

## **Gunuma Online Booking System**

### **About the Online Booking System**

The system provides you, the member, the ability to Book, Pay & Confirm your own bookings 24hrs/7days a week. In addition the system handles all financial transaction in a ledger, therefore allowing you to have visibility of your own transactions (including any credits).

**Member Access** – Access to the Online Booking System is for **members only**. All members have a unique Member Number, coupled with their surname, allowing individual access to their own Member Details, Financial Transactions & Booking rights.

The Member Access number has been sent to the last available email address advised to the committee. If you do not have this Member Access email now, please contact the Gunuma Administration Officer ([admin@gunumalodge.com.au](mailto:admin@gunumalodge.com.au) or 0488 414 442).

The system has several areas that you need to be familiar with; Member Details, Financial Transactions & Bookings.

**Member Details** – Gunuma has always required particular member details (previously supplied on joining and confirmed with the annual renewals). Now the system will hold & maintain these details. The [Manage Account>View My Details](#) area of the system will allow you to update some of your details online, whenever convenient to you. Some details are restricted as they form core elements of your membership and require written advice or change of details forms to be completed. This area is also where all additional membership information is held, for example, Co-Member, Children etc. This information needs to be current & up to date, as the Booking System and the Administration Officer uses this information to verify Bookings are being made within the Booking Rules.

On every login, please take the time to ensure your Member Details are current.

**Financial Transactions** – All members have their own ledger. So any transaction now completed by you for yourself, your Family and/or Guests (Guest Bookings), will be recorded in your ledger. This enables you to; receive annual renewal invoices (Automatically), Pay for invoices (Renewals or Bookings), view all your transactions.

You will also see that most correspondence (Invoices, reminders, receipts & confirmations) are emailed to you and will include the last 5 transactions as a statement at the bottom of the email.

**Bookings** – The Online Booking System has been developed for Ski Lodges. Our implementation has been to closely match our current booking procedures & to allow our Booking Rules to be applied. In saying “the System can handle all the Rules” would be incorrect. The system handles all of the Booking Rules that can be applied electronically, but there will always be the “human” administration regarding the adherence to these rules.

It is important that you read the Annual Booking Rules to gain a clear understanding of their application in various booking rounds and periods throughout the year. If you have any questions, please contact the Administration Officer or the Committee for clarification.

If the Administration Officer identifies any issues with your booking, they will contact you and make any changes required. If you make an error when booking you need

to immediately contact the Administration Officer so they can correct the problem as cancelling the error yourself may cause the system to charge cancellation fees.

If you identify any issues it is beneficial for you to put it in an email to the Administration Officer as this way there is a clear trail to follow up. Also, screen shots are very helpful in providing an analysis of any problems that may arise.

**NOTE:** *You must be logged in to see the following pages*


**Important Note:**

If you need to **Go Back** a step at any time, **PLEASE USE THE PREVIOUS STEP** button on the booking system. Do **NOT** use the back button on your browser. It can cause errors if you use the browser and restrict your bookings if you use the incorrect method.

**How to book is as simple as 4 steps;** pick your dates, pick your rooms, supply member/family/guest details, confirm all the details & pay. If all of these steps are completed, then you will receive an immediate Booking Confirmation.

**Picking your dates** – This first step in the Booking requires you to select your dates, room/s, car park space (if applicable) and select > *Next Step*

*If you hover the cursor over the rooms it will display details of the bedding in that room.*



Welcome: Admin Gunuma  
 Type: Winter [Log Out](#)

[Gunuma Home](#) | [Booking Home](#) | [Ski Lodge Details v](#) | [Manage a Booking v](#) | [Manage Account v](#)

Drag the ends of the date range to extend or shorten your booking.  
 Click on a room to include or remove it.


