates during Winter.
- During Summer: Summer Members and Christie Members may book under the same conditions and at the same rates as Financial Adult and Junior Members.
- Non-members may be booked by Members following the procedures described for "Associates". A Full member must accompany a non-member during their stay.
- Juniors must be accompanied and supervised by a responsible adult.



4. Room Allocation Guidelines

A room sharing policy has been developed to help improve the accommodation experience for Members. The following guidelines will be used in helping guide room allocation decisions:

- Juniors won't share rooms with adults not on the same booking
- Adult males share with adult males (if required)
- Adult females share with adult females (if required)
- Adults should always room with their child if there is no other option.
Moreover, if necessary, parents should be split up to share rooms with their children.
- Member preferences will be given consideration where possible

To assist with the practicalities of room allocation, the Club's Administration Manager or the relevant Lodge Manager may choose to:

- Use overflow bunk room accommodation if available and suitable
- Contact member/associate pre room allocation to see if there are other suitable options with other members/associates booked in over this period

At times families / groups may wish to rearrange the room allocation (within their allocated rooms) to better suit their preferences. This can be done at their discretion as long as the lodge manager/lodge leader is informed and the lodge room allocation list is amended within the lodge. Parents remain responsible for the supervision of their children with any amended room allocation.

5. Complaints Management Process

In the rare event that a Member wishes to make a complaint relating to other Members in staying in the Club's lodges, a formal complaint management process is available. Generally, concerns should be taken Lodge Manager in the first place, but if a Lodge Manager is not available or the Member feels the situation didn't improve, the member has the option of formally recording their concern. If a Member wishes to make a complaint they should follow this process:

- 1) The Member writes to/emails the Committee outlining the nature of their complaint.
- 2) The Committee acknowledges receipt of the complaint and informs the Member whether the process will be managed through the formal complaint management process.
- 3) If the Committee agrees that the Member complaint requires further action, it will draft a formal letter to the Member who has been complained about, explaining the nature of the complaint and offering a right of reply.
- 4) If subsequent complaints concerning the same member are received by the Committee a second letter is sent to the Member in question, again explaining the nature of the complaint and indicating that if there is no improvement in the undesirable behaviour, disciplinary action will be considered.
- 5) Finally, if there are no improvements in the identified Member's behaviour and corresponding complaints are still being received by the Committee. In addition, if the Committee believes that the issue represents a serious infringement of the Rules, then the Member in question will face disciplinary action such as the suspension of booking rights, or potentially the cancellation of membership.

All complaints should be emailed to VP.Management@BrindabellaSkiClub.org.au

A Code of Conduct has been published titled '*10 Commandments*' to help provide guidelines toward the expectations of all Members in their participation in Club life. This is on the website and is available in all Lodges and will help to provide guidance for Members and their Associates in their enjoyment of Club facilities.



6. Booking Methods

- **On-line:** The online booking system is the PREFERRED method of booking. On line bookings are processed immediately.
- **Off-line:** Bookings may be made using the Booking Form available at <http://www.brindabellaskiclub.org.au/content/bookingprocedures.aspx>
 - Offline bookings may be forwarded to the Administration Manager via email, post or fax up to two weeks before a booking round.
 - Offline bookings will be processed in random order after the relevant booking process round has opened.
 - To avoid disappointment, Members submitting offline bookings are encouraged to nominate alternate preferences.
- **Last Minute:** After the lodge trip list is produced each Thursday morning, last minute bookings for the next 8 nights (i.e until 'Thursday week') may be made directly with a Lodge Manager. If there is no Lodge Manager either in Thredbo or Guthega, the Administration Manager will accept last minute bookings.

7. Booking Season periods (for rates)

Summer 2017-18	Until (including) Thu 14 Jun 2018
Shoulder winter	Fri 15 Jun 2018 to Thu 28 Jun 2018
Peak winter	Fri 29 Jun 2018 to Sat 25 Aug 2018
Shoulder winter	Sun 26 Aug 2018 to Thu 6 Sep 2018
Summer 2016-17	Fri 7 Sep 2018 to Thu 13 Jun 2019

8. Accommodation Rates & Payment

- The Club prefers payment using your debit or credit card. Card payment is the only payment method available for online bookings.
- Accommodation rates for each lodge and bookings season are set out at the end of these procedures.
- Payment must be made in full at the time of booking, except for a whole lodge booking in which case 25% deposit is required.
- Where payment for a booking is not received, new bookings may not be accepted from the member concerned and the unpaid booking may be cancelled by the Administration Manager

