

## 2022 Booking Rules

*Please note that COVID-19-related implications, may require Safe Operating Plans forming part of the Booking Conditions during the season. Where applicable, these may be implemented and/or amended as circumstances demand.*

**Accommodation Queries** – contact our Booking Officer :

*During Work hours      Tue – Fri :  
0930 – 1430*

*Tel:                              (02) 6295 6634  
Fax:                              (02) 6189 2271*

**CLUB SYSTEM** - [Members - RAN Ski Club \(emdev.com.au\)](http://emdev.com.au)

Club System is our automated online Booking System. Members can make accommodation bookings for any of our lodges by logging onto Club System and accessing their member's page.

### 2022 SEASON

Accommodation rates and booking periods (Bands) are determined at the Annual Budget Board meeting. Rates & Dates are published on our website at [Member Bookings – The R.A.N. Ski Club \(ranskiclub.com.au\)](http://ranskiclub.com.au).

As a basic rule Winter rates will apply when the lifts are operating. With the approval of the applicable Lodge Vice President, Summer Rates may be applied in the event there is insufficient snow for skiing. **Member's Details**

The member's page in Club System contains personal and contact details of the members and family memberships. It is essential that contact details are up to date to ensure you do not miss out on important information, and also to ensure receipt of the annual renewal subscriptions invoice.

### BOOKING PERIODS

The standard booking periods are:

- **Weekly**                      Seven Nights – Sunday PM to Sunday AM
- **Five Nights**                Sunday PM to Friday AM
- **Weekend**                  Two Nights -Friday PM to Sunday AM

## BOOKING OPENING PERIODS

<b>Booking Band</b>	<b>Dates</b>	<b>Applies to</b>
Band 1	Tues 15 March - 28 March	<ul style="list-style-type: none"> <li>• <b>Priority Booking Period for Members with Work Party Credits</b></li> <li>• <b>Bookings for weekends, 5 &amp; 7 days.</b></li> <li>• <b>Must be submitted to our Booking Officer, via the Offline Booking form</b></li> </ul>
Band 2	Tues 29 March – 11 April	<b>All Lodges</b> <ul style="list-style-type: none"> <li>• Bookings for 5 &amp; 7 days.</li> <li>• Bookings open to all members.</li> </ul>
Band 3A	Tues 5 April – 18 April	<b>Buller Lodge</b> <ul style="list-style-type: none"> <li>• Weekend bookings</li> <li>• Bookings open to all members.</li> </ul>
Band 3B	Tues 12 April– 25 April	<b>Perisher &amp; Thredbo</b> <ul style="list-style-type: none"> <li>• Weekend bookings.</li> <li>• Bookings open to all members.</li> </ul>
Band 4	Tues 26 April – 31 May	<b>ALL Lodges</b> <ul style="list-style-type: none"> <li>• Weekend, 5 and 7 days.</li> <li>• Bookings open to all members <b>&amp; for guests of members.</b></li> </ul>
Band 5	From Tues 1 Aug	<b>ALL Lodges</b> <ul style="list-style-type: none"> <li>• non-standard periods (i.e. not full week).</li> <li>• Bookings open to all members.</li> </ul>

## MAKING A BOOKING : ONLINE

**Online Bookings – click here for Club System Help** [Member Bookings – The R.A.N. Ski Club \(ranskiclub.com.au\).](http://ranskiclub.com.au)

Financial Members' access Club System is via logging on to their Members' page account via their unique password. This password must not be given to any person not listed on the member's membership.

**Guest bookings** - Guests can only be booked for periods when the host member is present at the Lodge. This means that guests are unable to stay at the lodge in the event the host member needs to depart earlier.

**Payment for guest bookings** - Where guests are included in the Member's booking, the group booking is to be paid for by the Financial Member making the booking. This also applies to any amendments, cancellations or requests for refunds made to the booking.

PAYPAL is the preferred method of payment for online bookings. Online bookings are confirmed at the time of payment.

**No Paypal Account ?** - Where a member does not have a PAYPAL account, payment can be made by Credit Card (see next section *Offline Bookings*). The member's unique password/access to Club System must not be given to any person not included on the membership to make payment via their PAYPAL.

## OFFLINE BOOKINGS

Offline Bookings apply to:

- **Priority Bookings against Work Party Credits; and**
- **Members who do not have PAYPAL accounts.**

Members who don't have PAYPAL accounts, may pay via credit card via the Offline Booking form. Offline Forms must be filled out completely, listing the name, ages and gender of each person on the booking. Incomplete or incorrectly completed forms will be returned unactioned.

**Multiple Bookings** - Where multiple bookings are being made at the same time, each booking date must be completed on a separate booking form. (***Forms with bookings for multiple dates will be returned unactioned***).

**Payment by Credit Card** - Accepted Credit cards are MasterCard or Visa.

**Faxed Completed forms**                      **Fax : (02) 6189 2271** (incl credit card details)

**Telephone bookings**                      **Tel : (02) 6295 6634** during work hours (Tue – Fri 0930-1430)  
The completed Offline Booking form to be faxed, in order to support the telephone booking.

**Payment by Cheque** – Payment can also be made via crossed cheque made payable to The R.A.N. Ski Club and mailed (along with the completed Booking Form) to:

The Booking Officer  
The R.A.N. Ski Club  
PO Box 3484  
Manuka ACT 2603

## CONFIRMATION OF OFFLINE BOOKINGS

Bookings will be processed on a first-come first-served basis.