Key to colours
Clear Dates
next step →

← Y ← M ← D ← Click for earlier dates

May 2020							Jun									
Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6

Click for later dates → D → M → Y →

Room	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Room 01																															
Room 02																															
Room 03																															
Room 04																															
Room 05																															
Room 06																															
Room 07																															
Room 08																															
Room 09																															
Room 10																															
Room 11																															
Room 12																															
Room 13																															
Room 14																															
Room 15																															
Room 16																															
Room 17																															
Room 18																															
Room 19																															
Room 20																															
Capacity	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	
Car Park	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	


 Mouse over a room above to see details

Enter number of car parking spaces required

Number of carpark spaces:

Optionally enter first and last nights booked

First night:

Last night:

[Refresh Dates](#)

Step 1 of 4

Step: 1 2 3 4 Booked

Key to colours:
  ← Current booking
  ← Room or beds available
  ← denotes Fri & Sat
  ← Unconfirmed bookings
  ← Confirmed bookings
  ← Lodge unavailable

**Supply member/family details** – Begin typing your last name. You must choose any member from the **DROP DOWN** menu. All registered members will be listed. Tariffs and amounts are pre-existing in the system depending on your MEMBER DATA BASE. The tariff will be automatically selected base on the member record. Do not attempt to type in the full name of the member/s. The system will not recognise you.

## Co-member Substitution

As per the Booking Rules. Co members may substitute for members in bookings. Members must make the bookings in their name and contact Admin officer to make amendment to booking.

Your bed(s) have been reserved for 15 minutes to allow you to complete your booking.

Your check in is on: Saturday 8th June 2020  
Your last night: Friday 12th June 2020  
Your check out is on: Saturday 13th June 2020

[← Previous Step](#)

[Next step →](#)

• Please enter all the required information about the guests for this booking below.

\* Indicates required field

Guest details for room: Room 10

Minimum guests for room: 1 | Maximum guests for room: 2

Guest's Name: Please enter in format :Surname, Given Name'

\* Guest 1:

gun

Choose Guest Type

Guest 2:

Gunuma, WHM  
Gunuma, Admin

Choose Guest Type

Guest details for room: Room 11

Minimum guests for room: 1 | Maximum guests for room: 2

Guest's Name: Please enter in format :Surname, Given Name'

\* Guest 1:

surname, given names

Choose Guest Type

Guest 2:

surname, given names

Choose Guest Type

Add infants not needing bed

Car Number Plate

\* Carpark 1:

Step 2 of 4

Step: 1 2 3 4 Booked

For other guests, names must be entered manually. You will then need to select an available tariff. All guests will be unaccompanied if a member is not in the booking.

Car details can be entered now. select > Next Step

Your bed(s) have been reserved for 15 minutes to allow you to complete your booking.

Your check in is on: Saturday 8th June 2020  
Your last night: Friday 12th June 2020  
Your check out is on: Saturday 13th June 2020

[← Previous Step](#)

[Next step →](#)

• Please enter all the required information about the guests for this booking below.

\* Indicates required field

Guest details for room: Room 10

Minimum guests for room: 1 | Maximum guests for room: 2

Guest's Name: Please enter in format :Surname, Given Name'

\* Guest 1:

Gunuma, Admin

Member (Adult 18+) or Adult Child (18+)

Guest 2:

smith, Tom

Guest - Accompanied (Adult 18+)

Add infants not needing bed

Guest details for room: Room 11

Minimum guests for room: 1 | Maximum guests for room: 2

Guest's Name: Please enter in format :Surname, Given Name'

\* Guest 1:

Smith, Mary

Guest - Accompanied (Adult 18+)

Guest 2:

surname, given names

Choose Guest Type

Add infants not needing bed

Car Number Plate

\* Carpark 1:


ABC XYZ

Step 2 of 4

Step: 1 2 3 4 Booked

**Confirm all the details** – This is where you verify all Booking details. You also need to complete all contact details (these are auto filled from your member details, but can be changed), there is also a place to put any comments that the Administration Officer will read when checking your booking. PLEASE CHECK CAREFULLY.  
select > *Next Step*

gunuma lodge



Welcome: Admin Gunuma  
Type: Winter [Log Out](#)

[Gunuma Home](#) | [Booking Home](#) | [Ski Lodge Details v](#) | [Manage a Booking v](#) | [Manage Account v](#)

Your check in is on: Saturday 6th June 2020  
Your check out is on: Saturday 13th June 2020


[← Previous Step](#) [Next step →](#)

- Please enter any contact information that is missing below.

