



THE SILVER BRUMBY LIMITED BOOKING RULES

Updated 23rd February 2025

1. PRE-WINTER BOOKING CHECKLIST

- 1.1 Ensure your annual subscription is paid by the due date which is 28 February each year
- 1.2 Ensure no other debts are outstanding.
Note: Bookings will not be confirmed if there is an outstanding debt.
- 1.3 Ensure the lodge has your up-to-date contact details. If your email has changed you must notify us to ensure booking notices and confirmations are sent to the correct addresses. Send any update by email to bookings@silverbrumby.com.au
- 1.4 It is suggested you diarise the ballot closing date when you receive your notice
- 1.5 Ensure you submit your booking on time. The closing date is midnight 15 March each year.

2. BOOKING REQUESTS and BOOKING RULES

2.1 Booking Ballot System

- 2.1.1 During winter peak periods lodge members have the equal opportunity to request a booking during an initial booking period called the *Winter Ballot Period*.
- 2.1.2 *Ballot booking periods* can run over several weeks to allow members time to consider their preferred dates and alternative options.
- 2.1.3 All bookings received prior to the close of the *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.
- 2.1.4 For the remainder of the year bookings can be made at any time.

2.2 Ballots for Winter

- 2.2.1 The official period covered by the Winter Ballot Period, is from June long weekend to October long weekend.
- 2.2.2 The Winter Ballot Period opens in-February and closes at midnight on 15 March each year.
- 2.2.3 Notices will be sent advising when the winter ballot is open.

2.3 How to submit a BOOKING REQUEST (NEW for 2025!!)

- 2.3.1 A request for a booking can only be made online electronically lodged from the **Booking Link** on the website www.silverbrumby.com.au.
- 2.3.2 Members can also reach the new booking site by pasting the following into your browser: <https://silverbrumby.cbdweb.net/app/login/member>
- 2.3.3 Email requests will not be accepted.

2.3.4 From the Home page:

- Select the tab **MAKE A BOOKING**.
- You will be directed to a separate booking page which is the new booking system
- You will need to LOG IN with your member number and NEW password. If you haven't set up your new password please click on **Retrieve your Member Number or password**.

NEXT- Please see the separate instructions that have been provided in the notice of opening winter bookings email

2.3.5 Booking Confirmations

- You will receive an email notification that your request has been received. (it will say waitlisted)
- If you notice an error or need to make a change to your booking request prior to it having been confirmed, reply to the above notification email or email bookings@silverbrumby.com.au . 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 as soon as the process of allocating is complete. If you have not received your confirmation by mid April, please email the Booking administrator at bookings@silverbrumby.com.au

2.4 Winter Ballot notes

- 2.4.1 Each member (shareholding) has a 28-bed night occupancy entitlement during the Winter Period.
- 2.4.2 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 type the words OVER ENTITLEMENT in the Guest Notes section on the form.
- 2.4.3 Wherever possible preference will be given to members who have not used their full 28-day winter entitlement.
- 2.4.4 Members should nominate a second preference arrival date especially for peak winter and school holidays. If you do not submit a second preference, it will be assumed that you do not want to proceed with your winter booking, if your nominated date is not available.
- 2.4.5 Any members allocated their second preference bookings from last winter, will have their first preference allocated the following winter.
- 2.4.6 If you are not allocated your requested dates, please email bookings@silverbrumby.com.au to be waitlisted and the lodge will contact you if space becomes available.
- 2.4.7 Members are reminded to **not phone or email about the waitlist** - waitlists are monitored daily.
- 2.4.8 If you are booking for Race Week (**senior or junior - Junior interclub Tuesday 8 July Seniors race week Sunday 3 August to Sunday 9 August**) and intend to participate, please indicate this in the Guest Comments section on the booking form. Priority is given to those who are participating.
- 2.4.9 In order to maximise occupancy, full week bookings are given first priority.
 - o Full weeks are seven (7) nights - Sunday to Sunday.

- This is followed by 5-night mid-week bookings (Sunday- Friday)
- The next priority is two-night weekend bookings (Friday Sunday).