Every effort will be made to satisfy members' requests while endeavouring to achieve maximum utilisation of the lodges, noting that combinations of age and gender of members and guests can restrict occupancy to below full capacity. To maintain an equitable allocation of accommodation, applications, bookings for more than 7 days will be considered as multiple bookings and thus treated as separate applications.

**Maximum consecutive stay** - 28 days is the maximum number of **consecutive** days a member can stay at any of our lodges during the season. Where a member requests a booking greater than 28 days, the first 28 days will be processed as above, and the remainder of days in excess of 28 will not be processed until the beginning of the season (i.e. June Long Weekend).

Persons wishing to extend beyond 28 consecutive days, must be absent from the lodge for a minimum of two days before being eligible for a further stay.

## **LAST-MINUTE / SHORT NOTICE BOOKINGS**

**Last Minute / Short Notice Bookings** - Lodge Managers control accommodation bookings from the time the booking sheets are finalised, normally Thursday of the prior week. Payment for last minute / short notice bookings are made via the Lodge Manager. Contact numbers for the respective Lodges are:

- Mt Buller: 03 5777 6363
- Perisher: 02 6457 5151
- Thredbo: 02 6457 6305

Should there be insufficient accommodation to meet the demands of advanced bookings, the following priorities will apply to the allocation of accommodation:

- Priority 1 Members in sea postings and members who have participated in work parties.
- Priority 2 Members in Naval Shore Establishments with fixed leave periods.
- Priority 3 Other Ordinary and Associate members.

Priority 1 & 2 bookings can only be made during the Priority Booking period (Mar 15-28)

## **ROOM ALLOCATION**

**Family Member Bookings** - Family Members 18 years and over may stay in the lodges without their related Ordinary or Associate Member. Family Members under 18 years must be accompanied by an adult member (i.e. a Member aged 18 or over).

**Children** - There is no special rate for children: they are classed as either a member or a guest. Subsequently, the applicable member or guest nightly rate will be charged.

**Thredbo & Buller Lodges** - There are no restrictions on the ages of children staying at either Thredbo or Buller Lodge.

**Perisher Lodge** – Due to the remoteness of Perisher lodge, for safety reasons, children under four years of age cannot be accommodated in the Perisher Valley Lodge during the winter season.

### **Single Members/Guests**

Accommodation is sold on a 'bunk' basis. Members making a booking in winter for one person will be required to share with another single member of the same sex. Members who prefer not to share a room will be required to pay for all the beds in the room at the applicable rate. Adult single members will not be allowed to share a room with a child.

### **Special Parties**

Members wishing to take special parties to the lodges (e.g. Adventurous Training) are to forward their requests to the Booking Officer for consideration by the Directors. The Booking Officer will advise the outcome of the request.

## SUMMER BOOKINGS

Requests for summer bookings, including Christmas, is open after the October long weekend. Summer Bookings are handled by the Booking Officer and requests should be made to (02) 6295 6634.

**Thredbo Lodge** – is open all Summer with a resident manager *in situ* for the entire summer.

**Mt Buller & Perisher lodges** - are only available in summer on 'Whole of Lodge' basis. At least one of the members present must be certified by the appropriate Lodge VP on both opening and closing of the Lodge procedures.

## WHOLE LODGE BOOKINGS

During summer, members can book exclusive 'Whole of Lodge' (WOL) use of any our Lodges. The respective set price for the WOL booking is set out the below and applies regardless of the number or mix of members and guests on the booking.

### Rates for Summer of 2022 : Minimum two night bookings

Thredbo	\$800	Per night. A resident Lodge Manager will be <i>in situ</i> all summer.
Perisher	\$380	per night. At least one member in the group must be qualified in the opening & closing procedure of the Lodge.
Buller	\$750	per night. At least one member in the group must be qualified in the opening and closing procedure of the Lodge.

## Cancellations

The Club's normal cancellations policy is as follows:

- Cancel with more than 42 days' notice Full refund.
- Cancel with 14 to 42 days' notice 50% refund.
- Cancel with less than 14 days' notice NIL refund.

**Exceptional Circumstances** - The Board of Directors may approve a full refund for bookings cancelled with less than 42 days' notice under 'exceptional circumstances' These are defined as circumstances of a compassionate nature e.g. hospitalisation, injury, illness or death, where the reasons for the cancellation could not have been foreseen and/or are outside the member's control.

Changes in work and family commitments are not considered exceptional or compassionate circumstances.

Members requesting a full refund on exceptional or compassionate grounds are to complete the **Request for Refund Form** located on our website: [www.ranskiclub.com.au](http://www.ranskiclub.com.au) attaching supporting documentation (e.g. doctor's certificate).

Members are encouraged to consider taking out travel insurance to protect themselves against these unforeseen events.

### **Transfer of Bookings**

Bookings are not transferrable from one period to another. Where a Member needs/wishes to change their booking to a different date, the first booking needs to be cancelled and a new booking made for the different date.

Bookings are not transferrable from one host member to another host member. The Person hosting the group must be the person making the booking.

Members may replace guests or other members within their booking subject to the prior agreement of the Club Booking officer (or the Lodge Manager for Last-minute Booking changes).

Such transfers may be rejected where there is a waiting list or where the proposed change cannot be accommodated because of bedding allocation limitations.

Where a member is replaced by a guest under this arrangement, the relevant guest accommodation rate will apply and the additional cost is to be paid prior to commencement of the booking.

The R.A.N. Ski Club