



# Dulmison Ski Club Winter Rates Notice 2023

## Booking Process for 2023

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The booking process for 2023 Winter is described in this rates notice. The key elements are:

- + to take requests and allocate bookings in the normal way;
- + to invoice 100% of the booking amount on allocation;
- + accommodation rates are unchanged from 2022;
- + to apply our normal Cancellation Policy;
- + for cancellations related to COVID-19, your choice of the normal cancellation policy or the COVID-19 cancellation policy; and
- + the COVID-19 cancellation policy is no refund but entitlement to a booking credit as follows:
  - + 100% credit for new bookings up to 31 October 2023; then
  - + a 75% credit for member related classes in the next twelve months to 31 October 2024; or

- + a 50% credit for temporary member classes in the next twelve months to 31 October 2024.

Members and guests are reminded to consider taking out travel insurance.

## Dulmison COVID-19 Safe Operating Plan

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The Dulmison COVID-19 Safe Operating Plan associated Operational Procedures can be found [here](#).

Under the Plan your responsibilities as a guest include:

- + Practising high levels of hygiene as recommended.
- + If you are unwell, STAY HOME.
- + If you become unwell, report it to the Lodge Managers or Booking Officer immediately and seek medical advice.



- + Abide by all instructions from the Lodge Managers, Lodge Committee representative or a Director, as they are enacting the Operating Plan.
- + If you don't participate in the performance of the Operating Plan you will be asked to leave the Lodge and will not receive a refund or booking credit.

You should note that, because of COVID-19 situations, the Club may be obliged to close at short notice at any time and you may not be able to stay. If a closure occurs for or during your booking the COVID-19 Cancellation Policy applies and **the Club will not be refunding any payments you have made to other parties.**

## Booking Priority

The booking priority arrangements are as follows:

### Priority 1 Includes:

- + all Members; and
- + where two members of the immediate family are Members of the Club (i.e. dual membership), the spouse and all dependent children of that family booking who will be accompanied by the Member.

**Priority 2** Includes the spouse and dependent children of a single Member who will be accompanied by the Member;

**Priority 3a** Includes Members' independent children friends and Members' acquaintances who will be declared Temporary Members for the period of their stay at any Club Lodge and who will be accompanied by the Member or are registered under the Temporary Member Earn-in program;

**Priority 3b** Includes Members' independent children, friends and Members' acquaintances who will be declared Temporary Members for the period of their stay at any Club Lodge and will NOT be accompanied by the Member.

The Winter Booking Officer will allocate bookings as follows:

- + Priority 1 bookings from 25 March 2023
- + Priority 2 bookings from 1 April 2023
- + Priority 3a bookings from 15 April 2023
- + Priority 3b bookings from 15 May 2023

To be considered for allocation (including any required ballots) on the first day for any priority period, your booking request must be received by 9am on the day of the relevant allocation. After the initial allocation and any required ballots, allocations will continue to be made through the remainder of each priority period for further booking requests with that priority as and when they are received. If a Priority 1 booking request is made on or after 1 April, that request will be considered alongside Priority 2 booking requests. Member priority rules apply up to and including 14 April 2023. The following booking requests will not be accepted until after 22 April 2023:

- + Bookings of more than 14 nights in a row per guest.
- + Bookings of more than 7 nights per guest during public and private school holidays.

Member rates and member booking priority are not available to Members who have not paid their Annual Subscriptions.

Members are also reminded to review the **Policy Regarding Cancellations** (see following section).



## Booking Notes

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Preference will be given to weekly (seven night) bookings, followed by five nights (Sunday – Friday) and then weekends (Friday – Sunday).

Weekly bookings are from either 3pm Friday until 10am the following Friday OR from 3pm Sunday until 10am the following Sunday. These arrangements are to facilitate week-end skiing.

Winter bookings are available from Friday 9 June at Thredbo and Perisher.

A number of 'weekend' rooms are set aside for weekend bookings which can be booked during Member Priority bookings (Four rooms at Perisher and three at Thredbo). Once these have been allocated additional weekend bookings will be accepted after 22 April 2023.

