

Gunuma Lodge Inc. Booking Rules 1 March 2019 – 1 March 2020 (2019/20)

The Booking rules need to read in full. If members are unsure of the meaning they should seek clarification from the Gunuma Administration Officer (GAO) who in turn will obtain any clarification from the Gunuma Committee as required.

1. Definitions

1.1 **Member:** a person over 18 years of age registered in the membership database as a Life or Financial Ordinary Member of Gunuma Lodge for the current calendar year.

1.2 **Co-member:** a person registered in the membership database annually by a member by the 28 February for the current year. A Co-member may under the terms of the Constitution have the member make bookings on their behalf that comply with the booking rules regarding priority and type of booking and applicable rates that would apply to themselves as nominating member i.e., Comply with date bookings open for guests and applicable appropriate rate. It should be noted that the Co-member does not inherit any booking entitlements in their own right.

1.3 **Member's Child:** a person under 18 years of age who is a natural, adopted, step-child, foster child of a member and who has been registered in the membership database by the 28 February for the current year by that member.

1.4 **Member's Adult Child:** a person over 18 years of age but not yet turned 25 at the time period of stay at the Lodge, who is a natural, adopted, step-child, foster child of a member, and who has been registered in the membership database by the 28 February for the current year by that member.

1.5 **Summer Member:** a person registered in the membership database as a financial summer member and who can only book for the Low and Shoulder season refer 1.8

1.6 **Accompanied Guest:** a person who is booked in by a **Member** and is **accompanied** by that member (or that member's co-member registered in the membership database) during the whole of his/her stay at the Lodge.

1.7 **Unaccompanied Guest:** a person who is booked in by a **Member** but is not accompanied by that **Member** (or that **Member's** co-member registered in the membership database) during part or all of his/her stay at the Lodge.

1.8 The Season 2019/20

	Start date	Finish date
Low Season	1 March 2019	7 June 2019
Shoulder Season	8 June 2019	28 June 2019
High Season	29 June 2019	6 September 2019
Shoulder Season	7 September 2019	7 October 2019
Low Season	8 October 2019	1 March 2020

Note: **School Holidays in 2019:** QLD 29 June to 14 July; NSW and ACT 6 July to 21 July; Vic 29 June to 14 July

Queen's Birthday is 10 June (Monday)

1.9 **Winter Period** [*as defined by NPWS*]: From the Friday night immediately before the June long weekend to the Monday night at the end of the October long weekend. This is the period when you cannot park overnight at the Lodge unless you are in a paid car park and have a car park sticker on your car.

1.10 **The Lodge:** Is defined as any part of the NPWS Lease included in the building footprint, airlocks, decks, front entry foyer, fire escapes and surrounding land and car parks.

1.11 **GAO** is defined as the **Gunuma Administration Officer**

1.12 **Membership Data base.** It is the responsibility of the **Member** to ensure the member's data record on the website is complete and up to date **by 28 February** each year, i.e. co-member, registered children and registered adult children.

If the data base is not updated by that date, it may impact on the member making a correct booking. The member's data record will be used by the GAO to validate bookings and the rates to be charged for bookings.

A Co-member may only be changed once annually prior to the 28 February each year.

If family circumstances change after the 28 February, the change is to be emailed to the GAO in order to adjust the member's data base.

1.13 **Winter House Manager/House Captain:** Roles assigned by the committee to volunteer members to undertake delegated functions.

2. General

2.1 **Bookings can be made only by Members.**

2.2 **Members** remain always responsible for their co-members, guests and family members behaviour and are to ensure that their co-members, guests and family members abide by the Gunuma Lodge Inc. Constitution, all rules implemented by the Committee and **directions given by the appointed Winter House Managers or the appointed House Captain.**

2.3 **Members**, co-members and registered children pay member rates. Registered **Member's Adult Child** pay adult members' rates.

2.4 **A Member can bring one guest at member's rates providing the co-member is not present at the Lodge in that booking or during the booking period.**

2.5 **A child under 18 years old may not stay at the lodge unless they are booked and accompanied by that Member or co-member. Members may book another member's child at member's rates in accordance with the booking rules section 3.4 Round 4.**

Members cannot leave their children under 18 years old alone in the lodge unless they are accompanied and supervised by the member or a responsible adult.

2.6 Each booking commences at 4.00 pm on the day of arrival and concludes at 4.00 pm on the day of departure.

2.7 All persons aged 5 years and over will be allocated a bed. An infant under 5 years may use a cot, spare mattress or share a bed, providing no more than four persons in total may occupy a room.

2.8 Any person may for personal preferences, have a booking for both beds in a room with two beds for single occupancy (for themselves). The cost of the booking will be twice the appropriate rate for one person. Single occupancy bookings cannot be later changed by the member to add an additional person.

