

**LODGE BOOKING REGULATIONS – May 2017**

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## **1 INTRODUCTION**

### **1.1 Scope**

The Club has a Winter and a Summer season for bookings. These regulations cover the types of bookings, method of application and appropriate fees and other information for members.

### **1.2 Winter Season**

The Winter season commences on the Queen's Birthday week-end and consists of approximately 36 periods divided into alternate week-end (2 days) and midweek (5 day) periods in accordance with the booking calendar published on the Apira Ski Club website and the annual Season Booking and Fee Information sheet. Within the Winter season, there are differential tariff periods to maximise bed occupancy.

### **1.3 Summer Season**

The Summer season applies to the remainder of the year, subject to regulation 2.1.8.

### **1.4 Booking Period**

<u>BOOKING PERIOD</u>	<u>BUNK OCCUPANCY</u>
6pm Friday - 6pm Sunday	Weekend - Friday night and Saturday night
6pm Sunday - 6pm Friday	Mid-week - Sunday night to and including Thursday night

### **1.5 Changeover time**

Changeover time for bunkrooms is 6pm unless otherwise advised by the Lodge Manager.

### **1.6 Booking Officers**

A Booking Officer and Assistant Booking Officer are appointed each year to authorise Winter and Summer bookings. Their contact details are published for members on the website

### **1.7 Booking Applications**

- An Online Booking Request System is available at the Apira Ski Club website [www.apira.org.au](http://www.apira.org.au). Payment is made by via PayPal using Credit Card or PayPal account.
- In special circumstances a member can contact the Booking Officer to have bookings submitted and managed on their behalf.
- Members must NOT include other members/applicants or other members/applicants double or family in any Booking entered through the Online Booking Request System. Any Bookings that contain 2 or more members/applicants and/or their double/family groups will not be considered by the Booking Officer.

### **1.8 Authorised Use of the Lodge**

- Members and guests are authorised to use the Lodge facilities in accordance with these regulations by confirmation email from the Booking System, or from the Booking Officer of booking acceptances.
- Members and their guests may use the Lodge on day visits in accordance with regulation 7.

## **2 TYPES OF BOOKINGS AND DEADLINES**

### **2.1 Booking Types**

There are eight (8) types of bookings available to members:

- ADVANCED PRIORITY
- NORMAL PRIORITY
- PART-PERIOD
- LATE
- DIRECT
- LARGE GROUP

- EXTENDED
- SUMMER

### **2.1.1 Advanced Priority Bookings**

- Advanced Priority Booking applications are encouraged and members can plan for:
  - a whole period
  - two consecutive whole periods, where the weekend precedes the mid-week period.
- There is a limit of 24 bunks available for Advanced Priority Bookings.
- Advanced Priority Bookings must be submitted in the Booking Request System (or received by the Booking Officer) before 5:00pm Tuesday, six weeks prior to the booking period requested. This is the deadline for Advanced Priority Bookings.
- Bookings are allocated on a priority basis up to the bunk limit.
- Advanced Priority Booking applications received after the deadline will be treated as Normal Priority Bookings.
- Advanced Priority Booking applications that have been unsuccessful due to the application of priority points will be treated as Normal Priority Bookings.
- Guests may use Advanced Priority Bookings for mid-week booking periods only.

### **2.1.2 Normal Priority Bookings**

- These are whole period booking applications which must be received before 5:00pm Tuesday 10 days prior to the weekend period requested or 12 days before the mid-week period requested. This is the deadline for Normal Priority Bookings.
- The Booking Officer, will then allocate bookings in accordance with applications received and members' priority points by the deadline.
- Applications received after the deadline will be treated as a Late Booking.
- Normal Priority Bookings are available to guests for both weekends & mid-weeks.

### **2.1.3 Part Period Bookings**

- Part Period Booking applications made by the deadline for Normal Priority Bookings are processed after Normal Priority Booking applications have been processed.

### **2.1.4 Late Bookings**

- Late Booking applications can be made in the Booking System after the deadline for Normal Priority Bookings.
- Late bookings can be entered up until 8.00 pm on the Thursday preceding the weekend or the following mid-week.
- All Late bookings are treated on a "first come - first served" basis and priority points do not apply.