Bookings falling outside of change-over days (Friday & Sunday) cannot be allocated until 6 weeks prior to commencement of booking.

Single night bookings may only be made 2 weeks prior to the occupancy and will be charged an additional fee of \$30 a night per person (except where a single night booking is combined with additional nights).

Rooms 5 & 6 at Thredbo Lodge share a bathroom and can be booked as a unit (minimum 4 people) – note your request in the comments box or the booking form.

There are 6 parking spaces available for guests at Thredbo Lodge. Preference will be given to Members. Please indicate in step 1 of the Booking System request or the appropriate section of the booking form if a parking space is required. Car parking is managed by the Lodge Manager.

Room allocation is at the Booking Officer's discretion. Room request will only be considered if there is a requirement for an accessible room or for Rooms 5 & 6 at Thredbo and there is no guarantee requested rooms can be so allocated. To maximise lodge bookings rooms may change without notice after accommodation has been allocated and invoiced.

## Meals

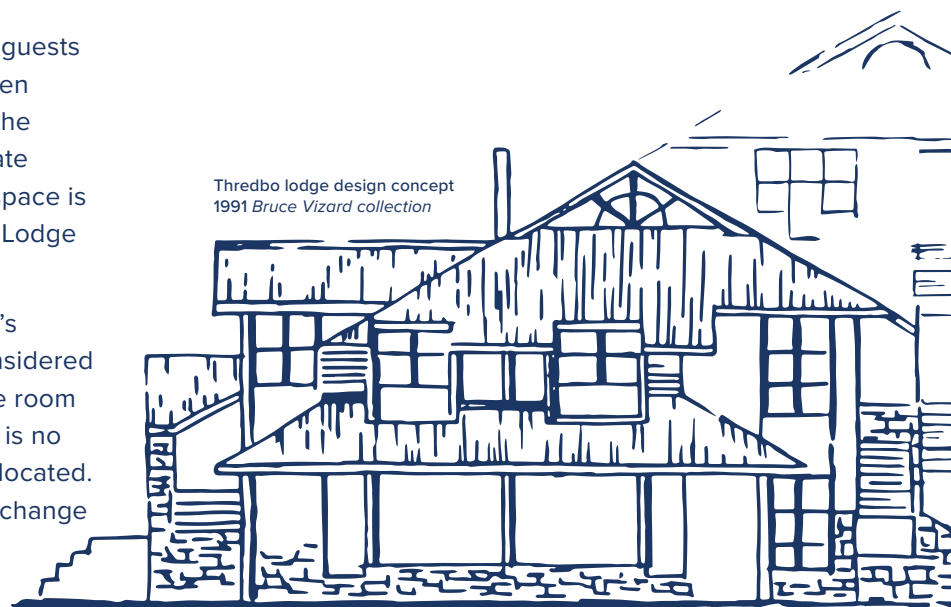
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Dinner, breakfast and a light self-serve lunch is included. Meals are served at specific times as advised by the Lodge Managers. Catering for dinner is on a fixed menu basis with three options. These are Unrestricted Diet, Coeliac (no gluten), and Vegetarian (no meat, fish or chicken). Members can specify the dietary option at Step 2 of the booking process and Temporary Members can specify requests on the booking form. Your selection will apply for the duration of your stay. If Coeliac or Vegetarian, you must indicate your requirement in the booking request.

If children under 18 wish to be served an adult meal for dinner, please advise in the comments section of the booking request or form.

On day of arrival, Lodge Managers are to be contacted before 5.00 pm if a guest is unable to arrive in time for dinner at 7.00 pm. If unavailable, contact the Booking Officer but only as a last resort.

Lodge Managers' details can be found on your invoice.



## Rooms

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All rooms have ensuite facilities.

Linen including towels will be provided, but toiletries are not provided.

It is the responsibility of departing guests to:

- + clean their bathrooms with cleaning supplies provided
- + leave their rooms in a tidy state with doonas and pillows left neatly on the beds
- + empty all rubbish bins
- + remove all linen and towels from the room and place in the designated area.

