

## BOOKING RULES, RATES and DATES - SUMMER 2020-21

### 1. Introduction

- These Booking Rules form part of the By-Laws as described in the Club Rules of the Brindabella Ski Club (BSC).
- They are in effect until Thursday 10 June 2021 or as otherwise advised.
- Due to restrictions imposed by the Club's COVIDSafe plan and new lodge operations and procedures, there are significant changes to the booking rules for 2020-21.
- The main changes to bookings rules are:
  - For general booking, Lodge capacities remain below full capacity.
  - Whole of Lodge bookings are at full capacity for each lodge
  - Under uncommon circumstances a single guest may be asked to share their room with another guest.
  - Single night bookings are not allowed.
  - Friday and Saturday nights are considered a weekend booking and must be booked together.
  - The Cancellation Policy includes cancellation due to illness or due to COVID-19 evacuation. This has been amended in this version to make the policy clearer.
  - Guests who choose to depart earlier than the end date of their booking may do so after contacting the Administration Manager and making arrangements for their new departure date. Cleaning and other lodge duties must be completed as per the Lodge Operations Guide.

### 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. The Administration Manager is required by the USC club to verify that the requestor is a BSC member.
- USC members who wish to book with Brindabella Ski Club should contact the USC Bookings Officer directly.

### 3. Membership Categories

- Financial Adult and Life Members, Christie Adult and Summer Adult members may book as described below for "Full Members"
- Non-members ("Associates") may be booked by Members. A Full Adult Member must accompany a non-member during their stay. **There is no limit to the number of associates that may accompany a member during summer.**
- 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:

- Due to the COVID-19 pandemic, the Administration Manager will use best efforts to allocate a single guest their own room. However, depending upon circumstances this may not be possible. If an acceptable solution cannot be found the last booking may need to be cancelled.
- Juniors will not 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.

Due to restrictions associated with the Club's COVIDSafe Plan, changes to room allocation will not be possible. If there is a problem with the published room allocation, please discuss this with the Lodge Manager or Administration Manager.

## 5. Booking Methods

**On-line:** The online booking system (Clubman), is the only method of booking. Online bookings are processed immediately.

**Last-Minute:** Last-minute bookings may be made by contacting the Administration Manager via email or phone.

## 6. Booking Season period

The booking period ends on Thursday 10 June 2021.

## 7. Accommodation Rates and Payment

- The Club accepts 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. Unpaid bookings automatically expire one hour after the booking is submitted.

## 8. Administration Manager Contact Details

- Email: [admin.mgr@brindabellaskiclub.org.au](mailto:admin.mgr@brindabellaskiclub.org.au) (Preferred)
- Phone: 02 6100 4272 (Skype – Please leave a message)
- Post: Brindabella Ski Club GPO Box 311 Canberra ACT 2601



## 9. COVIDSafe Summer Bookings

- Due to government restrictions and health advice, lodge capacities are reduced for Summer. Lodge capacities may change depending on government restrictions and health advice.
- Single night bookings are not allowed. This restriction is part of the Club's COVIDSafe arrangements to ensure thorough cleaning is undertaken.

## 10. Whole of Lodge Bookings

- "Whole of lodge" bookings are available to Full, Life, Christie and Summer adult members.
- Whole of Lodge bookings can only be made by the Administration Manager.
- Some weekends are excluded such as times for work parties.
- We reserve the right to exclude dates at the Committee's discretion.
- Whole of lodge bookings may be made at any time for most dates in Summer, except for the circumstances 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 **four weeks** 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 or 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 **four weeks** prior to the date. These dates include public holidays as well as specific dates specified 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's website. **If in doubt, please email the Administration Manager to discuss your requirements.**
  - Holiday dates excluded from Whole of Lodge bookings include the Christmas and New Year period, the Australia Day weekend and the Easter long weekend.
    - Sunday 20 December 2020 to Saturday 2 January 2021
    - Friday 22 January to Thursday 28 January
    - Friday 5 March to Sunday 7 March
    - Thursday 1 April to Sunday 4 April
  - The Administration Manager has the discretion to ensure empty lodges are used.
- 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 the final payment has been made you should contact the Administration Manager by email to confirm this final payment.
- Lodge capacities were increased after Summer bookings opened. Members who have WOL bookings made under reduced lodge capacity may choose to:
  - Maintain their existing booking with exclusive access to the lodge with the original lodge capacity; or
  - Pay an additional amount to increase the size of their WOL booking within the limits of the new lodge capacity.



