

Snowy River Ski Club

**BOOKING RULES AND PROCEDURES**

Canberra

December 2024

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## PART 1. DEFINITIONS

- a) **Member** - the person named on the share certificate (in the case of joint shareholders, the first person named on the share certificate is the Member).
- b) **Associate** - a person nominated as such by a Member, who may or may not be a Family Associate
- c) **Family Associates** - has the meaning given in Part 2 section 3
- d) **Guests** - a person, who is not an Associate, invited to the lodge, and sponsored, by a Member
- e) **Seasons** - Winter season runs from the Queen's Birthday holiday in June through to the Labour Day holiday in October or until the official end of the extended season or unless determined otherwise by the Board. The remaining time is the Summer season.
- f) **7 Night Week** on seven nights from noon on a Sunday to noon on the following Sunday.
- g) **6 Night Week** – six nights from noon on a Sunday to noon on the following Saturday.
- h) **5 Night Week** - five nights from Sunday noon to the following Friday noon.
- i) **Accommodation Entitlement** - For both summer and winter, an entitlement of 28 bed nights is available for each Membership of 700 shares.
- j) **Confirmation of Booking Request** - A written confirmation of a booking (signed by the Booking Officer or his or her nominated representative) which entitles the Members, Associates and/or invited guests to accommodation over the specified period.
- k) **Lodge Host(s)** - A person or persons nominated by the Booking Officer to act as Manager(s) of the Lodge over a specified period.
- l) **Booking Officer(s)** - A person or persons nominated by the Board to operate the Club's accommodation system.
- m) **Lease** – the lease of the Lodge premises granted by the NPWS as amended or renewed from time to time.

## PART 2. BOOKING RULES

### 1. Objectives of the Booking Rules and Procedures

These booking rules and procedures have been designed to meet the following objectives:

- To enable each Member, either personally or with Associates and/or guests, the opportunity to use the Lodge to the maximum extent possible.
- To ensure that lodge occupancy complies with the conditions of the Lease.

Changes and variations to these booking rules and procedures may be made by the Board at any time as the need arises.

### 2. The Role of the Booking Officer

The Booking Officer operates the Club's accommodation booking system in consultation with the Board for the benefit of all Members. In so doing, the Booking Officer follows rules authorised by the Board from time to time. No set of rules will cover every situation and the Booking Officer may be confronted with situations either not covered at all by the rules, or where application of the rules in the normal manner could be seen to be inappropriate. The Booking Officer may use discretion to meet situations not covered by these booking procedures, including where he or she believes it necessary or reasonable to ensure there is no breach of the Lease.

Where possible, the Booking Officer will consult the Chairman or two other Directors in advance and will advise the Board at its next meeting of any discretionary decisions not covered by these procedures.

### 3. Associates

Each member may have associate members linked to their membership. Associate members may access accommodation at the lodge at member rates. There are two types of associates:

**Family associates** are the spouse (including a de facto spouse) of the Member; and any child of the Member or the Member's spouse. For this purpose a child must be under 18, or under 21 and largely dependent on the Member for financial support. Grandchildren of a member are not Family associates.

It is the responsibility of each member to nominate to the Secretary all Family associate members who they wish to have attached to their membership. This includes spouses and children over the age of 5 who will become associates when a membership commences, and children who attain the age of 5 during the course of a membership.

**A Nominated associate** is a person who is not a Family associate who has been accorded associate status because they have been nominated as an associate by the member to the Secretary. A person who is a nominated associate and who has accessed lodge accommodation at member rates at any time in a calendar year may not be replaced with another person during that calendar year.

Each Member may have a maximum of 3 Associates or a larger number if all associates linked to the member are Family associates.

For example, a Member may have as Associates:

- a) three friends, or
- b) one Family Associate (e.g. a spouse) and two other persons, or
- c) a spouse, and 4 of the Member's children under the age of 18, or
- d) a spouse, 3 of the Member's children under the age of 18 and one child dependent under 21, or
- e) the second named person on the members share certificate (if the certificate includes 2 names) and two friends.

