



2010 BOOKING PROCEDURES

IMPORTANT

- The procedures documented in these Booking Procedures form part of the By-Laws as described in the Club Rules of Brindabella Ski Club.
- **Procedures apply from Sunday 21 March 2010.**
- The procedures are mostly unchanged from last year.
- To reduce risk of system issues associated with peak processing loads on the opening day of Round 1, the Round 1 bookings opening time will vary depending on the start date of your booking.
- The procedures introduce new provisions for booking children of Members aged less than 3 on 1 January 2010.

Membership Categories

- Financial Adult and Junior Members and Life Members may book as described below for “Full Members”
- During winter Christie Members may book themselves following the procedures described below for “Associates”. During summer, Christie members may book following the procedures for “Full Members”. Adult Christie Members do not need to be accompanied by a Full Member.
- During summer, Summer Members may book following the procedures for “Full Members” and do not need to be accompanied by a Full Member. Rule changes implemented at the 2009 AGM forbid Summer Members from using lodges during winter. The current Committee have proposed that the 2010 AGM change this restriction to allow a Summer member to be booked and accompanied by a Full member during winter following the procedures described below for “Associates”.
- Inactive Members may be booked, by a Full Member, following the procedures described for “Associates”. A Full Member must accompany an Inactive Member during their stay.
- Non-members may be booked by Members following the procedures described for “Associates”. A Full member must accompany a non-member during their stay.
- Juniors must be accompanied by an adult.

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Booking Methods

- On-line: The online booking system is the PREFERRED method of booking. Online bookings are processed in order of receipt.
- Off-line: Bookings may be made using the 2010 Booking Form at http://www.brindabellaskiclub.org.au/i/docs/BSC_Booking_Form_2010.pdf
 - Offline bookings may be forwarded to the Administration Manager via email, post or fax up to two weeks before a booking round.
 - Offline bookings will be processed in random order after the relevant booking process round has opened.
 - To avoid disappointment, Members submitting offline bookings are encouraged to nominate alternate preferences.
- Last Minute: After the lodge trip list is produced on Thursday morning, bookings for the next 8 nights (i.e until 'Thursday week' inclusive) may be made direct with the Lodge Manager. Short notice bookings are available for Thredbo lodge year round and for Guthega lodges during winter.
- Whole lodge bookings cannot be made online. Please contact the Administration Manager by email, phone or fax. (Additional information is provided below)

Booking Season periods (for rates)

Summer 2009-10	Until (including) Thu 10 Jun 2010
Shoulder winter	Fri 11 Jun 2010 to Thu 24 June 2010
Peak winter	Fri 25 Jun 2010 to Sat 4 Sep 2010
Shoulder winter	Sun 5 Sep 2010 to Thu 30 Sep 2010
Summer 2009-10	Fri 1 Oct 2010 to Thu 9 Jun 2011

Accommodation Rates & Payment

- The Club prefers payment using your credit or debit card.
- Accommodation rates for each lodge and bookings season are set out at the end of these procedures.
- Payment must be made in full at the time of booking, except for a whole lodge booking. Bookings may not be accepted where money is owed from a previous booking.

WINTER BOOKINGS SUMMARY

Round	Opens	Assoc	W/Es	5 night midweek	1 -4 night midweek	Start of long stay *	Max nights
1	21 Mar Various	No	Yes	Yes	No	Sunday	7 in total
2	28 Mar 9.00am	No	Yes	Yes	No	Sunday	12 consecutive nights in PEAK
3	1 May 9.00am	Yes	Yes	Yes	No	Sunday	12 consecutive nights in PEAK
4	1 Jun 9.00am	Yes	Yes	Yes	Yes	Friday or Sunday	No limit
Last minute	Wed prior 7.00pm	Yes	Yes	Yes	Yes	Friday or Sunday	No limit

WINTER BOOKINGS ROUND ONE

Opens Sun 21 March

- 09.00am Sep
- 10.00am Aug
- 11.00am Jul
- 12.00noon Jun

- **FULL MEMBERS** only may book in this period.
- **NO INDIVIDUAL MEMBER can secure more than 7 nights winter accommodation in Round One**
- **Each Member can book for up to a total of 7 nights**
 - a full 7 night week starting on a Sunday
 - a 5 night midweek starting on a Sunday
 - a 5 night midweek plus a separate (non-adjoining) weekend totalling 7 nights) or
 - 3 separate weekends totalling 6 nights
- Single night weekend and midweek bookings are not possible.
- Prior to 9.00am on 21 March 2010 the BSC online booking system will not accept winter bookings. From then onwards you may use the online booking system to check for available beds and make bookings for up to the maximum 7 nights allowed.
- Depending on the start date of your booking, a different booking opening time will apply.
 - 9.00am September start date
 - 10.00am August start date
 - 11.00am July start date

* A "long stay" is a stay of 5 nights or more.