### **2.1.5 Direct Bookings**

- Direct bookings may be made after 8.00 pm on the Thursday preceding the weekend or the following mid-week by telephoning the lodge and speaking directly to the Lodge Manager PRIOR TO arrival at Mt Buller.
- A completed Booking must then be entered into the system and paid prior to attending the Lodge.

### **2.1.6 Large Group Bookings (including SCHOOL GROUPS)**

- A Large Group Booking is one where the group seeks lodge accommodation as a block, such as a school group, and members of the group are not guests of Apira Club members.
- Large Group Bookings applications must be made through the Booking Officer.
- Where the Booking Officer receives an application for Large Group Booking it must be referred immediately to the President, Vice President or Secretary for a decision to accept or reject the application if it means that Members may be disadvantaged.
- When a Large Group booking is accepted it will be identified on the Special Events Page of the web site.

### **2.1.7 Extended Booking**

Applications for more than eight consecutive booking periods require approval of the Committee.

### **2.1.8 Summer Booking**

Summer Bookings may be made with the following restrictions:

- (a) Summer Bookings are not available during work party activities, or other reserved periods, without Committee approval.

## **2.2 Closing time for bookings**

Normal Priority Bookings, Advanced Priority Bookings and Part Period Bookings must be completed in the Booking Request System or be received by the Booking Officer by 5.00 pm on the relevant Tuesday in order to be included in that nights consideration of bookings for approval.

## **3 APPLICATION PROCESS**

### **3.1 Methods of Booking**

#### **3.1.1 Online**

- (a) Bookings can be requested by submitting a booking request using the Online Booking Request System located on the Apira website ([www.apira.org.au](http://www.apira.org.au)).
- (b) The booking request will be Waitlisted until prioritised and progressed by the booking officer under the Booking Regulations.
- (c) If the booking request is successful, an email will be sent to the member advising that the Waitlisted booking request has been successful, and it is now Tentative pending payment. The email will have a link to PayPal which the member must click on to complete payment (by PayPal account or credit card), and then the booking will be confirmed.
- (d) The member must pay the full outstanding amount, by either PayPal Account or Credit Card. A transaction fee will be included in the invoice to cover the cost to the Club of processing the transaction.

### **3.2 Confirmation of bookings**

- (a) The status of the Booking Request is advised by email at each step so a valid email address must be provided to the Club. Bookings are only confirmed AFTER they have been paid for.
- (b) Members can check the status of their Booking Request in the system at any time, and If any problem exists can contact the Booking Officer to resolve it.

### **3.3 Early Lodgement**

Early lodgement is recommended in order to comply with the relevant booking deadline, and avoid any last minute delays which could jeopardise the booking.

### **3.4 Multiple Period Booking**

3.4.1 To make bookings for multiple periods for the same people a separate booking request must be submitted for each period to accommodate our unique and flexible priority allocation rules.

3.4.2 Part Period Booking applications are only considered after the whole period bookings have been completed for the relevant period except for Interschools Week.

### 3.5 Summer Bookings.

Summer Booking arrangements will be notified prior to the Summer season each year..

## 4 CANCELLATION OF BOOKINGS

### 4.1 Booking Cancellations

4.1.1 Members can cancel either:

- (a) Confirmed bookings (see Credit information below)  
or
- (b) Waitlisted or Tentative bookings

4.1.2 Cancellation can be made by:

- (a) Cancelling the booking in the online booking system (preferred method)  
or
- (b) Contacting the Booking Officer.

### 4.2 Credits

4.2.1 Credits for Confirmed booking cancellations will be applied to the member's account in the booking system which can then be used against future bookings or refunded at the end of the season.

**Credits may only be granted if cancellations are made in accordance with 4.1 above.** If a Confirmed booking is cancelled up to one day prior to the booking commencement a full credit will be applied. Confirmed bookings cancelled on the day the booking commences or after (including part cancellations) will receive no automatic credit and the member will need to apply to the Committee for a credit including reason for cancellation. If approved a manual credit transaction will be applied to the members account in the booking system.

4.2.2 Credit claims must be forwarded to the Booking Officer within 2 weeks of the relevant period on either the Application for Booking Credit form, available from the Bookings Page on the web site, or the cancellation email after adding the required information.

### 4.3 Lodge Manager Not Available

Any or all bookings may be cancelled by the Booking Officer if a Lodge Manager is not available.

