

## **BOOKING TERMS AND CONDITIONS - COVID-19 RESTRICTIONS**

NSW's coronavirus restrictions has meant we have had to dramatically change the booking and operating rules for Gunyang for the Winter season 2020 and going forward.

**IT IS THE RESPONSIBILITY OF THE MEMBERS AND GUESTS TO COMPLY WITH THESE REGULATIONS AS WELL THE NSW PUBLIC HEALTH (COVID-19 Restrictions on Gathering and Movement) Order (No 3) 2020 AS IT RELATES TO HOLIDAY ACCOMODATION.**

### **1. GENERAL BOOKING INFORMATION**

- Booking can only be made for the entire lodge to a **maximum of 10 people.** (Public Health Order regulation)
- The member must be in attendance for the entire period of the subject Booking in order to be entitled to pay the reduced member rates. Accordingly, the member will be required to pay non-member tariffs in respect of any portion of the period of accommodation, during which the member is not present.

### **2. BOOKING OPENING DATE**

- The online booking system will be open to take booking from **6pm** on **Wednesday 10 June 2020.** Please note Thredbo lift passes go on sale at 12 noon the following day 11 June 2020 so you secure your lift passes knowing you already have your accomodation booked.
- If you are unsuccessful in securing your lift passes you can cancel your accomodation booking by 22 June with no cancellation fee.
- Winter 2020 bookings will be available for 2 nights (Friday and Saturday) 5 nights (Sunday to Thursday) or 7 nights from Sunday or Friday subject to availability.
- Summer bookings are available for a minimum of 2 nights.

### **3. DEFINITION OF “MEMBER”**

For the purposes of these terms and conditions, the term “member” or “Member” in relation to a Booking and the rights attaching to that Booking only, comprise:

- (a) the registered owner of shares in Gunyang;
- (b) the nominated representative if a company, superannuation fund or partnership is the owner of those shares; and
- (c) the person nominated in writing by a person referred to in either paragraph (a) or paragraph (b), to hold those booking rights. For further details, please also refer to the Transfer of Booking Rights in the Constitution of Gunyang (a copy of which is available on the Lodge's web-site as stated above).

#### **4. CONFIRMATION AND PAYMENT**

- No booking is confirmed until payment has been received and a confirmation of booking email sent.
- Payment of the required accommodation rates and other charges, if any, for a Winter Booking must be made in FULL within 7 days of confirmation of the availability of accommodation applied for and no less than 21 days before the commencement of the booking period.
- Payment of the required accommodation rates and other charges, if any, for a Summer Booking is to be made as follows:
  - 50% of the required accommodation rates and other charges, if any, is payable within 7 days of confirmation of the availability of the accommodation applied for; and
  - the remaining 50% of the required tariff and other charges, if any, is payable by no later 21 days before the first date of commencement of the accommodation applied for.
- If that payment has not been received by Gunyang in cleared and available funds within that 7 day period, the Booking Officer will be entitled to cancel the applicable booking.
- A Guest Declaration Form is required for all booking before prior to arrival, failure to provide the form will result in cancellation of booking with no refund.

#### **5. CANCELLATION**

- Refunds of any moneys (less 10% cancellation fee) received by Gunyang in respect of a Booking, will be made if cancellation of that Booking is made no less than 21 days prior to the date of commencement of the booked period.
- Refunds of any moneys received by Gunyang in respect of a Booking, for a cancellation of that Booking 21 days or less prior to the date of commencement of the booked period will only be paid if the lodge is re-let for at least the amount of moneys received by Gunyang in respect of that Booking.
- All cancellations made after 22 June 2020 will incur a cancellation fee equivalent to 10% of the accommodation fee otherwise paid or payable prior to that cancellation.
- Only booking cancelled before 22 June 2020 will receive 100% refund.

