



## Booking Rules

### Photo Identification Required at Lodges

- The Lodge Captain will require **each person** staying in either Lodge to produce **acceptable photo ID**, such as Drivers' Licence etc, at the beginning of their stay.

### Lodge Entry

- Entry to both Lodges is by coded access only (no key needed). Persons using either Lodge will need to obtain the current door code to enter the Lodges. These codes are obtained from the Booking Officer, therefore contact the Booking Officer before arriving at the Lodge. If you forget to do this you can approach the Mount Hotham Accommodation front desk (just across from the lodge) and obtain the code from staff on presentation of your receipt.

### The “Bunk Room” at Gundaroo Lodge at Jindabyne

- *Please note: The bunkroom (4 double bunks) is not segregated.* This means that females and males may be required to share the room and facilities. Others accommodated in the room may not be known to you.
- The door to the bunkroom is not lockable, so if you are bringing valuables with you that need to stay in the lodge, you will need to see the Lodge Captain and request for your belongings to be stored in the Stores Room.

### The “Family Room” at Gundaroo Lodge at Jindabyne

- When booking, the minimum number of persons at the time of booking is 5. A smaller number of occupiers will be accepted 14 days prior to occupation.

### Dates Applicable to winter (Peak and Off-Peak) Accommodation Rates

- Accommodation during the ski season will commence at the beginning of the long weekend in June (Friday evening), and the special winter ski season booking procedures and rates apply from then until the Monday evening of the October long weekend.
- **Peak Winter Rates** apply from 30 June to 31 August each year.
- **Winter Off Peak Rates** apply to the remaining winter period.

### Dates Applicable to Summer Accommodation Rates

- Bookings made outside the above winter season dates, and prior to the commencement of the next ski season (i.e., June long weekend), will be charged at “**Summer Rates**”.

### Definitions

- All “**weekly**” bookings commence at **2pm on Sunday** and finish at **10am the following Sunday**.
- Bookings for a “**short week**” commence at **2pm on Sunday** and finish at **10am on the following Friday**. If you stay for **5 nights**, you only pay for **3 nights**. Except bunkroom at Jindabyne all rates are as per the Annual rates with no discount for 5 nights

- Bookings for a “weekend” commence at **2pm on the Friday** and finish at **10am on the following Sunday**.
- All “day” bookings commence at **2pm** on that day and finish at **10am** the following day.
- The term “child” refers to those below school age, and those attending primary or secondary school.
- **Children 4 years and under are free.**
- **Note that Bookings at Hotham commence at 2pm**

### **Booking Classifications for Accommodation Charges**

- **Lodge Members’ Rates** - Applies to “A”, “B” or “C” Lodge Members, his/her son or daughter and his/her spouse/friend. Where additional person(s) share the same room as a member, they may be charged at the same rate as the member, at the discretion of the Accommodation Director. Grandchildren of Lodge Members when booking accommodation in their own right, (i.e. not accompanied by their parents) are classed as Lodge Members.
- **Ordinary Members’ Rates** - Applies to an “O” (Ordinary) Member, his/her son or daughter and his/her spouse/friend. Where additional person(s) share the same room as an “O” member, they may be charged at the same rate as the “O” member, at the discretion of the Accommodation Director.
- **Temporary Members Rates** – Applies to a person or persons renting accommodation at the Mt Hotham Lodge and will pay the current rate at that time and this will entitle them to Temporary Membership for the length of their stay.
- **Non-Members’ Rates** – Applies to anyone else.

### **Special Winter (Ski Season) Booking Rules**

#### **First Round Lodge Member Bookings**

- Booking period for **A, B & C Lodge Members** will commence during the first week of February each year.
- This means that A and B members can book one room at Gundaroo Lodge at Jindabyne for up to 1 week’s accommodation during the ski season from that date. Similarly, B and C members can book one room at Lawlers Apartments at Mt Hotham for up to 1 week’s accommodation during the ski season from that date.
- When bookings are lodged which require more than one room, a separate booking form must be lodged for each room.
- Bookings for A, B & C Lodge Members will be handled on first come, first served situation. Bookings must be made on the appropriate lodge booking form, with moneys attached (or by using our on-line booking system. Only financial Lodge Members may book. Phone bookings will be accepted, but **only held for 3 days**.
- If there are more bookings than rooms available in a particular week, on the day the mail arrives, a ballot will be held for that particular week, and the results notified to the people involved.

