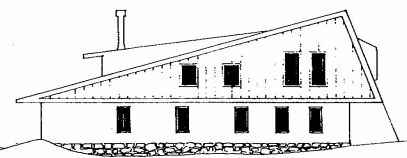




Thredbo Village

DULMISON SKI CLUB LIMITED



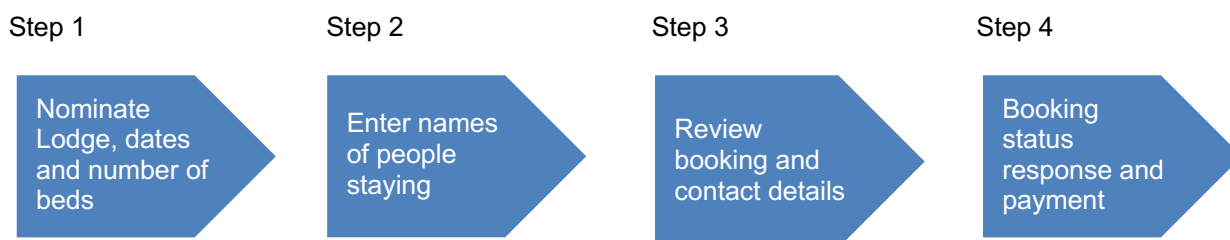
Perisher Valley

Booking System for Summer 2020-2021

Bookings for Summer 2020-2021 accommodation will be made through our web-based Booking System in a similar manner to that utilized for 2020 winter. The system provides benefits for the Club and Members. For Members, it contains your membership and family details, you can view the status of your account at any time and you may now pay for your bookings via credit card. For the Club and Members, it provides efficiency, transparency and management of the booking process and will assist the Booking Officers in the significant task they undertake for us each year.

The Booking System is accessible through the Club website - www.dulmisonskiclub.com.au under Accommodation>Bookings. At the login prompt, enter your member number and surname. If you don't know your member number, simply click on "Retrieve Your Member Number" and an email will be sent to you with details.

The new web-based booking request process has four steps.



Notes on each of the steps

Step 1: Nominate Lodge, dates and number of beds. For Thredbo, you may nominate car parks. Note that the dates are specified as first night and last night. (For example, a 7-day booking from Sunday to Sunday should be entered as Sunday night to the following Saturday night). Dates can be entered in the calendar grid or in the boxes beneath the calendar grid.

Step 2: Enter the names of the people who will be staying in this booking. Names of Members will be recognised. Names in the Member's family and other guests will also be recognised *if you have provided their details to the Booking Officer prior to making your booking request.* (See below on providing family and friends details). Check the dates in the top left corner.

Step 3: Review the booking information and update contact details if required. **Note that the Booking System is not set up to provide whole of Lodge tariffs as an option. Please use the comments box to make any requests for whole of Lodge tariff rates.** The Booking Officer will adjust the cost of bookings for applicable whole of Lodge rates at the invoicing stage. Also use the comments box to provide additional information such as a second preference for Lodge or dates, double or twin beds requirements for each guest, accessible bathroom (Perisher only), children's meals and dietary requirements.

The red banner at the top of the page will contain messages including wait listing, priority period and limits on bed nights. If the "Next step" button is not visible, your proposed booking does not satisfy the booking rules. You can revise the booking by clicking on "Previous step". The booking rules are set out in this Summer Rates Notice and on the web pages accessible via www.dulmisonskiclub.com.au > Accommodation > Booking.

If all is in order, click "Next step".

Step 4: For this season, all booking requests will be waitlisted, for subsequent allocation by the Booking Officer in accordance with the priority periods and the arrangements required by the Club's COVID-19 Safe Operating Plan.

Note that at Step 4 you will be sent an email with your booking request details and status. If you don't receive an email, your booking request has not been recorded in the system. **Check your junk email box before contacting the Booking Officer.**



You can view summary details of your bookings and initiate payment or cancellation requests through Manage a Booking>View My Bookings. You can update your personal details through Manage Account>View My Details. Key information about rates, bookings and cancellation policy can be found under the Ski Lodge Details tab.

The web-based system is a significant change for our Members and the Club, and has operated very effectively for the winter season. It has been customised for Dulmison, to accommodate the majority of our specific requirements of booking seasons, member and guest classes, and our booking rules. Consequently, we understand the system may seem a little daunting when you first use it. However, please work through the system and if you are still experiencing problems, there will be assistance available for you (see new contact details below).

Note that accommodation will still be allocated by the Booking Officers so we can be sure that all bookings made are within the Club rules.

In February 2020 we invited Members to send details of your intended guests (family and friends) to the Booking Officer for pre-loading into the system. Once loaded, the details will be available in the system for all future bookings. If you haven't already done so, **please email your family and guest details now to bookings@dulmisonskiclub.com.au**

- Name and gender;
- Relationship to you (spouse, dependent child, independent child, friends)
- Date of birth (for children under 25)
- For dependent children aged 21 to 24 inclusive and in full time study – something that confirms full time study status.

Family not pre-loaded into the Booking System will only have access to Temporary Member booking priority and rates, and the priority date (the date your booking is considered for allocation) for your overall booking will be deferred to the Temporary Member date, and will not benefit from priority.

If you have any questions or problems in using the new system, please email the Summer Booking Officer, **Pip Bradhurst**, at the **contact details below**. A Booking System Team will be assisting the Summer Booking Officer as we all learn how to use the new system for the Summer season.

PLEASE NOTE THE NEW CONTACT EMAIL AND PHONE NUMBER FOR BOOKINGS

Email: bookings@dulmisonskiclub.com.au

Alternatively, you may send your booking request by completing the Club Booking Form available at www.dulmisonskiclub.com.au>Accommodation>Booking Request Forms and sending it by email to bookings@dulmisonskiclub.com.au

Temporary Members (not part of a Member-made booking) will continue to submit their booking requests by Booking Form. Booking requests by Club Booking Form will be entered into the Booking System for allocations and invoicing.

As the season progresses, the Booking System displays room vacancy information, which is updated as booking requests are allocated.