The date for determining whether a person is too old to be a Family Associate for bookings in any calendar year is 1 January of that year. Each Member must advise the Secretary when a child Family Associate nominated by that Member ceases to qualify as a Family Associate because the child has attained the age of either 18 or 21 years (as applicable) or is no longer largely dependent on the Member for financial support.

#### 4. Conduct of Guests

All guests and dependent children (under 18) must be accompanied by the sponsoring Member or an Associate over 18. An exception may be made to this rule when another Member who will be present at the Lodge is prepared to host the sponsoring Member's guests. In this instance, it is the sponsoring Member's responsibility to seek the host Member's agreement and to inform the Booking Officer at least 14 days prior to the first day of the accommodation period or at the time of the booking. No confirmation of a booking request will be issued unless this rule is adhered to.

In all cases the relevant Member or Associate is responsible for the conduct of their guests and is expected to take active steps to ensure that guests understand their obligations relating to maintaining the cleanliness of the lodge, assigned room duties, accommodating and allowing for other people in close proximity, and generally conforming with the ethos and values of the Club and its members.

An Associate over 18 years of age may use the Lodge in the absence of the Member. Associates under 18 must be accompanied by the Member or an Associate over 18, or hosted by another Member.

#### 5. Room Characteristics and Bed Entitlement under the Lease

Room 1	3 beds plus one divan
Room 2	2 beds plus one divan
Room 3	3 beds plus one divan
Room 4	4 beds plus one divan, ensuite
Room 5	2 beds only
Room 6	2 beds only
Room 7	2 beds only
Room 8	2 beds only
Room 9	4 beds plus one divan, ensuite

The total occupancy of the lodge is limited to a maximum of 24 persons overnight, which is specified in the Lease and must not be exceeded. That figure does not include children less than 5 years of age. There are 24 beds in the lodge and capacity for divans in some rooms. Divans (or foam

mattresses) may be moved between rooms or from the mezzanine. The divans can be used to provide flexibility in accommodating families, provided that the total number of lodge occupants aged five or more does not exceed 24.

Members must bring their booking and payment confirmations with them whenever staying in the Lodge.

## 6. Basis for Bookings (Beds)

All bookings are made based on the premise that all persons staying at the lodge aged 2 years or more will be charged the applicable rate for a bed. Suitable arrangements should be made by parents for babies under 2 years.

Members may choose to accommodate some of their group (e.g. children or teenagers) on a divan in their room.

Booking shall preferably be made for whole rooms.

In order that accurate records can be maintained, fees calculated, and to ensure compliance with the lease, booking requests should include details of the party to be accommodated as follows:

- Persons who will be aged under 2 years on the date of the requested booking
- Persons who will be aged 2 – 4 years on the date of the requested booking and the number of these that require a bed and the number that require a divan.
- Persons who will be aged 5 or more years on the date of the requested booking and the number of these that require a bed and the number that require a divan.
- The membership status of all persons aged 2 years or more – Member, Associate or Guest.

In circumstances where:

- a bed is to be paid for but not used by a member wanting sole occupancy of a room, or • where a member has advised that one or more of their party is aged 2 – 4 years.

then additional persons may be able to be accommodated (e.g. on a bed or divan in another room) whilst adhering to the 24 bed limit. These possibilities will be monitored by the booking officer and applied on a case-by-case basis and with the objective of maximising the utilisation of the lodge.

Where a Member specifically requests sole occupancy of a particular room for their party, all beds in that room must be paid for and will count against the Member's accommodation entitlement.

Room and bed allocation or reallocation is ultimately at the discretion of the Booking Officer who will act in the interests of all Members. Members may find that they are allocated rooms larger than requested. Extra charges are not levied in these circumstances.

