

Gunuma Lodge Inc. Booking Rules 1 March 2023 – 29 February 2024 (2023/24)

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

Please Note: These booking rules are for a normal operational year. Due to changing circumstances, they may change or be suspended in part or full.

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 over 18 years of age at the time of their stay at the Lodge, registered in the membership database annually by a member before the 28 February for the current year.

A Member may under the terms of the Constitution Section 8A make a booking on behalf of the Co-member that complies with the booking rules regarding priority and type of booking and applicable rates that would normally apply to themselves as the nominating member i.e., Comply with date bookings open and the applicable appropriate rate.

It should be noted that the **Co-member does not inherit any booking** entitlements in their own right. **Co-members children (not the children of the member) are also not entitled to any booking rights and are classed as Guests** either accompanied or unaccompanied (subject to 1.3 below).

1.3 **Member's Child:** a person under 18 years of age at the time of their stay at the Lodge, who is a natural, adopted, stepchild, foster child of a member (this includes legal guardianship relationships) and who has been registered in the membership database before the 28 February for the current year by that member. This does not include grandchildren, nieces or nephews unless there is a legal guardianship relationship. A member will be asked to provide evidence of the relationship for eligibility assessment when registering new children.

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, stepchild, foster child of a member, and who has been registered in the membership database before the 28 February for the current year by that member. When a Member's Child turns 25 years of age, they are no longer an Adult Child and can only be booked in as guests of a Member either Accompanied or Unaccompanied. They are subject to the rules pertaining to those type of guests.

1.5 **Summer Member:** a person registered in the membership database as a financial summer member and who can only book for the Low 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 as registered in the membership database) during the whole of his/her stay at the Lodge.

If the Accompanied Guest is also a member, they are charged at the member rate.

1.7 **Guest:** a person who is booked in by a **Member** but is **not accompanied** by that **Member** (or that **Member's** co-member as registered in the membership database) during all of his/her stay at the Lodge. Please note this was previously referred to as Unaccompanied Guest in the booking system but is now just referred to as Guest.

1.8 Gunuma Booking Year: This is the period from 1st March each year to the last day in February of the next year.

1.8 The Season 2023/2024

	Start date	Finish date
Low Season	1 March 2023	4 June 2023
Shoulder Season	5 June 2023	24 June 2023
High Season	25 June 2023	4 September 2023
Shoulder Season	5 September 2023	3 October 2023
Low Season	4 October 2023	28 February 2024

Note: **School Holidays in 2023:** QLD – 24th June to 9th July and 16th Sept – 2nd Oct, VIC 24th June to 9th July and 16th Sept – 1 Oct, NSW and ACT 1st July to 16th July and 23rd Sept to 8th Oct.

NSW Queens's Birthday is 12th June 2023 (Monday) (awaiting legislative change of name in NSW)

1.9 **Winter Period** [*as defined by NPWS*]: From the Friday night (9th June) immediately before the June long weekend to the Monday night (2nd October) 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. Members must book car parks during this period.

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 Gunuma leased 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 **before the 28 February** each year, i.e. co-member, registered children and registered adult children. Contact details should also be maintained including phone numbers address for postage and email address. Please email the GAO to update details that cannot be edited online.

If the data base is not updated by that date, it may impact on the member being able to make a booking. If you need assistance to do this, please Contact the GAO. 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 by the member once annually prior to the 28th February each year. The member must advise the GAO in writing to make this change.

If family circumstances change after the 28th February, the change is to be emailed to the GAO in order to adjust the member's data base to assess this and make any change approved by the committee.

1.13 Winter House Manager/House Captain: Roles assigned by the committee to volunteer members to undertake delegated functions as defined by the Committee and contained in the Winter House Manager Manual.

2. General

2.1 Bookings can be made only by Financial 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 and Members Children older than 25 are considered guests and pay either Accompanied Guest or Guest (unaccompanied) Rate as it applies.

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. This is applicable For High Season bookings only and can only be accessed after Round 4 has opened. The member must book the co-member in which will apply the correct rate and then request by email the GAO to amend the booking to amend the name of the guest to make the substitution.

2.5 A member's 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 pm on the day of arrival and concludes at 4 pm on the day of departure.

At 4 pm, members and guests must have completed their allocated chores for the Lodge and their room and if applicable removed their car from the Gunuma car park space and returned the allocated pass to the WHM.