- From 12.00 June start date
- Offline booking requests may be sent to the Administration Manager to arrive up to two weeks before round 1 opens. Booking requests received early will be processed in random order after the appropriate booking opening time.
- To avoid disappointment, Members submitting an offline booking should nominate a number of alternate bookings preferences.

WINTER BOOKINGS ROUND TWO	Opens Sun 28 March at 9.00am
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- **FULL MEMBERS** only may book in this period.
 - no more than 12 consecutive nights stay in PEAK winter
 - any number of weekends
 - any number of 5 night midweek periods starting on a Sunday
 - any number of continuous 7 or 12 night stays starting on a Sunday
- Single night midweek or weekend bookings are not possible.

WINTER BOOKINGS ROUND THREE	Opens Sat 1 May at 9.00am
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- **FULL MEMBERS** and up to **5 ACCOMPANIED ASSOCIATES** may book in this period.
 - no more than 12 consecutive nights stay in PEAK winter
 - any number of weekends
 - any number of 5 night midweek periods starting on a Sunday
 - any number of continuous 7 or 12 night stays starting on a Sunday
- Single night midweek or weekend bookings are not possible
- Whole Thredbo and Tiobunga Lodge bookings can be made for:
 - 5 night midweek periods during winter shoulder season
- Whole Kyilla Lodge bookings can be made for:
 - weekend and 5 night midweek periods during winter shoulder season
 - 5 night midweek periods in winter peak season.



WINTER BOOKINGS ROUND FOUR	Opens Tue 1 June at 9.00am
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- **FULL MEMBERS** and up to **5 ACCOMPANIED ASSOCIATES** may book in this period.
 - there is no limit on the number of nights that can be booked
 - any number of weekends, 5 night midweek periods and single night midweek bookings
 - 7 night stays may commence on Friday or Sunday.
- Single night weekend bookings are not possible.
- Whole Lodge bookings for any lodge can be made for:
 - any weekend, 5 night midweek or midweek single night period during winter shoulder and winter peak season

WINTER BOOKINGS LAST MINUTE BOOKINGS	Opens Wed prior at 7.00pm
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- Bookings for the coming week (from this Fri to the following Thu).
- Electronic bookings close at 2359 HRS Wednesday for the coming weekend and mid-week. Last minute bookings made after electronic bookings close are made with the respective lodge manager.
- Please call (and if necessary leave a message for) the appropriate Lodge Manager **between 7-9PM only from the Thursday preceding your booking.**

SUMMER 2010-11 BOOKINGS

**These procedures apply
from Sun 21 March**

- Summer bookings for all periods before 9 June 2011 may be submitted using the online booking system or sending the 2010 Booking Form by email post or fax to the Administration Manager.
- Bookings are accepted for any available weekend, 5 night midweek and single night midweek bookings.
- Single night weekend bookings may be possible depending on the date requested and demand from other bookings. Please contact the Administration manager to discuss your needs.
- Last minute summer bookings for **Thredbo** for the coming week (i.e. this Fri to the following Thu) may be made by contacting the Thredbo Lodge Manager **between 7-9PM only from the Thursday preceding your booking.**
- Last minute summer bookings for **Guthega** are processed by the Administration Manager.