**Your Booking Details**


**Guest Details**

Room Details	Guest Details
Room 10	Gunuma, Admin (Member (Adult 18+) or Adult Child (18+)) Cost: \$203.00 smith, Tom (Guest - Accompanied (Adult 18+)) Cost: \$399.00
Room 11	Smith, Mary (Guest - Accompanied (Adult 18+)) Cost: \$399.00 ABC XYZ (Carpark Space) Cost: \$210.00
Optional Extras	



**Pricing Details**

Duration for this booking is: 7 nights  
The total cost for this booking is: \$ 1211.00  
GST Included



**Your Contact Details** \* Indicates required field

\* Contact Name:

\* Address Line 1:

\* Address Line 2:

\* City / Town:

\* State:

\* Postcode:

\* Email Address:   
separate multiple email addresses with semicolon (;) or comma (,)

\* Business Hours  
Number:

\* Mobile Number:

\* After Hours  
Number:

☐ Update your member details with this information

Please enter any comments or notes about the booking below:

Requesting 1 car parks.


[← Previous Step](#) [Next step →](#)

Step: [1](#) [2](#) [3](#) [4](#) [Booked](#)

**Payment** – The last step is to choose method of payment. With Online Bookings, the **preferred method** is *Pay Outstanding Balances/Pay for this Booking*; this option will take you to **PayPal**.

**PayPal.** Gunuma will be the automatic recipient of all payments made from our Booking system. This Secure payment method allows the member to make Credit Card (MasterCard or Visa) and Direct Debit (saving and cheque accounts). Pay now gives you, the member, 2 options when starting a payment. You can login as PayPal member (or create a new account the first time) or you can just pay as a guest of PayPal. It is recommended to create a PayPal account.

gunuma lodge



Welcome: Admin Gunuma  
Type: Winter [Log Out](#)

[Gunuma Home](#) [Booking Home](#) [Ski Lodge Details v](#) [Manage a Booking v](#) [Manage Account v](#)

**Instructions**

You must click on a payment method button at right to secure your booking

- There is no surcharge for Online payments.

[← Previous Step](#)

### Pay later by Cheque, Electronic Funds Transfer or Paypal

[Pay Later](#)

the next screen shows payment methods

### Pay now using Paypal

You can use a credit or debit card, if you do not have a Paypal account

[Pay Outstanding Balance](#)[Pay for this Booking](#)

**Your Booking Details - You need to click on a button above to complete booking**

**Check in / Check out Details**

Check in: Saturday 6th June 2020 @ 16.00  
Your last night: Friday 12th June 2020  
Check out: Saturday 13th June 2020 @ 16.00  
Duration for this booking is: 7 nights

**Guest Details**

Room Details	Guest Details
Room 10	Gunuma, Admin (Member (Adult 18+) or Adult Child (18+)) Cost: \$203.00 smith, Tom (Guest - Accompanied (Adult 18+)) Cost: \$399.00
Room 11	Smith, Mary (Guest - Accompanied (Adult 18+)) Cost: \$399.00 ABC XYZ (Carpark Space) Cost: \$210.00

**Pricing Details**

The total cost for this booking is: \$1211.00  
GST Included

**Room Details**

**Room 10 - Room**  
Downstairs Room - Front

Once payment is received via the booking system from this form of payment, Bookings are confirmed immediately by the system.

If you choose to pay via the Administration Officer (Manual credit card or EFT or cheque) your booking will be held as **tentative** for 4 days by the system. The Administration Officer will require payment or proof of payment (EFT) before your booking will be manually confirmed. **Please send a remittance as soon as payment is processed to [admin@gunumalodge.com.au](mailto:admin@gunumalodge.com.au).**

If payment is not received, the booking will be automatically cancelled.

All enquires/problems with the Bookings/Process, please feel free to contact the Gunuma Admin Officer via email [admin@gunumalodge.com.au](mailto:admin@gunumalodge.com.au) or on **0488 414 442**.

If outside these hours, or the phone is unable to be answered, please leave a message and Administration Officer will get back to you ASAP.