

# 2023 BOOKING RULES

**NOTE:** As all bookings on 1<sup>st</sup> April and 8<sup>th</sup> April will be automatically waitlisted and any over-demand will be determined by ballot, all bookings will be treated equally no matter what time they are made during the 9am to midnight booking period on those days. Thus bookings made, for example, at 11:00pm will have the same priority for beds as one made at 9:15am or 10:00am.

## 1. Summary

1.1. Only current, **financial** members can make and pay for bookings. Bookings may be made for other financial members and their dependent children/students.

1.2. On 1<sup>st</sup> April from 9:00am to midnight, bookings are limited to a maximum of 10 bed nights (total) per member (and each of their dependent children/students), with a maximum of 2 weekends in August and 7 nights in the winter NSW/ACT school holiday period (Friday 30<sup>th</sup> June to Saturday 15<sup>th</sup> July 2023). (Refer 5.2 Winter Bookings).

On 8<sup>th</sup> April from 9:00am to midnight, Members may book up to a further 10 bed nights for each financial member and the member's dependent children/students. There are no further restrictions for weekends or school holidays on 8<sup>th</sup> April.

(Refer 8 Booking Restrictions).

1.3. From 9:00am on 15<sup>th</sup> April financial members may make further bookings for members and their dependent children/students, up to the maximum of 45 bed nights/person allowed by NSW Parks for the ski season.

1.4. Bookings for non-members can only be made by financial members from 1 May at 09:00am AEST (Refer 5.4 Non-member Bookings).

1.5. Off block bookings can be made by financial members from 9:00 am 1 June (Refer 5.5 Off-Block Bookings).

1.6. Once members are notified that their booking has been converted to tentative status. Full payment must be made within 14 days for booking/s to be confirmed; non-payment will result in the booking being cancelled (Refer 7 Payments).

1.7. Stays are not permitted unless a booking and payment for that stay has been made in advance and the booking confirmed.

1.8. No shows, late arrival or non-attendance for a booking (by 9:00 pm on the day of the start of a booking) must be notified to both the Lodge Captain and the Bookings Officer (Refer 3 Non-Attendance).

1.9. Cancellations and refunds will be made in accordance with guidelines below (Refer 4 Cancellations, Refunds and Insurance).

1.10. Members must be in attendance for the entire booking with their non-member guests and dependents.

1.11. The board reserves the right to amend / modify these booking rules at any time based on current government health advice.

## **2. Attendance**

2.1. Once a booking has been confirmed, notification, receipts and access information will be forwarded to the booking member by email. It is a member's responsibility to ensure that their email details are correct in the booking system; that member and non-member guests are aware of Lodge stay information and that any member or non-member guests comply with all Lodge requirements.

## **3. Non-attendance**

3.1. Mountain Safety requirements and the Lodge Booking Rules require notification of late arrival or non-attendance for a booking at the earliest possible time and by 9pm on the day of the start of a booking. Both the Lodge Captain for that block and the Booking Officer are notification points. Non notification will result in the cancellation of the entire related booking.

3.1.1. Lodge Captain – Snowy Lodge 02 6457 5364

3.1.2. Booking Officer – Sue Dawson [bookings@tateskiclub.com.au](mailto:bookings@tateskiclub.com.au)

## **4. Cancellations, Refunds and Insurance**

4.1. Cancellations can be made at any time through the booking system or if you have any problems accessing the booking system, then by contacting the Bookings Officer by email.

4.2. Full refunds will only be made where a cancellation is made one month prior to the first date of the booking, unless the cancellation is due to Covid or Covid-like symptoms being experienced.

4.3. Refunds will not be made where cancellation is made less than one month prior to the dates booked, however a partial refund (on a pro-rata basis) may be made where the cancelled dates are taken up by another booking. <COVID exception – refunds will be made to members who cannot

attend Snowy Lodge; or who depart Snowy Lodge early due to respiratory symptoms. Please contact Bookings Officer or Treasurer for refund procedures.>

4.4. Members are responsible for their own insurance – travel, vehicle, accident and health – and for any claims made under those policies.

