

THE SILVER BRUMBY LIMITED
BOOKING RULES
(updated 24th February 2022)

1. WINTER PERIOD BOOKING PROCEDURE

- 1.1. The official Winter Period is from June long weekend to October long weekend
- 1.2. The **Winter Ballot booking period** opens 1st February and closes on the 15th of March each year. Booking forms and information will be emailed out prior to the Booking Period opening. Please note that bookings are only confirmed once the annual subscription fee has been paid.
- 1.3. Booking request forms are accessed from the web site www.silverbrumby.com.au via the Make a Booking button on the homepage. Select the type of booking button- MEMBER WINTER BALLOT BOOKING

A booking is only valid when the Lodge receives a completed booking form filled in online and submitted electronically. You will receive an email from the booking system immediately after submitting your booking- confirming your booking has been received and registered

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

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)

- 1.4. At the close of the **Winter ballot booking period** only bookings received at the lodge by 12pm on the 15th March closing date will be initially assessed. All bookings received during the **Winter ballot booking period** are treated as if they were received on the same day and will have priority over bookings received after the closing date
- 1.5. Confirmations of **Winter Ballot** bookings will be emailed to members during the last week of March/1st week of April. If you have not received your confirmation by the middle of April, please contact the Lodge. (*Note: Booking confirmations issued pursuant to the **Winter Ballot Period** are due and payable by the 15th May- see Rule 2.3. Non-payment by this date results in cancellation of the booking- see Rule 3.1)*)
- 1.6. Each member (shareholding) has a 28-bed night occupancy entitlement during the winter period. When completing a **member winter ballot** online booking form please select whether the booking type is WITHIN ENTITLEMENT or OVER ENTITLEMENT (*see also Rule 1.8*)
- 1.7. At the close of the **Winter Ballot** period, the Lodge will firstly consider all booking requests that are WITHIN the bed night entitlement of 28 nights and allocate as many first preferences as possible. Failing satisfaction of all requirements by these method negotiations for time shuffling will be attempted. As a last resort, a ballot will be held for conflicting booking weeks.

A member who is not allocated their first preference will be entitled to their first preference the following season. Note: *This only applies to bookings within the 28 bed night entitlement.*

- 1.8. Winter Bookings for OVER the 28-bed night occupancy entitlement may be submitted during the **Winter ballot period** but each should be submitted on a separate booking form and the OVER ENTITLEMENT box ticked on the form. These Bookings will be processed after bookings under Rule 1.7. All Rule 1.8 bookings are processed with the aim of maximising lodge occupancy, however, wherever possible preference will be given to members who have not used their full 28 day winter entitlement.
- 1.9. Winter booking requests received after the Winter Booking ballot closing date (see rule 1.2) - will be date stamped and processed in order of receipt immediately after the Winter Ballot confirmations have been sent. This applies to bookings within or over the 28 bed night entitlement

If Rule 1.8 and Rule 1.9 Winter bookings are not possible because the lodge is full, you may be asked if you would like to be put on a waiting list. If this is the case, please do not continue to call the Lodge to check if a space has become available.

The managers monitor the bookings daily and as soon as space becomes available, they will contact the first person on the waiting list for the period in questions. If that person no longer requires the booking, they will contact the next of the waiting list and so on.

There is no such thing as a tentative booking. All confirmed bookings are in writing from the lodge. They are final and require payment. Cancellation of any booking must be carried out in accordance with the Cancellation Rules in Section 3.

1.10. **SUMMER PERIOD BOOKING PROCEDURE**

The official Summer Period is from the Tuesday after the October long weekend to the Thursday before the Queen's Birthday June long weekend. The period includes Easter

The **Summer Ballot** booking period opens 1st September and closes on the 15th of September each year.

Booking forms and information will be emailed prior to the Booking Period opening.

Booking request forms are accessed from the web site www.silverbrumby.com.au via the Make a Booking button on the homepage. Select the *Member Summer Ballot Booking* button

We encourage all members to use the guest rates when booking in guests.

There is no limit on the number of members bed nights available for each membership outside of the Winter Ski Season, however the following restrictions apply:

- During the Christmas and Easter school holiday weeks the lodge initially restricts the number of rooms a member/ shareholder can book- to four rooms. After the close of the Summer Ballot, additional rooms can be booked if available
- Should bookings received during the Summer Ballot booking period exceed the lodge occupancy for any period, a ballot similar to the winter ballot may apply

Confirmations of summer bookings will be emailed to members during the first two weeks of October. If you have not received your confirmation by the end of October, please contact the Lodge.