2.9 Siblings (more than 1) of a member however, irrespective of being booked under one or different memberships, are to be consolidated by the GAO into a single room.

2.10 Excepting 2.8, where a booking involves one person in a room, the remaining bed in the room may be allocated by the GAO (in consultation) to other persons of the same sex and, in the event of the occupant being under 18, other children of similar age (no more than 4 years difference). Other arrangements are possible providing there is **parental permission by both parties and agreement of the WHM.**

2.11 Under our lease and fire protection requirements, all persons booked into the lodge are to be accommodated in their allocated rooms, unless specific approval to change is requested and obtained from the WHM or the House Captain.

2.12 **Members** who are unable to obtain a requested booking may ask to be put on 'wait-list' in the hope of a cancellation. The GAO will match vacancies to requests on the waitlist based upon; date the request is received and best fit with the available rooms and dates that become available.

2.13 **Members** may book available car parking spaces with a booking, noting **that no public overnight parking in the Smiggin Holes car park or side roads is permitted during the Winter Period. Members and guest are responsible for their own car parking arrangements.**

3. Gunuma Ski High Season Bookings for 2019/20

When you may book?

3.1 Round 1

On **Sunday 17 March from 10 am** the Online Booking System will be open for:

- **Members**, co-members and the member's **accompanied** registered Children (refer section 1.3) and **accompanied** registered Adult children (refer section 1.4) **only**.
- **Members can make one booking for a maximum of 7 consecutive nights.**

3.2 Round 2

On **Sunday 24 March from 10 am** the Online Booking System will be open for:

- Based on vacancies on the on-line booking system, **Members can make one additional booking for a maximum of 7 consecutive nights as they require for themselves and their** co-members and the member's **accompanied** registered Children (1.3) and **accompanied** registered Adult children (1.4).

3.3 Round 3

On **Sunday 31 March from 10 am** the Online Booking System will be open for:

- Based on vacancies on the on-line booking system, **Members can make as many additional bookings for themselves and their** co-members and the member's **accompanied** registered Children (1.3) and **accompanied** registered Adult children (1.4).

3.4 Round 4

On **Sunday 7 April from 10 am** the Online Booking System will open for:

- **Members can make as many additional bookings as they require for themselves and their** co-members and the member's **accompanied** registered Children (1.3) and **accompanied** registered Adult children (1.4).
- **Registered Adult Child**, with one guest, but **not accompanied** by their member or co-member.
- Members can make as many additional bookings as they require **for other registered member's children, as long they are accompanied by the booking Member or their co-member.**
- **Accompanied guests provided each member may only book for up to six beds for a maximum of seven nights for Accompanied Guests in addition to those booked for themselves and their co-members and the Member's accompanied registered Children and accompanied registered Adult children.**

3.5 Within 4 weeks of the requested arrival date, if vacancies are available, all the rules above no longer apply and additional bookings may be made by **Members** for their accompanied/unaccompanied guests on a first come first served basis.

3.6 **Members are advised that the booking system will be turned off at 8 pm on the night before the round starts and will only come back live at 10 am to start the nominated round.** This step is considered necessary to avoid opportunity for some members to start their bookings earlier than the nominated time.

3.7 Members are advised to use computers rather than iPads and iPhone for bookings as there have been problems in past years using these devices. The GAO is unable to assist in solving log in problems to the system.

4. Low Season and Shoulder Bookings for 2019/20

When you may book?

4.1 **Members** and **Summer Members** may book up to **six months in advance** of the arrival date for themselves and their Accompanied Guests. It is required that the member is **currently financial** when the booking is made.

4.2 **Unaccompanied Guests** may be booked in by **Members** up to **three months** in advance of the arrival date.

4.3 A **Member** may book any number of beds, for themselves and their Guests except during the following restricted periods:

- Duration of any advertised work party;
- Christmas / New Year from 15 December to 13 January inclusive;
- Easter from the Thursday until the Monday night inclusive;
- Friday, Saturday and Sunday night of any ACT/NSW long weekend; and,
- The night of, and the night before, any ACT/NSW public holiday.
- During any advertised work party dates

4.4 **During these restricted periods, the maximum booking will be 20 beds**, until four weeks before the arrival date, when any remaining available beds may be booked. For special functions, **Members** may seek approval for **additional beds or the whole lodge** by writing / email to the **President** for consideration.