4.5. It is recommended that members participating in any form of racing take up insurance.

4.6. Free accident insurance is available from Snowracer via Snow Australia for all participating racers (it covers Australia and New Zealand).

## **5. Bookings**

**5.1.** Only fully financial members of Tate Ski Club are eligible to book accommodation at Snowy Lodge.

### **5.2. Winter Bookings**

5.2.1. Winter bookings are to be made in blocks of:

5.2.1.1. **2 nights (weekend: Fri-Sat)**

5.2.1.2. **5 nights (week: Sun-Thurs)**

5.2.1.3. **Or aggregations of blocks** (*Examples: weekend, weekend + week + weekend, week + weekend, etc.*)

**5.3 Member and their dependent Children/Students:** Members, when making a booking, may also book their dependent children/students plus other members when making a booking. Booking restrictions apply to each person in the booking.

<b><i>Tate Member Bookings Approach - April 2023 (updated March 28 2023)</i></b>			
<b><i>Booking Cycle =&gt;</i></b>	<b><i>Booking Cycle/Tranche 1 7 days: 1 to 7 April</i></b>	<b><i>Booking Cycle/Tranche 2 7 days: 8 to 14 April</i></b>	<b><i>Booking Cycle/Tranche 3 (15-30 April)</i></b>
<b>Day 1 (all bookings waitlisted and accumulated over the 24 hour period)</b>	<b>1 April: 9:00am to Midnight Members may book up to 10 waitlisted days as 2 or 5 day blocks which can include a maximum of 7 days in NSW/ACT winter school holidays, and a maximum of 2 weekends in August</b>	<b>8 April: 9:00am to Midnight Members may book up to a further 10 waitlisted days as 2 or 5 day blocks.</b>	<b>9:00am 15 April Onwards  Members may book further waitlisted days, up to the NPWS limit of 45 days each for the ski season.  <i>NOTE: Allocation of all bookings made after the two 7 day cycles/tranches (from 15 April) will then be made giving priority to the time the booking was completed.</i></b>
<b>Days 2 to 3</b>	<b>2-3 April Booking Officer reviews bookings for correctness (rates, membership etc.) and identifies overbooked blocks for Board ballots. Bookings for blocks that aren't overbooked will be converted to "tentative".</b>	<b>9-10 April Booking Officer reviews bookings for correctness (rates, membership etc.) and identifies overbooked blocks for Board ballots. Bookings for blocks that aren't overbooked will be converted to "tentative".</b>	

Day 4	4 April For any overbooked blocks the Tate Board will meet to conduct a ballot, using a random number generator.	11 April For any overbooked blocks the Tate Board will meet to conduct a ballot, using a random number generator.	Booking Officer will allocate bookings on a day-by-day basis, and advise those who have booked dates that are already full to consider alternative dates.
Day 5 to 7	5-7 April Bookings that were successful in the ballot will be converted to “tentative”. Members who missed out on their original blocks in the ballot will be given the opportunity to choose alternate available blocks as advised by the Booking Officer, who will make the changes if requested.	12-14 April Bookings that were successful in the ballot will be converted to “tentative”. Members who missed out on their original blocks in the ballot will be given the opportunity to choose alternate available blocks as advised by the Booking Officer, who will make the changes if requested.	
<b>NOTE 1: When booking, members will be able to see the DEMAND, on the bookings page, in the row below the dates, showing the number of beds in Demand for that date. This Demand number is a total of all beds already allocated as tentative or confirmed (which on 1 April will be zero) plus those waitlisted.</b> <b>NOTE 2: Members will not be able to make bookings directly into the system in the periods 2-7 April and 9-14 April. Any changes in these periods will be done via the Booking Officer</b>			

#### **5.4. Non-members**

**5.4.1. Winter block bookings (including off-peak bookings) for Members' non-member guests open 9:00am 1 May.**

5.4.2. Members must be in attendance for the entire booking with their dependents and their non-member guests.

#### **5.5. Off Block Bookings**

5.5.1. Winter off-block bookings (i.e. individual days may now be booked, not just blocks of 2 and 5) for Members and non-member guests open 9:00am 1 June.