## 11. Cancellation Policy

- The Club understands that Members sometimes need to cancel a whole booking or part of a booking.
- Members are encouraged to consider the safety, health and welfare of all members and cancel bookings in the case of illness. Those at higher risk of developing complications of disease should consider avoiding booking when known infectious diseases are circulating.
- Please notify the Administration Manager as soon as possible of any cancellations. If you need to cancel your booking at the last-minute, please also contact the Waragun 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 do not 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 or phone.
- 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: (unless cancelled under the Covid19 Illness Policy -below)
  - 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.

### Refund of booking fees on medical grounds (COVID19 Illness Policy)

- As a result of the Covid19 Pandemic the club has introduced several measures to prevent the spread of infectious diseases such as Covid19 and influenza.
- The Cancellation Policy has been amended to effectively provide a 90% refund of booking fees where a member is required to cancel or postpone due to possible contraction of an infectious disease before or during their stay in the lodges. The balance will be retained to cover administration costs. This is administered as a cancellation of the booking which will be fully refunded. A cancellation fee of 10% of the booking cost will be invoiced as a separate charge.
- Members are required to cancel or postpone their visit to a club lodge if:
  - a member or a member of their party develops an acute respiratory illness in the 7 days prior to the commencement of a booking.
  - A member or a member of their party are subject to a Health Order (for example, a travel restriction).
  - a member or a member of their party has travelled overseas or come in close contact with a known or suspected case of COVID-19 within 14 days prior to the commencement of a booking.
  - a member or a member of their party has recently visited a known COVID hotspot within 14 days prior to the commencement of a booking.
- **Under these conditions, the booking will be cancelled and fully refunded. A cancellation fee of 10% of the original booking will be invoiced to the booking member.**
- **Should a member, or member of their party, become unwell with symptoms of an infectious disease during their stay and volunteer to cancel their stay and return home, or are directed**

to do so by a medical practitioner, lodge manager or committee member, a pro-rata refund of up to 90% of the original booking fee will be offered. This is administered as a cancellation of the original booking which will be fully refunded. A new booking will be created for the period you are in the lodges. A cancellation fee for the remaining days will be invoiced separately. This will be 10% of the cost for the remaining days.

- It may be necessary to close a lodge for the safety and health of members due to an outbreak of infectious disease. Affected members will be eligible for a pro-rata refund of up to 90% of the original booking fee. This is administered as a cancellation of the booking which will be fully refunded. A cancellation fee of 10% of the booking cost will be invoiced as a separate charge.
- Common symptoms of an infectious disease may include but is not limited to: fever and/or chills; cough; sore throat; body aches; excessive fatigue; vomiting and/or diarrhoea.

## 12. Booking Changes

- The Club understands that Members sometimes need to change the details of their booking.
- A booking change processing fee of 5% of the value of the booking, with a minimum of \$30 applies. This fee will be applied per booking 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.

