

THE SILVER BRUMBY LIMITED
Booking Rules

BOOKING RULES

1. WINTER SEASON BALLOT BOOKING PROCEDURE

- 1.1. The booking period opens 1st February and closes on the 15th of March each year. Booking forms and information will be sent out prior to the Booking Period opening. Please note that bookings can only be made once the annual subscription fee has been paid.
- 1.2. A booking form, fully completed should be forwarded by the member and should nominate a second preference arrival date. If you do not submit an alternative date we will assume that you do not want a winter booking if your nominated date is not available.

If you are booking for Race Week please mark this on the form where indicated

- 1.3. Bookings made during the Winter Season Ballot Booking Period must be for a minimum of five (5) nights from Sunday to Friday.

Full weeks are seven (7) nights - from Sunday to Sunday, full week bookings are given first priority followed by 5 night mid week bookings (Sunday- Friday) then the two night weekend bookings (Friday – Sunday)

Each member has a 28 bed night occupancy entitlement during the winter season.

Arrival and departure dates will be notified with the annual winter booking bulletin.

- 1.4. The official winter period (entitlement period) is from June long weekend to October long weekend
- 1.5. During the entitlement period each shareholding entitles the member to 35 bed nights at the 'member rate'. Additional bed nights will be charged at the non-member/Guest rate.
- 1.6. Confirmations of winter bookings will be sent 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.

Non-receipt of the booking confirmation does not give a member grounds to later claim cancellation of the original booking request.

- 1.7. Initially, the Lodge will consider all booking requests 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. Any member who is not allocated their first preference will be automatically entitled to their first preference the following season.
- 1.8. Additional Winter Bookings for weekends or OVER the 28 bed night occupancy entitlement should be submitted on a separate booking form AT THE SAME TIME as bookings within the bed night entitlement. These (rule 1.8) 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 entitlement.

- 1.9. Winter booking requests, within and over the 28 bed night entitlement, received after the official closing date will be date stamped and processed in order of receipt. Wherever possible preference will be given to members who have not used their full entitlement.

1.10. Non-Ballot Bookings. (Summer, winter weekends and over entitlement)

Rule 1.8 Winter bookings can be made at the same time as Rule 1.7 Winter bookings (1st February to Middle March) and will be notified by March/1st week April. All rule 1.9 bookings will be notified when vacancies are available. Out of ski season bookings can be made at any time.

A booking is only valid when the Lodge receives a completed booking form. Telephone enquiries are only to assist and do not constitute a booking.

Booking forms are distributed with bulletins or you can download a booking request form from the web site www.silverbrumby.com.au in the Vacancies and Rates section.

Fax or post or email your booking form to the Silver Brumby.

Fax (02) 6457 6280

P0 Box 12 Thredbo Village NSW 2625

info@silverbrumby.com.au

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 final and require payment. Cancellation of any booking must be carried out in accordance with the Cancellation Rules in Section 3.

- 1.11. Short notice bookings will be accepted by fax or email (if two weeks prior) or telephone (if one week or less prior). Payment must be made at the time of making the booking.
- 1.12. Christmas, January, Easter and Jazz and Thredbo Hosted Speciality events.
No formal ballot held. However the Lodge restricts the number of rooms a member can book to four rooms, until one month prior to the event.
- 1.13. Rooms are allocated at the discretion of the Lodge managers. Bookings are allocated for beds, not rooms. Sharing of rooms between different bookings may occur although prior notice will always be given.

- 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, and at other periods subject to occupancy levels or prior arrangement. During non-catered periods a continental breakfast is included. Breakfast is not included on day of arrival and dinner is not provided on day of departure.

Note: Friday night arrivals: Please notify the lodge if you expect to arrive after 8.30pm.

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.
- 1.20. Individual commercial bookings at the prevailing rate will only be accepted on the day of arrival 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 Lodge a minimum of 40 beds are to be booked, or equivalent payment for 40 beds.

2. PAYMENT

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

Part payments will NOT be accepted.

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 clearly state with your payment.

- 2.3. Payments are due in full as follows:

Winter Season Ballot Bookings: 31 May each year

All other bookings - within two weeks of confirmations

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

- 2.4. Once a booking has been made and confirmed the member is responsible for the full payment regardless 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. If for any reason a cheque is dishonoured, all monies owing including any bank fees as charged to the Silver Brumby, will be payable by that member or guest immediately.
- 2.6. 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 cleared.

3. CANCELLATIONS/ALTERATIONS

- 3.1. 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 \$22 inclusive of GST

- 3.2. For cancellations received between 1 and 2 months prior to the arrival date 50% of the total booking amount is payable.
- 3.3. For cancellations received less than 1 month prior 100% of the booking amount is payable.
- 3.4. A refund may apply if the room is re-let for an equivalent amount. A cheque will be forwarded for the recouped amount less a \$22 service fee.
- 3.5. Any alteration requests to arrival or departure dates must be forwarded in writing. If request is able to be met, a written confirmation will be sent.

4. RATES

- 4.1. Rates will be notified annually at the AGM and circulated with the next newsletter.
- 4.2. Children's rates are as follows:

Children 14 and under are charged at half adult rate **except** for winter high season periods where full rates apply.

Infants 2 and under in cots: Free