9. Administration Manager Contact Details

- Email: admin.mgr@brindabellaskiclub.org.au (Preferred)
- Phone: 02 6100 4272
- Post: Brindabella Ski Club GPO Box 311 Canberra ACT 2601

10. Winter Bookings



WINTER BOOKINGS SUMMARY

Round	Opens	Assoc	Wkend	5 night midweek	1 -4 night midweek	Start of long stay*	Max nights
1	22 April 9.00am	No	Yes	Yes	No	Friday or Sunday	7 in total
2	29 Apr 9.00am	No	Yes	Yes	No	Friday or Sunday	12 consecutive nights in PEAK
3	6 May 9.00am	Yes max 5	Yes	Yes	No	Friday or Sunday	No limit
4	20 May 9.00am	Yes max 5	Yes	Yes	Yes	Friday or Sunday	No limit
Last minute	Thu prior at Noon	Yes	Yes	Yes	Yes	Friday or Sunday	No limit

WINTER BOOKINGS ROUND ONE

**Opens
Sun 22 April at 9am**

- **FULL MEMBERS** only may book in this period.
- **NO INDIVIDUAL MEMBER** can secure more than 7 nights winter accommodation in Round One.
- **Each Member can book for up to a total of 7 nights, which may be:**
 - a full 7 night week starting on a Friday or Sunday
 - a 5 night midweek starting on a Sunday
 - a 5 night midweek plus a weekend totalling 7 nights or
 - 3 separate weekends totalling 6 nights.
- Bookings are only available for 2, 5 and 7 night periods as described above.
- A 7 day stay may commence on a Friday or a Sunday.
- Single night weekend and midweek bookings are not allowed.
- Prior to 9.00am on Sun 22 April 2018 the online booking system will not accept winter bookings. From then onwards you may use the online booking system to check for available beds and make bookings for up to the maximum 7 nights allowed.
- Offline booking requests may be sent to the Administration Manager to arrive up to two weeks before round 1 opens. Booking requests received early will be processed in random order **after** the appropriate booking opening time.
- To avoid disappointment, Members submitting an offline booking should nominate a number of alternate bookings preferences.

WINTER BOOKINGS ROUND TWO

**Opens
Sun 29 April at 9.00am**

* A "long stay" is a stay of 5 nights or more.



- **FULL MEMBERS** only may book in this period.
 - no more than 12 consecutive nights stay in **PEAK** winter
 - any number of weekends
 - any number of 5 night midweek periods starting on a Sunday
 - any continuous stay must not exceed 12 nights
 - bookings are available in blocks of weekends or 5 night midweek periods, or combinations of these starting on a **Friday or a Sunday**

WINTER BOOKINGS ROUND THREE	Opens Sun 6 May at 9.00am
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- **FULL MEMBERS** and up to **5 ACCOMPANIED ASSOCIATES** may book in this period. **SUMMER MEMBERS** and **CHRISTIE MEMBERS** may book in this period.
 - there is no limit on the number of nights that can be booked or the length of a stay
 - any number of weekends
 - any number of 5 night midweek periods starting on a Sunday
 - bookings are available in blocks of weekends or 5 night midweek periods, or combinations of these starting on a Friday or a Sunday
 - for each booking each full member booked may be accompanied by up to 5 associates.

WINTER BOOKINGS ROUND FOUR	Opens Sun 20 May at 9.00am
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- **FULL MEMBERS** and up to **5 ACCOMPANIED ASSOCIATES** may book in this period. **SUMMER MEMBERS** and **CHRISTIE MEMBERS** may book in this period.
 - there is no limit on the number of nights that can be booked
 - any number of weekends, 5 night midweek periods and single night midweek bookings, in any combination
 - Bookings may commence on any day except Saturday.
- Single night weekend bookings are not possible.



<p>WINTER BOOKINGS LAST MINUTE BOOKINGS</p>	<p>Opens Thurs prior at 12.00 noon</p>
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- Bookings for the coming week (from this Fri to the following Thu).
- Electronic bookings close at 12:00 midnight Wednesday for the coming weekend and mid-week. Last minute bookings made after electronic bookings close are made with the respective lodge manager.
- Please leave a phone message for the appropriate Lodge Manager from 12.00 noon on the Thursday preceding your booking, or for personal assistance call the Lodge Manager between 7-9PM
- Last minute single winter weekend bookings are possible if vacancies exist after the trip list has been issued.
- It may not be possible to accept a last minute booking even though beds are available. This is because of the lodge bed configuration at the time and the requirements of our booking rules regarding sex and age of members and guests.
- Your last minute booking request is not confirmed until you receive notification from the Lodge Manager or Administration Manager. Do not head off to the snow without confirmation of your booking.