CANCELLATION POLICY

- The Club understands that Members sometimes need to cancel a whole booking or part of a booking (eg the weekend of a 7 night booking).
- Please notify the Administration Manager as soon as possible of any cancellations **so that other Members may have the opportunity to book.** If you are unable to attend at the last minute, please contact the lodge manager as a courtesy to ensure that people in the lodge do not become concerned over your non-arrival.
- Cancellations cannot be made on line. Please contact the Administration Manager by email, phone or fax.
- Cancellation fees for normal bookings:
 - A minimum cancellation fee of \$50 applies. This minimum cancellation fee offsets administration expenses, hardware and software expenses directly related to the booking system and bank transactions fees associated with the original booking and the cancellation.
 - 30% fee if notified earlier than 14 days before booking start
 - 50% fee if notified between 3 and 14 days before booking start
 - 80% fee if notified within 72 hours before booking start
- Cancellation fees for whole lodge cancellations
 - 10% of the total charge if cancelled earlier than one month before booking start
 - The 25% deposit is forfeited if cancelled within 1 month before booking start.

BOOKINGS CHANGES

- The Club understands that Members sometimes need to change the details of their booking.
- A booking change processing fee of \$50 applies.
- Contact the Administration Manager to discuss your request.

OTHER IMPORTANT INFORMATION

- Generally, the Club **does not allow booking priority** to any Member over another Member (within the same membership category).
- The Club may reserve beds
 - For Members organising or representing the Club in nominated ski races – e.g. Balmain Cup, Thredbo Junior and Senior Interclub Races; Allocation of the reserved beds is performed by the Club Captain and/or the Committee.
 - For Members organising or participating in specifically identified Club sponsored winter weekend events (if any). Recent examples include cross country ski development weekends and 'Ladies Weekend'.
 - For Members participating in work party activities.
- The Club's **room allocation** policy is to maximise bed occupancy. This means that people other than those in your party may be allocated a bed in the same room as some of your party.
- **Trip lists** are issued by the Administration Manager on the Thursday morning before the start of the coming week. Although the trip list shows draft room allocations, the Lodge Manager is responsible for final room allocations and will often vary the trip list to accommodate last minute bookings.
- **Single night weekend bookings** are not possible during winter.
- **12 Night Rule.**
 - Before 1 June: a total bookings limit of 12 consecutive nights in any combination of lodges **during PEAK season** applies
 - Round 4 bookings (made after 1 June): this booking **restriction no longer applies**
- Subject to these bookings procedures there is **no limit** on the total number of nights that can be booked by any person.
- Bookings extend **from 5.30pm on arrival date until 4.30pm on departure date.**
 - For a weekend booking (Friday & Saturday nights) you may arrive at 5.30pm on Friday and should depart by 4.30pm on Sunday.

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- For a 5 night midweek booking (Sunday through Thursday nights) you may arrive at 5.30pm on Sunday and should depart by 4.30pm on Friday.

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- **Babies and Toddlers** aged less than 3 on 1 January 2010:
 - Can obtain honorary membership. Please send details of name, gender and date of birth to the Administration Manager.
 - May be booked into Lodges under special arrangements. There will be no charge for babies booked under the following circumstances:
 - Maximum of 3 babies per lodge
 - Applies to Thredbo and Tiobunga lodge only
 - Must only be booked to share a bunkroom with their parents or a consenting room-mate with prior agreement.
 - Parents wishing to secure a bed for their baby or toddler should book and pay for a bed. The concession above applies only when a child does not occupy a bed that would otherwise be taken by a paying Member or Associate.
 - Cots are available in some lodges. Please check the Lodge Operations Guide for availability (June Christie)
 - Please contact the Administration Manager to discuss your circumstances.
- All **children** other than those booked under the special **Babies and Toddlers** provision are regarded as occupying a bed and should be booked and paid for accordingly.
- **Special Weekends.** The Club encourages participation in racing events and for nominated weekends the Club reserves up to 18 beds for the nominated race team. **BEDS ARE SPARSE FOR THESE NOMINATED WEEKENDS.** You have a better chance of securing your booking if you do not try to book Thredbo on the Thredbo Inter-Club weekend or Kyilla/Tiobunga on the Balmain Cup weekend. The Club Captain advertises the relevant dates on the Club web-site prior to the opening of winter bookings each year.
- **Nominated weekends - Reserved beds**

Event	Dates	Reserved
Thredbo Junior Interclub	5:30pm Sun 11 Jul to 4:30pm Tue 13 Jul	7 beds Thredbo
BSC Club Championships Thredbo	5:30pm Fri 23 July to 4:30pm Sun 25 July	1 bed Thredbo
XC Ski development weekend	5.30pm Fri 30 July to 4.30 Sun 1 Aug	2 beds Kyilla
Thredbo Senior Interclub	5:30pm Fri 6 Aug to 4:30pm Sun 8 Aug	10 beds Thredbo
Balmain Cup	5:30 pm Fri 27 Aug to 4:30 pm Sun 28 Aug	15 beds Kyilla