- *Unfinancial Lodge Members (i.e., those who have not paid their annual subscription) shall be classed as Non-Members for booking purposes (see Non-Member Bookings).*

### **Second Round Lodge Member Bookings**

- Second round bookings are where A, B or C Lodge Members can make bookings at either lodge (e.g., Hotham members can book at Jindabyne and vice versa), or make additional weekly (or short week) bookings.
- Second round bookings will commence during the fourth week of February each year.

### **“O” Member and Temporary Member Bookings**

- **“O” Members** and **Temporary Members** can make their bookings from the first week of March each year.

### **Non-Member Bookings**

- Bookings for **Non Members** and **unfinancial Lodge members** will commence from the 2nd week of March each year.

### **General Booking Rules**

- **All bookings must initially be verbally made to the Booking Officer.** The application form (including the internet Booking Form) then needs to be completed, setting out **full details**, and accompanied by the **full accommodation fee** (either **cheque/money order** for postal bookings or **credit card** for internet bookings). Only where the names are provided at the time of booking will the appropriate member rates be applied. Where no names are given, non-members’ rates will apply.
- Telephone enquiries will NOT be regarded as a booking, but a commitment given by telephone **will be held for three (3) working days only.**
- All applications (except those relating to the ballot) received on any one day will be considered together. Where this results in competition for particular bookings, preference will be given to longer booking periods, the larger number of people, then Lodge Members, Ordinary Members and others in that order. Where this still results in competition, ballots will be used.
- When applying for a booking which requires more than one room, additional booking forms are required. These additional booking forms are required for each and every additional room together with the names of those persons who will occupy the room.
- An additional booking form is required where changes are made to the number and/or substitution of any persons for all bookings.
- **Winter Only:** Applications for weekends, and for less than five (5) nights during the week (between 2pm Sunday and 10am Friday), will be considered from the Friday 4 weeks before the Friday of the week in which the booking is required. Applications received prior to this will be retained, and considered as if received on the Friday commencing the 4-week period.

- **Winter Only:** Applications for either Friday or Saturday only, will be considered from the Friday 2 weeks before the booking is required. Applications received prior to this will be retained, and considered as if received on the Friday commencing the 2-week period.
- **Winter Only:** If a bedroom is booked for a short week, the weekend period left vacant for that bedroom may be booked from the time the payment for the short week is received by the Booking Officer.
- **Winter Only:** Bookings longer than one week are at the discretion of the Accommodation Director. For the peak period and school holidays, the four-week rule applies (this means that if you are being accommodated in the Lodge for four continuous weeks, you must vacate the Lodge for one full week before you can make further bookings).
- Immediate son and/or daughter (first generation) have the same booking rights as the member (i.e., A, B, C or O), but cannot participate in the ballot. This means that a Lodge Member's son or daughter is entitled to take a spouse or friend at Lodge Member rates. Lodge Members grandchildren, can take one friend or spouse, while sharing a room, at the Member rates.
- Where accommodation is unavailable, unsuccessful applicants will be advised as soon as possible and all fees paid will be returned in full.
- Accommodation guidelines will be forwarded with the confirmation of the booking (they will either be emailed or posted).
- Bookings cannot be exchanged either between weeks, or between people. Where this is required, the original booking must be cancelled, and a new booking made.
- Accommodation charges, for each extra day in excess of one (1) week of continuous accommodation, will be at 1/7 of the weekly rate.
- Where 4 or more week's notice of cancellation is given, 80% of the fees will be refunded. Where less than 4 week's notice is given, and the accommodation, or part thereof, is subsequently filled, 80% of the fee for the period filled will be refunded. Otherwise, no refund is payable.

### **Group Bookings, Members, Temporary Members and Non Members**

- Members Temporary Members and Non-Members who wish to make Group Bookings may make special application to the Accommodation Director. Discounts for Group Non Member bookings are available i.e. 5% for 20 to 30 people, 10% for 31 persons and above. Applications by persons other than members of the St. George Alpine Club must be endorsed by a financial member, who will be responsible for the behavior of his/her guests. Alternatively, a bond not exceeding \$100 per guest may be required at the discretion of the Directors.
- If the booking is made via the internet, the endorsing member should make the booking on their behalf.

### **Problems with Bookings/Last Minute Changes**

- If there is a problem with the accommodation booking, or if a last minute change has to be made, please contact the Booking Officer, **Mrs. Eunice Philp on (02) 6585 5535**.

### **Reporting on Lodge Cleanliness, Damage or Bad Behavior**

- During your stay, if you need to speak to the Accommodation Director about the condition/cleanliness of the Lodge, damage to any part of the Lodge, or about the bad behavior of guests etc, please phone **the Accommodation Director**