

Fjellheim Ski Lodge Co-Operative Ltd

Bookings Guidelines & Procedure

The Booking Guidelines

We want to provide all members with an opportunity to enjoy our great lodge using their privilege of membership to do so. To achieve this, it is important that we have a set of guidelines to govern the booking process and ensure that the lodge maintains its viability.

To assist Members and the Membership and Booking Officer, all bookings will be by email on a new, and a little more formal, booking form. It is attached as a PDF and also available on the website.

This system will allow the Lodge to have the full record of people staying at the Lodge as required by the NPWS and audited by them annually .

Members: When requesting a booking in the initial Member booking period (15th -31st January) each Member will be able to request one week, commencing on a Saturday afternoon and ending on the following Saturday morning. This will be listed as their first preference. The Member may nominate, additionally, an optional second preference.

Members are asked to provide the names those of their family and other members for whom they are making a booking.

If Members wish to book Non- members into the lodge in the same week they should indicate that on the form at the time of their initial booking and confirm them by name in the Non-member booking period (15th-28th February).

Please note that all Member bookings have priority over Non-member bookings until the beginning of the Non-Member booking period.

Members will be allocated bookings in the following manner:

- ❖ Where only one Member has requested a particular week as their first preference that week will be allocated to them;
- ❖ Where more than one Member has requested a particular week the Membership and Bookings Officer will initially contact those Members to mediate by a negotiated re-allocation, but if unresolved will allocate that week by a ballot.
- ❖ When all weeks requested as first preferences by Members have been allocated the above process will be used for weeks requested by Members as second preferences and so on for weeks requested as further preferences.

If someone in a Member's booking is unable to fulfil the booking, for any reason, the Member will notify the Membership and Bookings Officer promptly and the bed or beds that will not be used will be offered preferentially to other Members and allocated on a first come first served basis.

If after a period of two weeks from the date the relevant Member has notified the Membership and Bookings Officer the bed or beds have not been taken by another Member the Member who requested the

original booking may retain the booking and allow a member's guest to occupy the bed.

If the bed is not used the Member who requested the original booking will not be entitled to a refund.

Members are reminded that if their subscription fees are not fully paid as at December 31 of the preceding year, their booking will not be accepted.

Non-members: Non-member guests may be confirmed by a Member who has made a provisional booking for them at the time of their initial booking during the Non-member booking period (15th- 28th February), using the booking form.

Non-member guests may book directly, using the booking form and nominating the Member to whom they are known. The Member takes responsibility for both their booking and for their occupancy of the Lodge.

Non-member bookings will not be accepted or confirmed until after Member bookings are confirmed .

Nightly bookings: Weekly bookings will have preference to nightly.
Nightly bookings should be made by email but if by phone must be confirmed by email.

All bookings are to be by email to the Membership & Bookings Officer.

bookingofficer@fjellheim.com.au

Membership & Booking Officer: *Debbie Cooper 0407 158 844*

The Booking Procedure

- ❖ Bookings are to be made by email using the Lodge Booking form which is available below as a PDF and from the on the website.
- ❖ Nightly bookings can be made by phone in the first instance then confirmed by email.
- ❖ The names of all persons for whom booking requests are made are to be shown on the booking form.
- ❖ **15th January to 31st January - Members booking period**
Booking requests are open for all currently fully subscribed members.
All members have equal access during this week and may book **one** week.
Members may request a booking for themselves, their partner and their respective children, provided the Member making the booking will accompany them at the Lodge.
Members may book for other Members, their partner and their respective children, as long as the Member making the booking will accompany them at the Lodge and the names of those other Members are on the booking form.

During this period a Member may be part of only one booking request.

- ❖ **1st February to 14th February - Preference settlement period**
Negotiation of preference weeks is conducted by the Membership & Accommodation Officer, who will work with the best intention to accommodate all booking requests of Members.
- ❖ **15th February to 28th February - Non member booking period**
Members may make booking requests for their non member guests
Non members may make booking requests, detailing the member who takes responsibility for that booking and the non members occupancy of the lodge.
- ❖ **1st March onward – Open booking period**
Booking requests open for Member second and third full weeks and have preference to non member bookings will be processed in order of receipt
Booking requests open for Non member full weeks will be processed in order of receipt
Booking requests open for nightly stays but will be processed after all full week requests are fulfilled

The Payments

❖ **Weekly bookings**

Deposits – Non refundable deposit of \$100 per person by 1 March

Balance - Non refundable balance payment in full by May 1

❖ **Nightly bookings**

As above if made during the regular booking periods.

Mid Season - Non refundable full payment at time of booking

❖ **Bank details**

Fjellheim Ski Lodge Co-operative Ltd

BSB: 032

Account: 370213

Description: Name and week of stay (eg: Alwill w/o 4th July)

Refer Attachment: Fjellheim Ski Lodge Booking Form Effective 1 Jan 2018