11. Summer Bookings

<p>SUMMER 2018-19 BOOKINGS</p>	
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- Bookings for all Summer periods before 15 June 2018 may be submitted using the online booking system or sending the Booking Form by email post or fax to the Administration Manager.
- Bookings are accepted for any available weekend, 5 night midweek and single night midweek bookings.
- Close to a weekend, a single night weekend booking may be possible depending on the date requested and demand from other bookings. The accommodation fee for a single weekend night is calculated as the weekend rate less the rate for a midweek night. Please contact the Administration manager to discuss your booking request.
- Last minute Summer bookings for **any lodge** for the coming week (i.e. this Fri to the following Thu) may be made by contacting the Admin Manager **from 12.00 noon** on the **Thursday** preceding your booking.
- Last minute Summer bookings **during periods when no Lodge Manager is in residence** are processed by the Administration Manager.



12. Whole of Lodge Bookings

- Whole of lodge bookings for any season (including Summer) may be made by contacting the Admin Manager by email to initiate a booking. Once the date is confirmed as available, to confirm the booking, a payment of a 25% deposit is required through paying an invoice that will be raised to the member's account.
- A subsequent invoice for the balance of the booking will then be created to the member's account. The balance is due not later than one month before the booking date. Once final payment has been made contact the Admin Manager by email to confirm this final payment.
- **Summer:** whole of lodge bookings may be made at any time for most dates in Summer, except as described below.
 - The club has two lodges in Guthega: Kyilla and Tiobunga. A whole of lodge booking may be made for either lodge at any time, except where there is already a whole of lodge booking for one lodge on the desired date. In this case, a whole of lodge booking may be made for the other lodge at any time after three months prior to the desired date.
 - Specific dates during the year are popular among members for making individual bookings. To give all members access to mountain events / holiday weekends each year these dates have been excluded from availability for whole of lodge bookings. Whole of lodge bookings for these dates may be made from three months prior to the date. These dates include public holidays as well as dates specific to each resort and the list may change through the year as events are announced. The list of nominated dates is published on the *Booking Procedures* page of the club web site. **If in doubt please email the Admin Manager to discuss your requirements.**
- **Winter:** whole of lodge bookings may be made for dates in Winter from Winter Bookings Round Four.
- Where a whole lodge booking is not possible due to a small number of existing bookings, a large group may make a group booking for the remaining beds under similar conditions to a whole lodge booking. The whole lodge accommodation rate will be adjusted on the basis of the number of beds allocated to the group. Please contact the Administration Manager to discuss your request.
- A deposit of 25% of the total booking charge is required at the time you make a whole of lodge booking. The balance of the charge owing is due not later than 1 month before the booking start date. The booking deposit and booking reservation will be forfeited if the balance amount remains unpaid before booking starts.
- The lodge should be left clean, locked and in good order.
 - Should the lodge be left in an unsatisfactory state of cleanliness then the person responsible for the booking may be charged the full cost for professional cleaning. The cost for this cleaning may exceed \$500.
- For whole of lodge bookings, the number of people aged 5 years or more (at the time of lodge use) staying in the lodge must not exceed the licenced bed numbers for the lodge. This must include an allowance for the lodge manager(s) where appropriate. Details are available from the Administration Manager at time of booking.

13. Cancellation Policy

- The Club understands that Members sometimes need to cancel a whole booking or part of a booking (e.g. the weekend of a 7 night booking).
- Please notify the Administration Manager as soon as possible of any cancellations. If you need to cancel your booking at the last minute, please contact the lodge manager as a courtesy. If you are unable to contact the lodge manager, please contact someone in the lodge. This will eliminate any concerns that people in the lodge may have for the safety of people who are booked and don't show up, as well as allowing the possibility of last minute bookings.



- Cancellations cannot be made on line. Please contact the Administration Manager by email, phone or fax.
- A booking that is held and then cancelled during busy times has an impact on the amenity of the club for other members who may have missed out on the opportunity to book, as well as the revenue of the club and through it all the members.
- Cancellation fees are as follows:
 - **20% fee if notified more than 28 days before booking start**
 - **50% fee if notified between 28 and 7 days before booking start**
 - **80% fee if notified less than 7 days before booking start**
- Special consideration will be given for cancellations made for medical or other special reasons. Please forward a medical certificate or other information to the Administration Manager with your cancellation request.