## 5 BOOKING CATEGORIES, RIGHTS AND OBLIGATIONS

### 5.1 Booking Categories

There are ten booking categories:

- (a) Single [member]
- (b) Double
- (c) Family
- (d) Associate Member (Currently not used)
- (e) Family Upgrade Applicant
- (f) Family Upgrade Double
- (g) Family Upgrade Family
- (h) Independent Child
- (i) Applicant
- (j) Guest

### 5.2 Single [member]

- (a) In the single category, only the member is accommodated at member rates.
- (b) No additional levy is required.

**5.3 Double**

- (a) In the Double category, the member and one guest, nominated for the season, are accommodated at the member's rate and priority points must be shared in accordance with regulation 6.
- (b) The nominated guest may attend unaccompanied. Priority points must be shared as if the member is present and member's rates apply.
- (c) A levy must be paid with the annual subscription for the season to access the Double category.
- (d) The Double category is not available to Associate Members.

**5.4 Family**

- (a) In the Family category, the member, one guest nominated for the season and immediate dependent children are accommodated at the member's rate and priority points must be shared in accordance with regulation 6.
- (b) Family category members over the age of 16 may attend unaccompanied. Priority points must be split as if the member is present and member's rates apply.
- (c) A levy must be paid with the annual subscription for the season to access the Family category.
- (d) The Dependent Family category is not available to Associate Members.
- (e) Dependent children must be aged 26 or under as at the ski season opening weekend and must actually be dependent on their parent(s).

**5.5 Associate Member**

- (a) In the Associate Member category, only the Associate Member is accommodated at Associate Member rates.
- (b) No additional levy is required.

**5.6 Family Upgrade Applicants**

- (a) Family Upgrade Applicants can pay a levy to access the double or family categories under the same terms as members as above. The nominated double and immediate dependent children are accommodated at the Family Applicant rate and priority points must be shared in accordance with regulation 6.
- (b) A Family Upgrade Applicant can also be a dependent child of a member. This is allowed so that the dependent child can accrue priority points prior to becoming a member.
- (c) A Family Upgrade Applicant that is also a dependent child must book in using the Family Upgrade Applicant category for the ski season when using the double/family categories.

**5.7 Independent Children**

- (a) In the Independent Children category, immediate independent children are accommodated at the Independent Children rate established in accordance with regulation 8.
- (b) Where there is competition for accommodation, the priority points of the member are applied.
- (c) A levy must be paid with the annual subscription for the season to access the Independent Children category, which is the same as the Family levy and not additional to it.
- (d) Only the Independent Child uses the Independent Child rate. Partners and children of the Independent Child use the Guest Rate.
- (e) The Independent Child category is not available to Associate Members.

**5.8 Applicant**

- (a) An applicant to become a Member will be accommodated at the Guest Rate until he or she becomes a member, except that during the two qualifying stays required, the member

rate can be used for the applicant and double/family members.

## 5.9 Guest

- (a) There are Two categories of guest for the purpose of determining priority for accommodation, listed in priority order:
  - i Member's Accompanied Guest
  - ii Member's Unaccompanied Guest
- (b) Guests may apply for booking periods either through a Member or independently.
- (c) Where competition occurs among Guests, the priority points of the Member sponsoring the booking will be applied after application of the priority in regulation 6.
- (d) The fee rate for Guests is established in accordance with regulation 8.

## 5.10 Obligations

- 5.10.1 Members are responsible for the conduct of their guests in the Lodge and for advising them of their responsibilities, especially the carrying out of allocated duties.
- 5.10.2 Each bunk occupancy carries with it a housekeeping duty which is allocated by the Lodge Manager and posted on the notice board at the beginning of each Period.
- 5.10.3 Failure to comply with these Regulations may result in withdrawal of member privileges to attend the Lodge.

## 6 PRIORITY - HOW BOOKINGS ARE PROCESSED

- 6.1 Bookings are processed in the following order:
  - i Members (Single/Double/Family)
  - ii Family Upgrade Applicants
  - iii Associate Members
  - iv Applicants to be members
  - v Independent Children of Members
  - vi Members' Accompanied Guests
  - vii Unaccompanied Guests
- 6.2 As each of the above categories are processed they are each individually sorted in order using the Members Priority Points shared across the number in the group. If the member whose points are being shared is not part of the group, the size of the group is increased by 1 before the points are shared.