General Instructions

- 1.13. Rooms are allocated at the discretion of the Lodge managers.
- 1.14. Members are totally responsible for guests, either accompanied or unaccompanied. That is, a member is responsible financially (booking and damage), and for behaviour 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
- 1.15. 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.
- 1.16. During catered periods accommodation includes breakfasts and dinner. Catered periods are throughout the winter season and at NSW public school holiday times throughout the year. Other periods are subject to occupancy levels or by prior arrangement. 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 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.

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.

- 1.17. 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 notice board located outside the office with names and room numbers attached.
- 1.18. Linen, sheets, and towels are provided. Should you require a top sheet please contact the managers and they will provide one for your use.
- 1.19. Fairness and access to all members will underlie 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.

Commercial and Group Bookings

- 1.20. Individual commercial bookings at the prevailing rate will only be accepted on the day of arrival during the catered seasons so that no member will be disadvantaged.
- 1.21. Commercial group bookings will be accepted out of season and other catered period times. A group booking will be deemed "Commercial" if the intent indicates commercial use e.g. If the Lodge is to be used as a conference venue and/or accommodation for delegates attending conferences elsewhere in the village. Fees will be by negotiation and final approval of the Booking Officer.
- 1.22. 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.

2. PAYMENT

- 2.1. Payments must be made in full prior to staying at the Lodge.

If you disagree or have a query regarding the total cost of the booking when you receive your confirmation, please contact the lodge managers to seek clarification immediately.

UNDER NO CIRCUMSTANCES SHOULD YOU CHANGE THE AMOUNT PAYABLE WITHOUT THE MANAGERS' AUTHORITY. Short payment may render your booking invalid

- 2.2. Payments must be made to The Silver Brumby Ltd and forwarded as instructed on the booking confirmation.

Short notice bookings will be required to be paid by credit card at the time of making the booking.

In all cases payment must be made prior to arriving at the Lodge.

Members are responsible for the single payment of group bookings. Each booking must be paid in full by one payment.

If you require a receipt, please email the Lodge requesting one.

- 2.3. Payments are due in full as follows:

- Winter Season Ballot Bookings: 31st May each year.
Note: automatic cancellation rules apply for non-payment- refer rule 3.1
- Winter season Booking outside ballot period- within two weeks of booking confirmation issue
- All other bookings – One month prior to arrival date.

PLEASE DO NOT ARRIVE AT THE LODGE WITHOUT YOUR BOOKING BEING FULLY PAID YOU MAY BE REFUSED ADMISSION TO THE LODGE.

- 2.4. Subject to the provisions of Section 3, once a booking has been made and confirmed the member is responsible for the full payment regardless of whether they, or their guests arrive or not.

If for some reason you wish to cancel this booking, it is your responsibility to relet it. However, if you contact the lodge ASAP, the managers will do their best to assist you in this regard.

- 2.5. Non-payment of booking fees, Annual Subscriptions, Levies, or any other charges will result in that member becoming un-financial and no further bookings will be accepted until the debt is paid.

3. CANCELLATIONS/ALTERATIONS

- 3.1 Winter Ballot Bookings- where a winter booking is made and confirmed during the ballot period the payment is due date is 31st May. If payment is not received by the due date the booking will be cancelled and the booking slot added to the availability schedule.
- 3.2. For cancellations received 2 months prior to the arrival date at the Lodge all monies paid for that booking will be refunded, less a service fee of \$55 inclusive of GST
- 3.3. For cancellations received between 1 and 2 months prior to the arrival date 50% of the total booking amount is payable. Refer also Rule 2.4
- 3.4. For cancellations received less than 1 month prior 100% of the booking amount is payable, subject to Rule 3.5
- 3.5. A partial refund may apply if the room is re-let by the lodge. Payment will be forwarded for the recouped amount less a \$55 service fee.
- 3.6. Any alteration requests to arrival or departure dates must be forwarded in writing. If the request can be met, a written confirmation will be sent. A \$55 service fee may apply to refunds

4. ACCOMODATION RATES

- 4.1. Rates will be notified annually at the AGM and circulated with the next newsletter.

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 non-member/Guest rate.
- 4.2. 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
 - For the discount rate to apply children must be eating a child's meal at the child dinner sitting.
- 4.3 Infants 2 and under in cots: A one-off \$30 fee (GST inclusive) to cover linen and cot.