14. Booking Changes

- The Club understands that Members sometimes need to change the details of their booking.
- A booking change processing fee of \$25 applies. This fee will be applied per booking ID on each occasion that a new change is requested.
- Contact the Administration Manager to discuss your request.
- Special consideration will be given for changes made for medical or other special reasons. Please forward a medical certificate or other information to the Administration Manager with your change request.

15. Other Important Information

- **The Admin Manager issues Trip lists** to members on the Thursday morning before the start of the coming week. Although the trip list shows draft room allocations, the Lodge Manager is responsible for final room allocations and may vary the trip list to accommodate last minute bookings or to better accommodate guests.
- **Changeover Times: Winter bookings for ALL Lodges**
 - Bookings are **from 5.00pm on arrival date until 4.30pm on departure date**.
 - You may **arrive** from 5.00pm on the start date of your booking; and
 - You must **depart** by 4.30pm on the last day of your booking.
- **Bookings: No wait list.** The club does not maintain a wait list for bookings. Members wanting to make bookings into any vacancies that may occur are encouraged to watch the lodge availability graphs on the club web site. Contact the lodge manager to register interest in last minute cancellations. These will not always be reflected in real-time on the lodge availability graphs – see below.
 - The **lodge availability graphs** show information that is accurate up until the trip list for the relevant period is issued. Bookings and changes made with a Lodge Manager during the *Last Minute Bookings* period from Noon on Thursday until the following Thursday may not be reflected on the lodge availability graphs.
 - Generally, the Club **does not allow booking priority** to any Member over another Member (within the same membership category).
 - The booking form includes a section for “**Additional Information / Special Requests.**” This allows for information that will assist in room allocations, such as which members of a party are partners and wish to share a room. Please do not enter requests for particular rooms as these requests cannot be facilitated.
 - **Payment** is due at the time of making the booking, except as noted for Whole of Lodge bookings. Online bookings must be paid at time of booking by card.



- **Single night summer weekend bookings** may be possible during summer (refer to Point 11. *Summer Bookings*)
- **12 Night Rule.**
- For Round 2: a total bookings limit of 12 consecutive nights in any combination of lodges **during PEAK season** applies
- Round 3 and Round 4 bookings: this booking restriction **no longer applies**
- Subject to these bookings procedures there is **no limit** on the total number of nights that can be booked by any person.
- The Club's **room allocation** policy is to maximise bed occupancy. This means that people other than those in your party may be allocated a bed in the same room as some of your party.
- **Juniors** must be accompanied and supervised by a responsible adult.
- **Babies and Toddlers** aged less than 3 on 1 January 2018:
 - **All babies and toddlers not occupying a bed are required to be registered via email to the Admin Manager at the time of booking and also noted in the comments box at the time of the complete booking.**
 - Can obtain honorary membership. Please send details of name, gender and date of birth to the Administration Manager.
 - Parents wishing to book a child under these provisions should apply to the Administration Manager **BEFORE** making the booking.
 - There will be no charge for babies booked under the following circumstances:
 - The booking request is approved by the Administration Manager
 - **No bed is required**
 - Must only be booked to **share** a room with their parents or a consenting room-mate with prior agreement.
 - The concession above applies only when a child **does not occupy a bed** that would otherwise be taken by a paying Member or Associate. Parents wishing to secure a bed for their baby or toddler should book and pay for a bed.
 - There is no limit to the number of babies/toddlers who can be booked into lodges (with the exception of Kyilla in winter)
 - Due to the size and configuration of Kyilla, in winter there is a limit of 3 bookings for babies/toddlers in this lodge. This is regardless of whether or not a bed is occupied.
 - Cots are available in some lodges. Please check the Lodge Operations Guide for availability (June Christie)
 - A family wishing to book more than one child under these provisions will need to consider whether it is possible to accommodate their requirements within the configuration and size of our rooms.
- All **children** other than those booked under the special **Babies and Toddlers** provision are regarded as occupying a bed and should be booked and paid for accordingly.
- **The Club may reserve beds**
 - For Members organising or representing the Club in nominated ski races – e.g. Balmain Cup, Thredbo Senior Interclub Race; Reserved beds are allocated by the Club Captain and/or the Committee.
 - For Members organising or participating in specifically identified Club sponsored winter weekend events (if any). Recent examples include cross country ski development weekends and 'Ladies Weekend'.
 - For Members participating in work party activities.
- **Special Weekends.** (Refer **Race Dates** Point 17). The Club encourages participation in racing events and for nominated weekends the Club reserves beds for the nominated race



team. **BEDS ARE SPARSE FOR THESE NOMINATED WEEKENDS.** You have a better chance of securing your booking if you do not try to book Thredbo on the Thredbo Inter-Club weekend or Kyilla/Tiobunga on the Balmain Cup weekend.