5.5.2. The Bookings Officer has the discretion to advertise and accept bookings for ad hoc weeknights, commencing 1st June for the remainder of the season, if there are vacancies.

#### **5.6. Summer Bookings**

5.6.1. Summer bookings may be made for all at any time, however Members' non-member guests may not be booked in until 1 May, for all bookings occurring between Monday preceding the June King's Birthday weekend and the conclusion of the ski season (normally the final weekend of ACT/NSW September school holidays).

#### **5.7. Whole of Lodge Bookings**

To ensure members get priority in the busiest times, as per prior years, no "Whole-of-Lodge" (WOL) bookings are permitted on the following dates:

- Easter NSW & ACT school holidays and Anzac Day weekend - Friday 7th April - Saturday 29th April 2023
- Xmas break - Sunday 17th December 2023 - Thursday 4<sup>th</sup> January 2024
- Australia Day weekend - Thursday 25th January - Saturday 28th January 2024
- During the winter season (fringe and peak) – commences Friday 3<sup>rd</sup> June 2023, ends Saturday 7<sup>th</sup> October.
- A Whole of Lodge rate can subsequently be applied if all 22 beds are filled by one group booking.

**5.8. Additional COVID Booking rules**

1. Where members are expected to share with another member not at the same address, they will be given email notice in case they would like to amend the booking.
2. A waiver is to be confirmed in the booking for each attending adult by the booking member before the booking will be confirmed.
3. Each guest is required to bring a doona cover in addition to the normal requirement for bringing 2 pillowcases and bed sheets.

**6. Booking steps**

6.1. Bookings can be made online at: [www.tateskiclub.com.au](http://www.tateskiclub.com.au)

6.2. Enter the “Lodge Bookings” page and then click the “Book Here” tab.

6.3. Enter log in and password to enter the bookings page.

6.4. Select the 1<sup>st</sup> and last dates of your booking. Fill in the guest details.

6.5. Submit the booking.

6.6. An automatically generated email will be sent for the requested booking which will be automatically waitlisted.

6.7 Following any necessary ballots the successful bookings will be converted to “tentative” and an email will be sent to advise that the requested booking is now tentative. The bookings officer will later allocate room-beds giving proper consideration to such things as COVID-safe, child-safe room sharing arrangements.

6.8. Pay for the booking within fourteen (14) days of the “tentative” email (if not made within 14 days the booking will be cancelled).

6.9. Bookings are confirmed by email when payment is made.

6.10. An email with all access (including door code) and lodge information is sent the week prior to your arrival.

## 7. Payments

7.1. Full payment for tentative bookings must be made within 14 days for bookings to be confirmed and validated.

7.2. Any bookings not paid for within the 14-day period will be cancelled. Stays are not permitted unless a booking and payment for that stay has been made in advance.

7.3. If a booking is made within 14 days of the intended dates of the stay, payment must be made with 24 hours of the booking being made.

7.4. No members or guests are permitted to stay at Snowy Lodge unless a booking and full payment for that stay has been made in advance.

7.5. Payments should be made to:

Macquarie Bank **Tate Ski Club Cooperative Limited**

Account BSB **182-512**

Account No. **961014297**

7.6. Use your family name as the first part of the EFT description and the booking number from your email as the final part of the description. This will allow for quicker and more accurate reconciliation and processing.

**8. Booking restrictions**

8.1. NSW Parks regulations limit an individual to a maximum of 45 days/nights within the Park during the ski season.

8.2. Tate's booking rules also limit per member bookings (and their dependent child/student) to a maximum of 10 bed nights (total) per person, on the 1<sup>st</sup> April with a maximum of 2 weekends in August and 7 nights in the winter NSW/ACT school holiday period (Friday 30<sup>th</sup> June 2023 – Saturday 15<sup>th</sup> July 2023), and a maximum of 10 bed nights (total) per person on 8<sup>th</sup> April

Bookings from 15th April may total up to the maximum of 45 days/nights per person allowed by NSW Parks for the ski season.