A \$40 cleaning fine per room will apply if a room and/or bathroom is not left in a satisfactory state on departure.

There is no charge for children under the age of 3 providing they bring their own food, cot and linen.

Children under 3 requiring food will be charged at \$32 a day and children requiring food, linen and a bed will be charged at \$37 a day. Please specify your selection at time of booking.

## Conduct

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The Lodge Manager, staff and all guests including children must behave in an appropriate manner towards each other and taking into consideration the impact of their behaviour to others.

Members/Temporary Members accompanied by young children are reminded that facilities for children in the Lodges are limited. Parents are responsible for their own children at all times during their stay and are responsible to ensure that the behaviour of their children is acceptable and does not disturb other guests.

Any guest (including children) whose conduct is found by the Club to be unacceptable may in future have their booking privileges withdrawn.

The use of mobile phones and electronic devices is restricted within the public areas of the lodges.

## Membership

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**Annual Subscription** Member rates and Member booking priority are not available to Members who have not paid their Annual Subscriptions. Please note that for 2023 the Annual Subscriptions were due and payable by 31 December 2022.

**Accommodation Rebate** The 2023 Accommodation Rebate of \$190.00 is redeemable by that Member against the accommodation expense incurred when that Member stays at Dulmison Ski Club during the relevant calendar year provided that the member's Annual Subscription Fee is paid in full by 28th February 2023. The 2023 Accommodation Rebate will appear as a credit on your account after a booking is made and before your invoice is sent.

### Transfer of Memberships

- + A transfer form must be signed and dated by the current member and the membership must be financial before transferring. All transfers must be approved by the Directors. The minimum period for a transfer is one year.
- + The recipient is responsible for all fees and charges during the transferred period.
- + Any Transfer of a Club membership to an eligible immediate family member must occur before a booking is made. A non-refundable administration fee of \$100 will be payable on a Transfer of a Club membership which has been transferred twice within a two-year period.
- + To organise a transfer of membership, please contact Club Administrator Lisa at [dulmison@hotmail.com](mailto:dulmison@hotmail.com) to obtain the relevant forms.

## Payment

- + **Payment must be paid in full on receipt of invoice. If payment is not received within 48 hours the booking will be cancelled. Please email bank confirmation of payment if paying by EFT to [dulmison@hotmail.com](mailto:dulmison@hotmail.com)**
- + **Payment can be made by credit card (through the Booking System) or by EFT.**
- + The invoice amount for a booking does not include an available rebate. When paying by EFT you may adjust the invoice amount by your available rebate and if you are making multiple bookings over the season you can choose the booking to which your rebate is applied. Outstanding balance amounts do include available rebates, and the rebate will be utilised when you select the credit card option to pay outstanding balance. Available rebates of other Members in a booking can be transferred to the booking Member. To transfer a rebate, please contact the Winter Booking Officer prior to making your payment. See your invoice for information on how to utilise your rebate.
- + Invoices will be sent via email. Please check your email address through the “Manage Account/View My Details” option on the Booking System prior to making your booking. Please ensure you include your current address on any booking form or other correspondence relating to winter bookings. Invoices will show the total amount owing on the invoice and your overall account, as well as cancellation details.

## Cancellation Policy

Bookings cannot be transferred without the authority of the Booking Officer.

Bookings may be cancelled/amended and payments refunded, depending on the period before the intended start of the booking. The following cancellation charges apply:

**Period from cancellation to start date and cancellation charges as a percentage of the total cost**

More than 60 days	0%
31-60 days	40%
15-30 days	70%
14 days or less	100%

**Members only** If rooms are on sold and the lodge is full members will only be charged 40% of the accommodation cost.

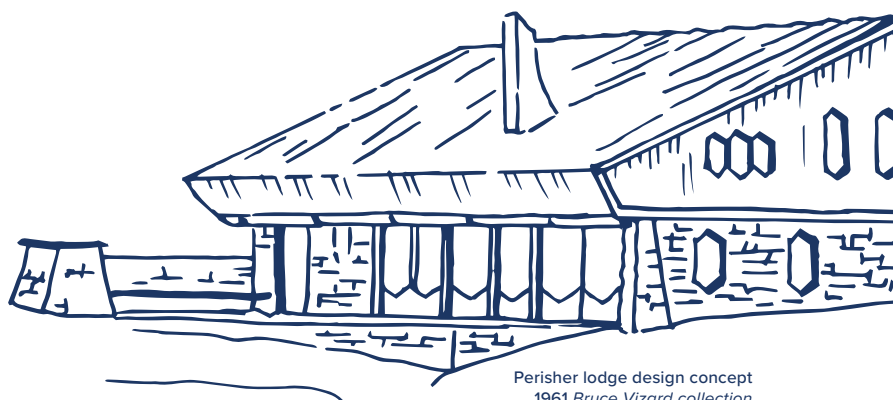
Refunds will not be made for cancellations received on or after the starting date of the booking except under exceptional circumstances and will be subject to the approval of the Directors.

**COVID-19 Cancellations** Applies if a member of the group in the booking tests positive to COVID-19 in the week preceding the booking, certified by a medical certificate or proof of a dated positive COVID-19 test result, to the reasonable satisfaction of the Club. Please follow the current [NSW Health advice](#) for rules regarding isolation time-frames and household contacts, and DO NOT attend the lodge if you are required to isolate. Your choice of the normal cancellation policy (above) or the COVID-19 cancellation policy. The COVID-19 cancellation policy is no refund but entitlement to a booking credit as follows:

- + 100% credit for new bookings up to 31 October 2023; then
- + a 75% credit for member related classes in the next twelve months to 31 October 2024; or
- + a 50% credit for temporary member classes in the next twelve months to 31 October 2024.

**All other cancellations** Cancellation charge is 100% of the cost of the cancelled accommodation.

**You may wish to consider Travel Insurance**





## Member and Guest Classes

Member and Guest Classes are used in the Booking System for determining priority and rates.

Code	Description
<b>ME</b>	Member 18 years and over
<b>MU</b>	Member under 18 years
<b>FM</b>	Spouse of a Dual Member family
<b>ID</b>	Independent child of Dual Member family, being a child being under 25 and not a dependent child
<b>AD</b>	Dependent child of Dual Member family, being a child either a) aged 18 to under 21, or b) aged 21 to under 25 in full time study at a school, college or university
<b>CD</b>	Dependent child of Dual Member family aged under 18
<b>FS</b>	Spouse of a Single Member
<b>IS</b>	Independent child of a Single Member, being a child aged under 25 and not a dependent child
<b>AS</b>	Dependent child of a Single Member, being a child either a) aged 18 to under 21, or b) child aged 21 to under 25 in full time study at a school, college or university
<b>CS</b>	Dependent child of a Single Member aged under 18
<b>TM</b>	Temporary Member
<b>CT</b>	Dependent child of a Temporary Member aged under 18
<b>TMEI</b>	Temporary Member Earn-In
<b>BYN</b>	Child under 3 years of age (no food or linen provided by the Club, no bed allocated)
<b>BYF</b>	Child under 3 years of age (food provided by the Club and no bed allocated)
<b>BYFL</b>	Child under 3 years of age (food and linen provided by the Club and bed allocated)





## Accommodation Rates and Seasons for Winter 2023

All rates include 10% GST.

Rates for spouse and children of a (Single or Dual) Member apply only if accompanied by the Member.

For 1 night bookings an additional charge of \$30 per person applies

For rates purposes a child of a Member (Single or Dual) can be either:

- + a dependent child, being i) a child aged under 21 years, or ii) a child aged 21 years to under 25 years who is a full-time student at a school, college or university (adopting the Australian Taxation Office definition);
- + an independent child – being a child aged under 25 years who is not a dependent child.