## 7. 28 Day Accommodation Entitlement

### Winter

Each member has a 28 person night priority booking entitlement during the winter season, which entitles the Member to apply for accommodation in accordance with the priorities set out in paragraph 14 below. This is a right to apply in priority, not an absolute entitlement to 28 nights' accommodation. Children under 5 years of age will not be allocated beds and do not count towards bed entitlement totals.

As stipulated in the Lease, no person other than a bona fide manager of the premises may stay in the Lodge for more than 6 weeks in any Winter season.

The 28 person night accommodation entitlement may be used by Members, Associates and invited guests at the prescribed rates. The dates from which booking requests can be made are set out in section 8 below.

Any unused portion of a Member's accommodation entitlement cannot be carried forward from one season to another.

### Summer

Each member has a 28 person night priority booking entitlement during the summer season; this may be varied subject to availability.

## 8. Advance Bookings

### Winter bookings against accommodation entitlements

Bookings for 5, 6 or 7 Night Weeks for the Winter season can only be made from 1 January and any booking requests received before that date will be read as having been received immediately after midnight 31 December.

Bookings for 2 night (Friday and Saturday) weekends for the Winter season can be made from 1 March and any booking requests received before that date will be read as having been received immediately after midnight 30 April.

Bookings for any other nights for the Winter season can be made from 1 April and any booking requests received before that date will be read as having been received immediately after midnight 31 March.

### Winter bookings outside accommodation entitlements

Bookings against or in excess of a members accommodation entitlements for any nights can be made from 1 May and any booking requests received before that date will be read as having been received immediately after midnight 30 April. **Summer bookings**

Bookings for the Summer season can only be made from 1 July; booking requests received before that date will be read as having been received immediately after midnight 30 June.

## 9. Vacated Rooms and Cancellations

The Booking Officer reserves the right to re-let any rooms vacated by the occupants prior to the end of their accommodation period.

In circumstances where a member or their associates or guests vacate a bed or beds early, the bed may only be re-allocated to a person proposed by the member if the booking officer is informed of and agrees to the proposed change. This ensures that accurate records of occupancy are maintained.

Occupants who vacate their rooms early may not re-allocate or re-sell their accommodation even if the booking was made against their accommodation entitlement. The Booking Officer or his/her nominated representative is the only person authorised by the Board to allocate and/or sell accommodation in the Lodge. The Lodge Host is not authorised to make bookings.

Fees for confirmed bookings will only be refunded, upon application, if the number of vacant beds on the booked night is less than the number of beds which were booked but not used by the Member, and only to that extent. For example if there are two vacant beds and the relevant booking was for three beds, one bed-night would be refunded. Any application for a refund must be made in the same calendar year as the booked date (or dates), or otherwise within 2 months of the booked date (or dates).

Members are encouraged to let the Booking Officer know of their proposed early departure or cancellation as soon as possible in order to allow other Members to use the Lodge.

## 10. Whole Lodge Bookings

Whole Lodge Bookings are available only during the summer season at the scheduled rates. Normal lodge capacity rules apply (maximum 24 persons over 5 years of age).

## 11. Transfer of Entitlement

A Member may, upon written application to the Board, split the accommodation entitlement of 28 bed nights proportionately between the first and second named persons on the share certificate, to allow the second named person to book accommodation against the allocated portion, independent of the first named person.

Once the written application has been approved, it will remain in force until advice from the Member in writing to the contrary is received by the Board.

## 12. Lodge Keys

A key to the lodge front door is permanently located in a keysafe, immediately to the left of the wood room door on the north side of the lodge. Visitors to the lodge will be able to use this key, rather than having to pick up a key from the summer or winter booking officer.

The code for the keysafe will be changed regularly and the current code will be provided to members when bookings are confirmed. The key must never be removed.

No Member is to obtain or hold a personal set of keys.