5. Accommodation Prices 2019/20

2019

Room Rates		Member			Accompanied Guest			Unaccompanied guest			Car Parking
Start	Finish	Adult / Child	Child 5-17 years	Infant Under 5 years	Adult / Child	Child 5-17 years	Infant Under 5 years	Adult / Child	Child 5-17 years	Infant Under 5 years	
LOW											
	Room Rate	17	9	6	34	18	11	51	27	18	0
SHOULDER											
	Room Rate	29	17	6	57	34	11	87	51	18	30
HIGH											
	Room Rate	40	23	11	80	46	23	120	69	33	30

6. Payment Methods

6.1 Payment may be made by any combination of the following methods (in order of preference).

- From the **Member's credit balance** with Gunuma.

- **Our preferred method of payment is by selecting *Manage a Booking > Pay Overdue Balance* in the Gunuma Online Booking system, and proceeding to pay by PayPal (EFT, Debit or Credit card transactions accepted).**
- **PayPal manually (EFT, Debit or Credit card transactions accepted). Use the *Send money* function in PayPal to send to **treasurer@gunumalodge.com.au**.**
- **Electronic Funds Transfer (EFT) directly into the following Westpac Account details = Gunuma Lodge, 032-713 44-1443. Please ensure that you include in the bank description box your booking number and surname, i.e. GU001234 Smith.**
A copy of bank's receipt **must** be provided to the **GAO** by email, noting the timings in section 6.2.
- **By cheque (or money order) made out to Gunuma Lodge and posted to **PO Box 3396 Belconnen, DC, ACT 2617 (Please note this change to post office box)**. A copy of cheque **must** be provided to the **GAO** by email, noting the timings in section 6.2.**

Note web addresses are: <http://www.gunumalodge.com.au/bookings> & www.paypal.com.au

6.2 Bookings made through PayPal are automatically confirmed in the booking system. This is the preferred method as it reduces GAO reconciliation work and provides members with immediate confirmation

All other payment methods will not be confirmed until evidence that the payment has been made in full has been received. Members making bookings (held as Tentative on the system) and wishing to pay by cheque or by EFT to our Westpac account will have their booking held as tentative for **four working days** to allow time for postage of the cheque or proof of EFT to be received.

6.3 All accommodation must be paid in full within four working days of the booking being made or prior to the commencement of the booking if the intervening period is shorter.

6.4 When making a payment/s, please ensure that you quote either your on-line booking reference number (first preference) or your membership number or family name, i.e. GU001234Smith, or 123 Smith.

6.5 If payment, or proof of payment, is not received **within 4 working days**, the booking will be automatically cancelled by the **GAO**.

7. Cancellations (Applicable for all booking periods.)

7.1 When a booking is cancelled, and **the bed/s are not re-sold**, a percentage of the cost of the accommodation cancelled is forfeited to Gunuma as an administrative fee in accordance with the amount of notice given to the GAO, as follows and subject to the additional terms of Section 7 as they may apply :

Notice Percentage forfeited

- | | |
|---|-------------|
| – Four or more weeks – | 50% |
| – Less than four weeks but more than one week – | 75% |
| – Less than one week (before 4.00 pm commencement of the booking) | 100% |

7.2 The cancellation fee (payment forfeited) is reduced by **one-half where a cancellation creates a vacancy and the accommodation is re-sold but** will never be below **25%**. *(Example: If I cancelled the room three weeks before the date, the penalty was 75% of the total booking, but as the room was resold, I was charged a cancellation fee of 37.5%). Please remember to keep the GAO and or the WHM informed as early as possible of changes to your arrangements in order to minimize your cancellation fee and maximize opportunities for other members to come.*

7.3 If a **Member's** booking is partially or cancelled in full, the member cannot book the same dates for guests until a period of 7 days has elapsed.

7.4 It is however permissible to substitute at no additional cost, a **Member** or a guest on a 'like-for-like' basis, providing prior notice has been given to the GAO prior to arrival, i.e. a member's son for a daughter or a guest for another guest. **It is not permissible to attempt to substitute a Member's child or adult child for a guest. The substitution in the booking must be amended by the GAO to reflect this substitution.** Please note that if the member cancels a booking in the system it will automatically calculate and charge the cancellation fee even if the member rebooks immediately with the substitution. (The booking is taken by the system as being a totally new booking.)

7.5 **Members** arriving at the lodge with substituted family members or guests who have not been booked in by the **GAO** may be turned away by the Winter House Manager and **no refunds will be provided.**

7.6 Car passes are only booked through the booking system. Once issued by the WHM to the member or guest, they are non-transferrable and must be returned to the WHM when the member or guest leaves.

7.7 The Lodge does not accept liability for cancellations for any reason. Members are required to cover their booking by either taking out their own travel or ski insurance cover or accept the risk and self-insure their holiday.

Questions Any questions regarding these Booking Rules &/or Bookings, please contact **GAO** at admin@gunumalodge.com.au