16. Booking Rates

TIOBUNGA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2018-2019 Until Thu 14 Jun 2018	Member	Adult	70	130	26
		Junior	35	65	13
	Associate	Adult	85	150	30
		Junior	42	75	15
	Whole Lodge		1459	2450	490
Shoulder 2018 Fri 15 Jun to Thu 28 Jun Sun 26 Aug to Thu 6 Sep	Member	Adult	169	240	48
		Junior	84	120	24
	Associate	Adult	255	420	84
		Junior	127	210	42
	Whole Lodge		4060	6000	1200
Peak 2018 Fri 29 Jun to Sat 25 Aug	Member	Adult	202	335	67
		Junior	101	167	33
	Associate	Adult	320	660	132
		Junior	160	330	66
	Whole Lodge		NA	10150	2030
Summer 2018-2019 Fri 7 Sep 2018 to Thu 13 Jun 2019	Member	Adult	74	135	27
		Junior	37	67	13
	Associate	Adult	89	160	32
		Junior	44	80	16
	Whole Lodge		1530	2550	510



KYILLA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2018-2019 Until Thu 14 Jun 2018	Member	Adult	53	85	17
		Junior	27	45	9
	Associate	Adult	65	115	23
		Junior	33	60	12
	Whole Lodge		1051	1785	357
Shoulder 2018 Fri 15 Jun to Thu 28 Jun Sun 26 Aug to Thu 6 Sep	Member	Adult	77	170	34
		Junior	38	85	17
	Associate	Adult	125	240	48
		Junior	62	120	24
	Whole Lodge		1460	3650	730
Peak 2018 Fri 29 Jun to Sat 25 Aug	Member	Adult	123	220	44
		Junior	61	110	22
	Associate	Adult	224	360	72
		Junior	112	180	36
	Whole Lodge		NA	4800	960
Summer 2018-2019 Fri 7 Sep 2018 to Thu 13 Jun 2019	Member	Adult	56	90	18
		Junior	28	45	9
	Associate	Adult	68	120	24
		Junior	34	60	12
	Whole Lodge		1100	1850	370



WARAGUN			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2018-2019 Until Thu 14 Jun 2018	Member	Adult	90	150	30
		Junior	45	75	15
	Associate	Adult	107	175	35
		Junior	53	90	18
	Whole Lodge		1938	3060	612
Shoulder 2018 Fri 15 Jun to Thu 28 Jun Sun 26 Aug to Thu 6 Sep	Member	Adult	169	240	48
		Junior	84	120	24
	Associate	Adult	255	415	84
		Junior	127	207	42
	Whole Lodge		4070	6000	1200
Peak 2018 Fri 29 Jun to Sat 25 Aug	Member	Adult	202	335	67
		Junior	101	167	33
	Associate	Adult	320	660	132
		Junior	160	330	66
	Whole Lodge		NA	10150	2030
Summer 2018-2019 Fri 7 Sep 2018 to Thu 13 Jun 2019	Member	Adult	95	160	32
		Junior	47	80	16
	Associate	Adult	112	185	37
		Junior	56	92	18
	Whole Lodge		2030	3200	640

17. Race Dates



From the Club Captain

When Brindabella Ski Club bookings open, I'd encourage you to book into any dates where you'd like to race, understanding that the Balmain Cup team has a maximum of six racers per event (so will choose the team closer to the event). I've also listed some Masters training dates which can include all ages of adults. The resort websites list training for school-aged children. And don't forget that Thredbo offers Nastar so you can have a go at racing every day of the season (weather permitting).

Key race dates:

- Brindabella Club Championships – Saturday 21 July
- Thredbo Junior Interclub: Tuesday 17 July
- Guthega Interclub Championships: Saturday 28 July
- Thredbo Senior Interclub: Saturday 11 August
- Balmain Cup: Saturday 1 September

Other Races:

- Thredbo Masters: Saturday 28 July
- Perisher Masters: Saturday 11 August
- Australian Masters Saturday 29 September
- Perisher Cup: Saturday 15 September

Training:

- Perisher Masters Camp: Thursday 26 – Friday 27 July
- Training with Rupert: Tuesday 17 – Wednesday 18 July

I hope to see you racing up there this season.

Stephen Lake
Club Captain