## Seasons

**Value Season** Friday 9 June to Saturday 24 June

**Shoulder Season** Sunday 25 June to Saturday 1 July

**High Season** Sunday 2 July to Saturday 26 August (NB Public School Holidays: Saturday 1 July to Sunday 16 July)

**Shoulder Season** Sunday 27 August to Saturday 2 September

**Value Season** Sunday 3 September to Monday 2 October

Please note the lodges will be closed for end of season cleaning for four days from the end of the Winter Managers' season (currently the period 3 to 6 October 2023).

Rates		High Season		Shoulder Season		Value Season	
Category	Codes	Week	Night	Week	Night	Week	Night
Member	ME, AD	\$980	\$140	\$770	\$110	\$532	\$76
	MU, CD	\$714	\$102	\$616	\$88	\$406	\$58
	CS	\$826	\$118	\$693	\$99	\$448	\$64
	FM, ID, AS	\$1204	\$172	\$980	\$140	\$644	\$92
	FS, IS	\$1351	\$193	\$1099	\$157	\$735	\$105
Temporary Member	TM, TMEI	\$1750	\$250	\$1414	\$202	\$1008	\$144
	CT	\$1351	\$193	\$1099	\$157	\$770	\$110
Child < 3 years	BYF	\$224	\$32	\$224	\$32	\$224	\$32
	BYFL	\$259	\$37	\$259	\$37	\$259	\$37



## Appendix: Dulmison Booking System

Winter 2023 sees the continued use of our web-based booking system. A refresher on how to use the system is outlined below. For Members who have not yet used the system, you can make bookings online, view the status of your account at any time, and pay for bookings via credit card. Membership and family details are loaded into the system, as well as any rebate entitlement. The web-based Booking System is accessible through [www.dulmisonskiclub.com.au](http://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.

For Members, the Booking System 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.

The web-based booking request process has three steps.

**Step 1** Nominate Lodge, dates and enter names of people staying

**Step 2** Review booking and contact details

**Step 3** Booking status response and payment

### Notes on each of the steps

**Step 1** Nominate Lodge, dates and names of people staying. 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.

Enter the names of the people who will be staying in this booking, typing the surname first. Names of Members will be recognised and visible in a drop-down box from the Booking System. Names in the Member's family and other guests will also be recognised in the drop-down box 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. Note that sometimes the auto-fill feature on your device will mask the drop-down box from the booking system. If this occurs try turning off auto-fill in your device's settings menu. Select dietary requirements, if applicable. Click "Next step".

**Step 2** Review the booking information and update contact details if required. 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 further detail on dietary requirements.

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 Winter Rates Notice and on the web pages accessible via [www.dulmisonskiclub.com.au](http://www.dulmisonskiclub.com.au) > Accommodation > Booking.

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

Issues with the booking may be identified in a pop-up box. If your booking includes temporary members, part weeks, weekend only or doesn't start and finish on a changeover date (Fridays and Sundays), then the review date will likely be later than the P1 or P2 date. (A limited number of weekend beds can be allocated at P1 and P2 under the booking rules). If there is a booking you are seeking to be allocated at the P1 or P2 dates, consider separating your booking into components. (This has always been required however it was often undertaken by the Booking Officers for you – the new system requires you to input the details separately).

**Step 3** A summary of your booking is now shown and you will be asked to finalise your booking by choosing one of the options. You will then 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. To change a booking please send your change request by email to the Winter Booking Officer.

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

In 2021 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 are available in the system for all future bookings. If you haven't already done so, **please email your family and guest details to [bookings@dulmisonskiclub.com.au](mailto: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.

If you have any questions or problems in using the new system, please email or call the **Winter Booking Officer, Stephanie Raphael, at the contact details below.**

#### Contact details for bookings

**Email:** [bookings@dulmisonskiclub.com.au](mailto:bookings@dulmisonskiclub.com.au)

**Phone:** 0439 982 610

Temporary Members (not part of a Member-made booking) submit their booking requests by completing the Booking Form available at [www.dulmisonskiclub.com.au](http://www.dulmisonskiclub.com.au)>Accommodation>Booking Request Forms and sending it by email to [bookings@dulmisonskiclub.com.au](mailto:bookings@dulmisonskiclub.com.au). 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 vacancy information, which is updated as booking requests are allocated.