## PART 3. BOOKING PROCEDURES

### 13. Making Bookings

Accommodation booking can be made by phone, or by email with follow-up by phone. In the first instance, refer to SRSC website for availability for winter bookings - <http://www.snowyiverskiclub.com.au>.

Booking requests from members with outstanding debts to the Club (e.g. annual subscriptions) will not be accepted until all monies due are paid.

#### (b) Booking by email (**preferred**)

- Member sends an email to the Booking Officer.
- Accommodation availability is checked and determined.
- Booking Officer advises Member of payment amount by sending an invoice which also specifies the booking bed numbers and dates. For summer bookings the invoice includes room and bed allocations.
- Member to arrange payment by bank transfer as for phone bookings (see above).
- For winter bookings the booking officer advises room and bed allocations by email on or about the Thursday before the booking commencement date.
- The invoice (summer) or the email specifying room and bed allocations (winter) should be taken by the member to the lodge.

#### (a) Booking by phone

- Member phones the Booking Officer.
- Accommodation availability checked and determined.
- Payment amount is determined and agreed.
- EFT bank transfer is made.
- Booking Officer confirms the booking by email and sends to Member
  - a booking and payment confirmation
- Accommodation is booked and confirmed.

It is not possible to make tentative bookings. Booking Officers may confirm bookings at any time prior to the first date required. Members must bring their booking and payment confirmations with them whenever staying in the Lodge.

A payment method other than using bank transfer should be discussed with the Booking Officer and will be considered on a case-by-case basis. Payment by bank transfer is strongly encouraged.

## 14. Booking priority

Priority Order – Subject to the availability of space, booking for both Members and Guests will be confirmed according to the following priority order:

	<b>Winter season accommodation</b>	<b>Earliest date on which booking request can be made (<i>Note 1</i>)</b>
Against Member's entitlement	5, 6 or 7 Night Weeks only	1 January
As above	2 night (Friday and Saturday) weekend only	1 March
As above	Any night	1 April
Not against Member's entitlement	Any night	1 May
<i>Note 1: All requests prior to these dates will be treated as having been received on the nominated date.</i>		

<b>Summer season accommodation</b>	<b>Earliest date on which booking request can be made (<i>Note 1 above</i>)</b>
5, 6 or 7 Night Weeks only	1 July
2 night (Friday and Saturday) weekend only	As above
Friday or Saturday night only	As above
All other bookings of at least 2 nights	As above
Any single night	As above

Within the priority order above, bookings will be made on a 'first in, first served' basis.

## 15. Rates

**All rates are set by the Board prior to the beginning of each season.**

All persons occupying a bed must pay the full rate.

Where available divans may be used provided that all occupants (2 years of age or over) of a room pay accommodation rates as if they occupied a bed and provided that the total bed entitlement of the lodge (24 persons aged 5 years or over) is not exceeded.

Subject to their nomination in accordance with the booking rules, Associates are entitled to accommodation at the Members' rates.

## 16. Bookings Officer contact details

### Winter bookings

Karen Najjar

Phone 0421 371 279

Email: [srsc.winterbook@gmail.com](mailto:srsc.winterbook@gmail.com)

Booking hours: email (preferred) anytime, weekday phone calls after 5pm, before 9.30pm, any reasonable time on weekends.

### Summer bookings

Polly Adams

4 Beeby Street

AINSLIE ACT 2602

Phone: 0400 483 073

Email: [Srsc.summer@gmail.com](mailto:Srsc.summer@gmail.com)

Bookings hours: At any reasonable time before 8.30 pm

Each Booking Officer will act as first reserve when the other is not available. In exceptional circumstances when neither Booking Officer is available for an extended period, the Chairman of the Board will act as second reserve.

Rooms frequently become available at weekends in winter when occupants vacate their rooms early. These rooms are available for re-letting at short notice. Members may find out whether any beds are available by contacting the Booking Officer by telephone on Thursday evening between 8.00 and 9.00pm, or by email on Friday or Saturday.