As a courtesy to incoming members, it would be beneficial if the outgoing member moved their car to the main car park as early in the day as possible and return their pass. This would make it easier for the incoming member who, on arrival, may have to deal with a full car park especially on busy days.

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 During high demand periods (eg specified Winter Season, restricted periods and other times) a member must share with either their co member or nominated children, to occupy the minimum number of rooms possible. Members are prohibited from making bookings across multiple rooms with single occupancy with the intent of booking a guest in later.

Guests of a member will be consolidated into the minimum number of rooms possible. Members should seek to use the triple share rooms to minimise rooms requirements. The GAO may from time to time move room allocations to make use of these rooms to maximise bed availability.

However any person may for personal preferences, have a booking for both beds in a room with multiple beds for single occupancy (for themselves). The cost of the booking for single Occupancy will be twice the appropriate rate for the single person. The member cannot later change single occupancy bookings to add an additional person. The booking member must contact the GAO by email to advise of this requirement. The GAO will arrange this booking change the charge to the members account and ensure that any future additional booking is not made to this situation. Single occupancy rooms will only reduce the available bed count by one so that advantage can be made of triple share rooms.

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 Where a booking involves one person in a room, the remaining bed in the room may be allocated by the GAO to other persons of the same sex. The GAO will contact the member responsible for the single occupant seeking agreement to the sharing or accepting the single occupancy charge for the second bed. In the event of the occupant being under 18, the other occupant must be a child of the same sex and similar age (no more than 2 years difference). Other arrangements are possible providing there is **parental permission by both parties and agreement of the WHM**. If the single occupant has decided not to share, then rule 2.8 will apply.

2.11 Under our lease and fire protection requirements, all persons booked into the lodge must be signed in to Booking Register Book and are to be accommodated in their allocated rooms, unless specific approval to change is requested and obtained from the WHM or the House Captain who will liaise the GAO for approval.

2.12 There will not be a 'wait-list' maintained by the GAO in the hope of a cancellation. Members will be required to monitor the Booking System for cancellations and bookings will be on a first come basis.

2.13 **Members** may book available car parking spaces with an accommodation booking, noting **that no public overnight parking** is permitted during **the Winter Period in the Smiggin Holes car park** or side roads. **Members and guest are responsible for their own car parking arrangements**. Car parks can also be booked separately to the accommodation in all booking rounds to allow members to book car parks for individual days during their stay if available. E.g., first day and last day. Car Parks cannot be wait listed.

Gunuma Car Park Spaces and Booking Tags are allocated by the Winter House Manager or House Captain and must not be taken by Members.

2.14 If a member makes an error when booking they can cancel the incorrect booking within 4 days of making it without penalty. The member may then make a new booking. After 4 days the Member must contact the GAO if they wish to cancel or modify a booking without penalty. **If they then** attempt to cancel that booking the system will automatically calculate cancellation fees. In these situations, the Member must contact the GAO to adjust the booking due to an error without penalty.

3. Gunuma Ski High Season Bookings for 2023/24

When you may book?

3.1 Round 1

On **Sunday 23th April 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 book **a maximum of 7 consecutive nights** for themselves and their family.
- **Note: This may involve more than one booking if rooms need to be changed to secure up to 7 consecutive nights.**

3.2 Round 2

On **Sunday 30th April from 10 am** the Online Booking System will be open for:

- Based on vacancies on the on-line booking system, Members can book up to a **maximum of an additional 7 consecutive nights** as they require for themselves, their co-member and the member's **accompanied** registered Children (refer section 1.3) and **accompanied** registered Adult Children (refer section 1.4).
- As noted above, this may involve more than one booking if changing rooms is necessary to secure the 7 consecutive nights.

3.3 Round 3

On **Sunday 7th May 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). These bookings can be of any length of time.

3.4 Round 4

On **Sunday 14th May 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).** These bookings can be of any length of time.
- **Registered Adult Child**, with one guest, but **not accompanied** by their member or nominated co-member. Note the guest pays at the unaccompanied rate.
- 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.**
If the Accompanied Guest is also a member, they are charged at the member rate but are subject to all other rules applicable to an Accompanied Guest in Round 4.

3.5 Within 4 weeks of the requested arrival date, if vacancies are available, all the rules in second 3.1 to 3.4 above no longer apply and additional bookings may be made by **Members** for their guests (accompanied and unaccompanied) and other members on a first come first served basis.

3.6 Members are advised that the booking system will not allow bookings before the round starts This is necessary to avoid bookings earlier than the nominated opening time.

