

THE SILVER BRUMBY LIMITED

BOOKING RULES

Updated 27 March 2024

1. PRE-WINTER BOOKING CHECKLIST

- 1.1 Ensure your annual subscription is paid by the due date (28th February). Bookings will not be confirmed if there is an outstanding debt.

Ensure the lodge has your up-to-date contact details- if your email has changed you must notify the lodge to ensure booking notices and confirmations are sent to the correct addresses.

Diarise the ballot closing date when you receive notice- ensure you submit you booking on time. (Closing date is midnight 15th March)

2. BOOKING REQUESTS and BOOKING RULES

2.1 Booking Ballot System

During winter and peak summer (generally corresponding to the catered periods), the lodge manages its member booking requests through a “ballot system”. This is to ensure that all members have the equal opportunity to request a booking during an initial booking period- called the *Winter Ballot Period* and the *Summer Ballot Period*.

All bookings received prior to the close of the respective *ballot booking periods* are treated as if they were received on the same day and will have priority over bookings received after the closing dates.

For the remainder of the year bookings can be made at any time.

2.2 Ballots for Winter and Summer

The official Winter Period is from June long weekend to October long weekend.

Winter Booking ballot opens 1 February and close 15 March each year.

The official Summer Period is from the week before Christmas until the end of the NSW school holidays plus the Easter weekend including public holidays.

Summer Booking Ballot opens 1 September and close 15 September each year.

Notices will be sent advising that either the winter or summer ballot is now open.

2.3 How to submit a booking request

A request for a booking can only be made online electronically lodged from our website www.silverbrumby.com.au. Email requests will not be accepted.

From the Home page select the tab **MAKE A BOOKING**. Select the appropriate Booking Type- either:

- **Winter (or Summer) Ballot Booking** if making booking during the ballot periods it is important to select this button. (note these buttons are only visible during the respective Ballot Booking periods)
- **Member Booking-** for any member booking outside the Ballot Booking periods.

You will be asked to **login using your member ID and password**.

Fill in all the details including the drop-down menu options- and **Submit**.

You will receive an email notification that your request has been received.

If you notice an error or need to make a change to your booking request prior to it having been confirmed- reply to the notification email. **DO NOT** email the lodge separately.

Your Booking Request is not confirmed until you receive a **Booking Confirmation**.

All confirmations for Ballot Bookings will be emailed simultaneously—as soon as the process of allocating is complete. If you have not received your confirmation by the middle of April, please contact the Lodge.

2.4 Winter Ballot notes

Each member (shareholding) has a 28-bed night occupancy entitlement during the Winter Period. Bookings for OVER the 28-bed night occupancy entitlement may be submitted during the **Winter ballot period** but each should be submitted as a separate booking request and the OVER ENTITLEMENT box ticked on the form., wherever possible preference will be given to members who have not used their full 28-day winter entitlement.

Members should nominate a second preference arrival date especially for peak winter and school holidays. If you do not submit a 2nd preference, we will assume that you do not want to proceed with your winter booking if your nominated date is not available.

Any recorded 2nd preference member booking from last winter will have 1st preference the following winter.

If you can't get in on your requested date you can ask the Lodge to be waitlisted. We will contact you if space becomes available. (Do not phone or email, waitlists are monitored daily).

If you are booking for Race Week (senior or junior) and intend to participate, please tick this box on the booking form where indicated.

In order to maximise occupancy, Full week bookings are given first priority. Full weeks are seven (7) nights - Sunday to Sunday. This is followed by 5-night mid-week bookings (Sunday- Friday) and then the two-night weekend bookings (Friday – Sunday).