## 13. Other Important Information

- The Club is putting its trust in members and guests to do the right thing to **stop the spread** of the virus!
- Members are required to **complete a Pre-stay Questionnaire** which has a number of health-related questions aimed to help minimise the risk of the virus contaminating members, guests and the lodge.
- You are required to **watch the [COVIDSafe video](#)** before you complete the Pre-stay Questionnaire. You will need to confirm you have watched the video when you sign the Waiver as you enter the lodge.
- When first entering the lodge you (and members of your group) must **take your temperature** then complete and **sign the Waiver**.
- The Administration Manager issues Trip-lists to members before the start of their stay.
- In general, you may **arrive from 4:30pm** on the start of your booking and you must **depart by 3:30pm** on the last day of your booking. You may be met by the Lodge Manger (if in residence) who will provide a COVIDSafe induction, otherwise watching the video fulfils this role.
- 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 Administration Manager to register interest in last-minute cancellations. These will not always be reflected in real-time on the lodge availability graphs.
  - The lodge availability graphs show information that is accurate up until the close of on-line bookings for the relevant period. Bookings and changes made after this time may not be reflected on the lodge availability graphs.



- The Club does not allow booking priority in Summer to any person over any other person.
- The booking page includes a section for additional Information. This is at the bottom of the page and is labelled 'Other'. 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 specific rooms as these requests cannot be facilitated.
- Juniors must be accompanied and supervised by a responsible adult.
- Infants are defined as being a child aged less than three years old, as at 1 January 2021:
  - **Infants must be included on a booking.** The booking page allows you to specify if an infant will occupy a bed.
  - Infants can obtain honorary membership. Parents can send details of the child (name, gender, and date of birth) to the Administration Manager.
  - There will be no charge for infants booked under the following circumstances:
    - **No bed is required, as specified on the booking.**
    - Must only be booked to share a room with their parents or a consenting adult with prior agreement.
  - If there are beds available, a member may make a paid booking for an infant who is a junior member without restriction.
  - A family wishing to book more than one infant under these provisions will need to consider whether it is possible to accommodate their requirements within the configuration and size of our rooms and the number of guests in the lodge for the booking period. Please contact the Administration Manager if you are considering booking more than one infant.

## 14. Excluded Dates

- Some exclusion dates have been set but there may be more.
- Work parties will be held on:
  - To be advised.

## 15. Booking Rates

Note: Booking for a single night is not allowed.

<b>Waragun</b>		
<b>2020-21 Summer (Sun 25 Oct 2020 to Thu 10 June 2021 – 18 beds)</b>		
	<b>Weeknight (per night) Sunday to Thursday</b>	<b>Weekend (both nights) Friday and Saturday nights</b>
Member - Adult	\$36.58	\$101.30
Member - Junior	\$18.29	\$50.66
Associate - Adult	\$40.09	\$115.36
Associate - Junior	\$20.04	\$57.68

<b>Tiobunga</b>		
<b>2020-21 Summer (Sun 25 Oct 2020 to Thu 10 June 2021 – 18 beds)</b>		



	<b>Weeknight (per night) Sunday to Thursday</b>	<b>Weekend (both nights) Friday and Saturday nights</b>
Member - Adult	\$31.66	\$84.42
Member - Junior	\$15.83	\$42.22
Associate - Adult	\$35.17	\$98.48
Associate - Junior	\$17.58	\$49.24

<b>Kyilla</b>		
<b>2020-2021 Summer (Sun 25 Oct 2020 to Thu 10 June 2021 – 13 beds)</b>		
	<b>Weeknight (per night) Sunday to Thursday</b>	<b>Weekend (both nights) Friday and Saturday nights</b>
Member - Adult	\$20.79	\$61.90
Member - Junior	\$10.40	\$30.96
Associate - Adult	\$23.10	\$71.14
Associate - Junior	\$11.55	\$35.58

<b>Whole of lodge</b>		
<b>2020-21 Summer (Sun 25 Oct 2020 to Thu 10 June 2021)</b>		
	<b>Weeknight (per night) Sunday to Thursday</b>	<b>Weekend (both nights) Friday and Saturday nights</b>
<b>Waragun (25 beds)</b>	\$730	\$2,080
<b>Tiobunga (26 beds)</b>	\$660	\$1,800
<b>Kyilla (23 beds)</b>	\$390	\$1,200