When a booking is entered that contains a mixture of people with different booking processing priorities as listed in 6.1 above the booking processing order will be set by the person in the group that has the lowest processing priority. For example a booking with members and guests will be processed as if everyone is a guest. This is to ensure that the whole group is either successful or not successful. To avoid this from occurring such bookings can be entered as separate bookings where all persons in each booking have the same processing priority. If you split your booking like this, be aware that only part of your total group may be successful.

When a member submits multiple bookings for the same period priority points are shared across the number of people in the booking with the highest processing order then, for each additional lower processing order booking, the number of people in each successful booking is added before the points are shared. If a member has submitted two or more bookings that have the same processing order they will be processed in the same order as the bookings were submitted. If a member has any special instructions for multiple bookings they should be clearly stated in the comments section of the booking (in step 3).



- 6.3 At 6 weeks prior, all Advanced Priority Bookings are sorted into priority order according to 6.1, 6.2 and 6.3 and those within the bunk limit will be progressed. Remaining bookings become Normal Priority Bookings and will remain as Waitlisted and considered again at 10 days prior.
- 6.4 At 10 days prior, all remaining Normal Priority Bookings are sorted into priority order according to 6.1, 6.2 and 6.3 above. All Normal Priority Bookings that are within the maximum lodge capacity will then be progressed. Any remaining bookings (Part Period Bookings) are now considered in the same way. Any bookings that cannot be accommodated within the maximum lodge capacity will not be progressed and the Booking officer will advise the member and check to see if the booking should remain as Waitlisted, for consideration if there are any cancellations.
- 6.5 After progressing all bookings at 10 days prior there may be beds available. If so, the Booking Officer will make these beds available for Late Bookings. Late Bookings that fit within the maximum lodge capacity will be confirmed immediately in the booking system after payment is made. Late Bookings are treated on a "first come - first served" basis and priority points do not apply. Once the maximum lodge capacity is reached, Late Bookings will be Waitlisted in the booking system for consideration if there are any cancellations.
- 6.6 At 8pm on Thursday night, the bunk list and booking management for Direct Bookings is handed over to the Lodge Manager. Any members wishing to make a Direct Booking after that time, must ring and check with the Lodge Manager to confirm beds are still available. If they can still be accommodated, the member must then make a booking in the system, and complete the payment process, and receive the CONFIRMATION email before attending the lodge.
- 6.7 The maximum lodge capacity is normally 38. However, at the discretion of the Booking Officer this may be increased to 39 depending on the makeup of the Confirmed bookings and double bed usage in room 6 or 7. Note that our occupancy certificate is for 39.

## **7 DAY VISITS TO THE LODGE**

- 7.1 Members who do not have an overnight booking may use the Lodge as day visitors between 9:00am and 5:00pm. The Lodge is not available after 2:00pm on days when the Lodge is to be shut down.
- 7.2 The following conditions apply for day visits to the Lodge:**
- 7.2.1 All members visiting the Lodge, for any reason, must report their presence to the Lodge Manager or in his/her absence a resident member.
- 7.2.2 Member's family/guests may accompany them in Lodge visits.
- 7.2.3 All visitors must be registered by signing a day visitor's register posted on the Club Notice Board in the Lodge.
- 7.2.4 The Lodge Manager has the authority to request day visitors to leave the Lodge if their presence, in Lodge Manager's opinion, is contributing to uncomfortable conditions for resident members and guests.
- 7.2.5 Resident members and guests have absolute priority in the utilisation of all Lodge facilities over authorised day visitors.

- 7.3 The use of the Lodge facilities on day visits is a privilege rather than a right.
- 7.4 These regulations are designed to maintain Lodge security and avoid infringement of resident's enjoyment of Lodge facilities.

**8 FEES and LEVIES**

- 8.1 The Booking Fees are determined and published annually by the Committee.
- 8.2 The Booking Fees publication sets out relationship between priority points and relevant booking fees.
- 8.3 Members are notified of current priority points in Club correspondence and via the booking system.
- 8.4 The Booking Category levies are as follows:

<b>Category</b>	<b>Levy</b>
Single	Nil
Double	\$45
Family (covers use of family and Independent Child rates)	\$90

Payable by Members and Family Upgrade Applicants to gain access to lower bed night fees for their nominated Double and/or Dependent Children and Independent Children (members only)