8.3 Bookings on the weekends of the Tate race and Balmain Cup race are at the Booking Officer and Club Captain's discretion.

8.4 Balmain Cup weekend bookings will be locked out in the booking system until race teams are finalised, then spare beds will be released.

## **Anticipated FAQs for the 2023 Members' Bookings Approach**

Q: When can I make member bookings for the season?

A: Members may make their season bookings from 9:00am to midnight of 1<sup>st</sup> April and 8<sup>th</sup> April, and then any time from 9:00am 15<sup>th</sup> April onwards. All bookings will be waitlisted initially until allocated. Bookings will continue to be made in 5-day (Sun-Thurs) and 2-day (Fri-Sat) blocks until 1 June.

Q: What restrictions are there on bookings made on 1<sup>st</sup> and 8<sup>th</sup> April?

A: On each of those dates members may book up to 10 waitlisted days.

On the 1<sup>st</sup> April the 10 days must not include more than 7 days in NSW/ACT winter school holidays, and not more than 2 weekends in August.

The 10 days that may be booked on 8<sup>th</sup> April do not have these constraints.

So after booking on the 8<sup>th</sup> April a member may have in total up to 20 days booked. Additional days may then be booked from 15 April.

Q: Will I be able to make bookings on the intervening days from 2 to 7 April, and from 9 and 14 April?

A: No. New bookings will not be able to be made during those blocks. Those who missed out on their initially chosen block through the ballot will be contacted by the booking officer, who will advise them of alternate available blocks and change the dates of the booking if requested.

Q: What happens for member bookings from 15 April?

A: Member bookings made from 15 April onwards are waitlisted and allocated by the booking officer giving priority to the time the booking was completed.

Q: Will I be able to see how many bookings have already been waitlisted or allocated for the particular dates.

A: Members will be able to see, when booking, the number already waitlisted and allocated (tentative plus confirmed) for each date. This will be shown in the DEMAND row which is immediately below the relevant date. (NOTE: This is a change to previous years when just the number of allocated beds was shown).

If beds have already been allocated (which will only happen from 2<sup>nd</sup> April onwards) the DEMAND will include these as well as any waitlisted for that date.

Q: What if the blocks I have booked on either the 1<sup>st</sup> or 8<sup>th</sup> April are overbooked?

A: All bookings made on the 1<sup>st</sup> and on the 8<sup>th</sup> April will be waitlisted. In the event that waitlisted bookings for any 2-day or 5-day blocks are overbooked the Board will conduct a ballot to allocate the available beds. Those who miss out on their chosen dates in the ballot will be advised by the booking officer of alternate blocks that have availability, who on request will change the dates of the booking. This is to ensure that the member still has the opportunity to get their allocation in that round of bookings.

Q: How will off-block bookings be handled?

A: There will be no change to how off-block bookings, which will open on 1 June, are handled.

Q: How will member's guest bookings be handled?

A: The approach for bookings made for member's guest will be similar to previous years in that bookings will open from 9:00pm on 1 May and bookings will be allocated on a first-in basis.

Q: Are Xmas in July, Guthega Interclub, Tate Race and Balmain Cup Bookings included in the 10 days per tranche?

A: Bookings for Xmas in July, Guthega Interclub and Tate Race weekends are included as part of the 10 days limit per tranche, and should be booked through the booking system like any other booking.

Balmain Cup weekend is not available for direct booking – applications for participation in Balmain Cup are to be submitted to the club captain (clubcaptain@tateskiclub.com.au) who will select team members and allocate beds accordingly. Any surplus beds will be made available to members once the race participants and officials have been finalised. This weekend is not included in the 10 days per tranche.