3. GENERAL INSTRUCTIONS

3.1 Rooms are allocated at the discretion of the Lodge managers.

Members are totally responsible for guests, either accompanied or unaccompanied. That is, a member is responsible financially (booking and damage), and for the behavior of family and guests. Please ensure that your guests are familiar with the Lodge Etiquette and FAQ. These are also available on the Silver Brumby web site. www.silverbrumby.com.au

Rooms are available from 2pm on arrival and must be vacated by 9am on departure. The Lodge facilities can be used on the day of arrival before check-in time and on the day of departure after check-out time. Gear can be stored inside the Lodge in the corridor near the spa/sauna, however, rooms must be made available at nominated times.

3.2 During catered periods, accommodation includes cooked breakfast and dinner.

Catered periods are throughout the winter season and at NSW public school holiday times throughout the year.

During non-catered periods a continental breakfast is included. Breakfast is not included on day of arrival nor is dinner provided on day of departure.

Note: During catered seasons please notify the lodge if you expect to arrive after 7pm.

Breakfast in Winter ski season is served 7:00 am to 8:30 am. At other catered times it is served 7:30 am to 9:00 am.

3.3 Members or their guests may wish to invite friends for dinner at the Lodge. Please arrange this with

the Managers, approval is subject to availability of space, and incurs a dining fee per person.

Upon arrival make your way upstairs to the office, which is located next to the dining area. If the manager is not available room keys will be attached to the noticeboard located outside the office with names and room numbers attached.

- 3.4 Linen, sheets, and towels are provided. Should you require a top sheet please contact the managers and they will provide one for your use.

Fairness and access to all members will underline decisions and interpretations. In the event of any dispute in relation to bookings, or cancellations of bookings, the Booking Officer will make a final considered decision.

- 3.5 Member group bookings for private functions e.g. weddings, birthday parties etc, are encouraged out of catered times. Fees will be the normal low season rates, plus any adjustment for special requirements such as additional catering etc. In order to secure exclusive use of the whole Lodge, a minimum of 40 beds are to be booked or equivalent payment for 40 beds.

4. PAYMENT DUE DATES

- 4.1 Payment is due as shown on the Booking Confirmation.

NOTE: Your booking will be cancelled if the payment is not received by the due date.

A reminder will be sent one week prior to the registered emails of the membership.

Bookings must be paid in full NO SPLIT PAYMENTS.

4.2 Due Dates Explained

Winter and Summer Ballot confirmations have a set due date.

All other booking requests received outside official ballot periods are due two weeks from the booking confirmation date. The date for payment will be clearly stated on the booking confirmation.

4.3 Short Notice Bookings

Booking requests where the arrival date is within two weeks of the request date will need to be accompanied by a credit card payment.

- 4.4 **Credit cards will be collected by our credit card provider. Your credit card will be charged when your booking has been confirmed.**

5. REFUND POLICY

If for any reason a member wishes to cancel their booking after they have made full payment, they should contact the lodge manager immediately in writing stating clearly their instructions.

Similarly requests to alter arrival or departure dates must be forwarded to the lodge in writing. If the request can be met, a written confirmation will be sent. An administration fee may apply to alterations.

If a booking is cancelled, or altered resulting in a lower booking value, refunds apply as follow:

1. Two months before arrival date 100% will be refunded - less administration fee.
2. One month before arrival date 50% will be refunded - less administration fee.
3. No refunds for cancellations within 1 month of arrival date. However, we will do our best to relet the room. If your room is relet, you may receive a partial refund of the relet value - less administration fee.

6. ACCOMMODATION RATES

6.1 Rates will be posted on the website after the AGM which include **Member rates** and **Guest rates** and **Commercial rates** for the summer and winter periods.

During the Winter Period the 'member rate' will be applied to a maximum of 35 bed nights per shareholding. Additional bed nights will be charged at the Guest rate.

Therefore, we recommend ticking the 'Guest rate' box when making a winter booking for a guest of a member.

Children's Under 14 rates are discounted 50% except as follows:

Winter High season during scheduled school holidays- discount off full rate is 25%.

Winter High season outside school holiday- no discount applies.

Infants 2 and under in cots: A one-off fee equivalent to the changeover fee applies.

End.