#### 4. WHAT YOU NEED TO BRING WITH YOU

- All towels and Linen this includes: Bath towels, **floor mats, hand towels, sheets, pillows, pillow cases, doona covers and tea towels.** Please note **bold ones** are additional due to COVID-19 regulations.
- All toiletries including soap or body wash, shampoo etc.
- All food items

#### 5. THE LODGE PROVIDES

- Queen sized beds, doonas and blankets;
- Hand Sanitiser
- Crockery, cooking utensils etc (No tea towels)
- TV and DVD in each bedroom;
- Individual room heating and under floor heating; and
- Beds, **maximum of 10** people in the lodge, but you can configure to your choosing.

#### 6. ARRIVAL AND DEPARTURE TIMES

- Due to extra cleaning requirements Lodge access will only be available from 4.00 p.m.
- All rooms and car spaces **MUST** be vacated by 10.00 a.m. on the day of departure. There is no exceptions to this rule, failure to do so will result in additional fees.
- Absolutely no belongings are to be left in the Lodge after 10 a.m. on the day of departure, including all rental equipment. Anything remaining in lodge will be thrown away due to COVID-19 regulations
- There is absolutely no access to the lodge from 10am to 4pm on hand over day, not even to use the bathroom. The cleaners need this time to do a intensive clean of the entire lodge before new guests arrive

#### 7. WHAT ARE YOUR RESPONSIBILITIES

- Please comply with social distancing rules at all times.
- All bedrooms and the common areas must be kept clean and tidy at all times, please do not leave food, rubbish, toys, games or electronic devices etc in common area when unattended by yourself or your guests.
- A minimum charge of \$250.00 on top of cleaning bill already required for COVID-19 will be charged if Lodge is not left in a reasonable order on departure.
- The kitchen is to be left clean and tidy at all times. Crockery, cutlery, pots and pans to be washed and put away, . Stove and microwave oven to be kept clean. All food to be stored in fridge or cupboards which are supplied for each bedroom. Sink, bench tops and dining table to be wiped clean

after each use.

- The industrial dishwasher only takes 2 minutes to wash, please ensure you rinse everything thoroughly before putting them in this dishwasher, and empty it as soon as the wash is finished. Do not leave plates in this dishwasher at any time. Each night this dishwasher should be drained and turned off.
- Children 12 and under should under no circumstances be left in the lodge unsupervised by a responsible member of your group.
- All ski boots shoes/boots are to be left in the entrance/drying room area.
- All sporting equipment including but not limited to skis, snowboards and bicycles must not be taken into the Lodge aside from the entrance/drying room area.
- Lockers are provided for each room at the entrance. You are requested to leave your lockers empty and clean on departure.
- No food is to be stored in bedrooms. On departure please do not leave any food or drinks in the cupboards or refrigerator.
- Place all rubbish in the bins provided.
- Use the plastic bin liners & take the rubbish out to the bin enclosure.

## **8. UNACCEPTABLE BEHAVIOUR**

- Aside from the up to 10 guests registered to stay during the accommodation period, no other guests are permitted to enter Gunyang for any reason.
- Members will be responsible for the behaviour of their guests and family and will be liable for any damage inflicted on the Lodge or any debt to the Lodge incurred by their guests or family.
- Smoking is not permitted.
- No Pets or animals are allowed due to Thredbo's location in Kosciusko National Park.
- Gunyang reserves the right to suspend a member's rights of occupancy in the event of any wilful or serious breach by that member, or any family member or guest of that member, of any of these rules, NSW Public Health Rules or of Gunyang's Constitution.

## **9. THE BOOKING OFFICER**

- The Booking Officer is appointed by the directors of Gunyang to:
  - (i) allocate accommodation in the Lodge between members and non-members;
  - (ii) manage the day to day management of the Lodge; and
  - (iii) to appoint Lodge Captains to manage the Lodge on a day to day basis.
- The Booking Officer currently is Danielle Stevenson, who can be contacted at: Mobile: 0418 502 599 Email: [bookings@gunyang.com.au](mailto:bookings@gunyang.com.au)

## **12. PLEASE NOTE**

- Under no circumstances can a Booking be made other than through the online booking system or directly to the Booking Officer.
- Persons without confirmed accommodation and completed Guest Declaration Form will not be permitted to enter Gunyang Ski Lodge.