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Ski Development Activity	5:30 pm Fri 10 Sep to 4:30 pm Sun 12 Sep	2 beds Tiobunga
Ski Development Activity	5:30 pm Fri 17 Sep to 4:30 pm Sun 19 Sep	2 beds Thredbo

- **Whole lodge bookings** cannot be made on line. Please contact the Administration Manager.
 - A request for a whole lodge winter booking can be made from Round 3 (1 May).
 - From Round 4 (1 June) restrictions on whole lodge winter bookings are relaxed (see above).
 - A request for a whole lodge summer booking can be made at any time.
 - A deposit of 25% of the total booking charge is required within 5 days of receiving a confirmation of a whole of lodge booking. The balance of the charge owing is due not later than 1 month before the booking start date. The booking deposit and booking reservation will be forfeited if the balance amount remains unpaid before booking starts.

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2010 Accommodation Rates

TIOBUNGA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2009-10 Until 10JUN2010	Member	Adult	66	130	26
		Junior	33	65	13
	Associate	Adult	98	200	40
		Junior	49	100	20
	Whole Lodge		1540		600

TIOBUNGA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Peak Winter 2010 25JUN - 4SEP2010	Member	Adult	153	250	50
		Junior	90	135	27
	Associate	Adult	240	500	100
		Junior	185	270	54
	Whole Lodge		N/A		1520

TIOBUNGA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Shoulder 2010 11JUN - 24JUN2010 and 5SEP - 30SEP2010	Member	Adult	126	185	37
		Junior	63	90	18
	Associate	Adult	191	310	62
		Junior	95	150	30
	Whole Lodge		3045		908

TIOBUNGA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2010-11 1OCT2010 - 9JUN2011	Member	Adult	66	130	26
		Junior	33	65	13
	Associate	Adult	98	200	40
		Junior	49	100	20
	Whole Lodge		1540		600

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THREDBO			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2009-10 Until 10JUN2010	Member	Adult	82	145	29
		Junior	41	70	14
	Associate	Adult	120	240	48
		Junior	60	120	24
	Whole Lodge		1980		715

THREDBO			Weekend (2 nights)	Week (5 nights)	Midweek per night
Peak Winter 2010 25JUN - 4SEP2010	Member	Adult	153	250	50
		Junior	90	135	27
	Associate	Adult	240	500	100
		Junior	185	270	54
	Whole Lodge		N/A		1520

THREDBO			Weekend (2 nights)	Week (5 nights)	Midweek per night
Shoulder 2010 11JUN - 24JUN2010 and 5SEP - 30SEP2010	Member	Adult	126	185	37
		Junior	63	90	18
	Associate	Adult	191	310	62
		Junior	95	150	30
	Whole Lodge		3045		908

THREDBO			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2010-11 1OCT2010 - 9JUN2011	Member	Adult	82	145	29
		Junior	41	70	14
	Associate	Adult	120	240	48
		Junior	60	120	24
	Whole Lodge		1980		715

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KYILLA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2009-10 Until 10JUN2010	Member	Adult	52	105	21
		Junior	26	50	10
	Associate	Adult	78	160	32
		Junior	39	80	16
	Whole Lodge		1100		440

KYILLA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Peak Winter 2010 25JUN - 4SEP2010	Member	Adult	103	185	37
		Junior	66	105	21
	Associate	Adult	185	355	71
		Junior	112	210	42
	Whole Lodge		N/A		770

KYILLA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Shoulder 2010 11JUN - 24JUN2010 and 5SEP - 30SEP2010	Member	Adult	64	140	28
		Junior	32	70	14
	Associate	Adult	104	230	46
		Junior	52	115	23
	Whole Lodge		1200		600

KYILLA			Weekend (2 nights)	Week (5 nights)	Midweek per night
Summer 2010-11 1OCT2010 - 9JUN2011	Member	Adult	52	105	21
		Junior	26	50	10
	Associate	Adult	78	160	32
		Junior	39	80	16
	Whole Lodge		1100		440