3. GENERAL INSTRUCTIONS

- 3.1.1 **Room allocations** are allocated at the discretion of the Lodge managers.
- 3.1.2 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.
- 3.1.3 Members are totally responsible for guests, either accompanied or unaccompanied. That is, a member is responsible financially (booking and damage), and for the behaviour of family and guests.
- 3.1.4 Please ensure that your guests are familiar with the Lodge Etiquette and FAQ. These are also available on the Silver Brumby website at www.silverbrumby.com.au.
- 3.1.5 Dinner and Breakfast meals**
- 3.1.6 During catered periods, accommodation includes cooked breakfast and dinner. During non-catered periods a continental breakfast is included.
- 3.1.7 Catered periods are throughout the winter season and at NSW public school holiday times throughout the year.
- 3.1.8 Breakfast is not included on day of arrival nor is dinner provided on day of departure.
- 3.1.9 Note: if you expect to arrive after 7pm on the day you check in please note that the dinner meal cannot be held for you for health regulations. Please assist us to avoid food wastage by notifying the lodge you will not be there for dinner that night.
- 3.1.10 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. Please be in the dining room 15 minutes before the breakfast closing time if you are wanting to order a hot breakfast.
- 3.1.11 Members or their guests may wish to invite friends for dinner at the Lodge. Please arrange this with the Managers
- 3.1.12 Approval is subject to availability of space and incurs a dining fee per person.

3.2 Your stay

- 3.2.1 Rooms are available from 2pm on arrival and must be vacated by 9am on departure. This is especially the case in Winter.
- 3.2.2 If you arrive before 2pm 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.
- 3.2.3 Gear can be stored inside the Lodge in the corridor near the spa/sauna, however, rooms must be made available at nominated times.
- 3.2.4 After 2pm make your way upstairs to the office, which is located next to the dining area.
- 3.2.5 If the manager is not available room keys will be attached to the noticeboard located outside the office with names and room numbers attached.

- 3.2.6 Linen, sheets, and towels are provided. Should you require a top sheet please contact the managers and they will provide one for your use.
- 3.3 **Group Bookings**
- 3.3.1 Member group bookings for private functions e.g. weddings, birthday parties etc, are encouraged, especially out of catered times.
- 3.3.2 Fees will be the normal season rates, plus any adjustment for special requirements such as additional catering etc.
- 3.3.3 In order to **secure** exclusive use of the whole Lodge, a minimum of 40 beds need to be booked or equivalent payment for 40 beds.

4. PAYMENTS, DUE DATES AND BOOKING NOTICES

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.

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

4.2 Bookings must be paid in full NO SPLIT PAYMENTS.

Due Dates Explained

- 4.2.1 All Winter Ballot confirmations have a set due date.(advised on the confirmation)
- 4.2.2 All other booking requests received outside the official ballot periods are due two weeks from the date on the booking confirmation. The date for payment will be clearly stated on the booking confirmation.
- 4.2.3 **Short Notice Bookings** requests where the arrival date is within two weeks of the request date will need to be accompanied by a credit card payment.
- 4.2.4 **Credit cards:** Information supplied will be collected by our credit card provider. Your credit card will be charged when your booking has been confirmed.
Note: Debit cards can be used. They **do not attract the credit card surcharge of 1.5%**

5. REFUND POLICY

- 5.1 If for any reason a member wishes to cancel their booking after they have made full payment, they should email immediately bookings@silverbrumby.com.au stating clearly their instructions.
- 5.2 Similarly, requests to alter arrival or departure dates must be emailed to bookings@silverbrumby.com.au . If the request can be met, a written confirmation will be sent. An administration fee may apply to alterations.
- 5.3 If a booking is cancelled, or altered resulting in a lower booking value, refunds apply as follow:
- Two months before arrival date: 100% will be refunded - less administration fee.
 - One month before arrival date: 50% will be refunded - less administration fee.
 - **No refunds for cancellations within 1 month of arrival date.** However, the lodge will do their 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 Each year, rates will be posted on the website after the AGM. These will include **Member** rates, **Guest** rates, and **Commercial** rates for the summer and winter periods.
- 6.2 During the Winter Period the **Member rate** will be applied to a maximum of 35 bed nights per shareholding.
- 6.3 Additional bed nights will be charged at the Guest rate. It is recommend nominating the guest rate when making a winter booking for a guest of a member.
- 6.4 Children's Under 14 rates are discounted 50% except as follows:
- Winter High season during scheduled school holidays. The discount off the 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.