Members should familiarise themselves with these booking rules and the Use of the Booking System documentation to assist in a successful booking experience.

3.7 Members should ensure that they can log into the system well before Round 1 opens to ensure that they have their account configured correctly. If they have issues immediately email the GAO who will contact the System Administrator/Developer to resolve the issue.

4. Gunuma Booking Year and Low Season and Shoulder Bookings for 2023/24

When may you book?

4.1 When Booking Periods are opened for the new Gunuma Booking year **Members and Summer Members** may book up to **six months in advance** of the arrival date for themselves and their Accompanied Guests. Bookings in the High Season are subject to Booking Round opening dates as per Section 3

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 when Booking Periods are opened for the new year.

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

- Winter Period – including any part of the Shoulder Season
- Duration of any advertised work party.

- Christmas / New Year from 16 December to 15 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.
- Major sporting and entertainment events in the area not identified in the above or yet to be announced.

4.4 During these restricted periods, the maximum booking will be 20 beds (or half the available Lodge Beds if there are restrictions in place), 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 2023/24

2023

Room Rates		Member			Accompanied Guest			Guest (Unaccompanied)			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											
	Bed Rate	17	9	6	34	18	11	51	27	18	0
SHOULDER											
	Bed Rate	29	17	6	57	34	11	87	51	18	30
HIGH											
	Bed 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 due to the extra workload incurred in reconciling payments).

- 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, BSB: 032713 ACC: 44-1443. **Please ensure that you include in the bank description box your booking number and surname, i.e. GU001234 Smith.**
A copy of the invoice and the bank's receipt **must** be provided to the **GAO** by email,

noting the timings in section 6.2.

- **By cheque**, made out to Gunuma Lodge.
The best way if you must pay by cheque is by directly depositing into Gunuma's account at any Westpac Branch and sending copy of the invoice and receipt by email to the GAO.
Westpac Account details = Gunuma Lodge, BSB: 032713 ACC: 44-1443

If you must mail the payment include the invoice and cheque to **PO Box 990 Jindabyne NSW 2627 (Please note this change to post office box).**
A copy of the invoice and cheque must be provided to the GAO by email so these can be married up and avoid cancellation. (note 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 committee 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 cancelled in the Booking System as it will not be able to be confirmed by the **GAO**.
Gunuma accepts no responsibility for the method you chose to use for payment. We strongly encourage that you use PayPal to avoid delays in obtaining the funds and confirming your booking. The 4-day rule will be strictly applied.

7. Cancellations/Modifications (Applicable for all booking periods.)

7.1 Members can cancel an incorrect booking within 4 days of making it without penalty. The member may make a new booking. After 4 days the Member must contact the GAO if they wish to cancel or modify a booking without penalty.

7.2 Cancellation/Modification after 4 days

When a booking is cancelled after the 4-day grace period, 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 based on time before commencement of booking

- After 7 days or Four or more weeks before **50%**
- Less than four weeks but more than one week – **75%**
- Less than one week (before 4.00 pm commencement of the booking) **100%**

7.3 The cancellation fee (payment forfeited) is reduced by **one-half where a cancellation creates a vacancy and the accommodation is re-sold but** the cancellation fee will never be below **25%**. (*Example: If I cancelled the room three weeks before the date, the penalty was 75% of the total booking, however 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 to minimize your cancellation fee and maximize opportunities for other members to book in.

7.4 Subject to expiration of the grace period in section 7.1., 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.

7.5 It is however permissible to substitute at no additional cost, a **member** or a guest on a 'like-for-like' basis, providing 48 hours prior notice has been given to the GAO who will make the change prior to arrival, i.e. a member's registered son for the registered 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.)

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

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.**

Section 8

8.1 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.

Car parking spaces must be vacated, and the passes returned to the WHM to be signed back in by room check out time (4.00 pm). **Members are not permitted to give or sell their pass to other guests or members.** Please do not help yourself to carparking passes during periods when there is a WHM in residence. You must park in the allocated bay.

As a courtesy to other members and to assist in change over during busy times Members should try to vacate the Gunuma car park as early as possible and park in the main car park at the front of the Lodge. This will allow members arriving prior to 4pm to have a park if the main Car Park is full due to day parking demand.

Questions: Any questions regarding these Booking Rules &/or Bookings, in the first instance please contact the **Gunuma Administration Officer** at admin@gunumalodge.com.au or on [0488 414 442](tel:0488414442)