

**GUNYANG SKI LODGE LIMITED** Ph: 0418 502 599

**ACN 110 585 656 BOOKING:** https://gunyang.com.au E: bookings@gunyang.com.au

BOOKING TERMS AND CONDITIONS – WINTER 2024

The Terms and Conditions outlined below apply with effect from Thursday 1 February 2024.

# GENERAL BOOKING INFORMATION

* Gunyang Lodge Bookings can be made on a room-by-room basis.
* 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.

# WINTER SEASON BOOKINGS

* **The online booking system will be open to take member-only bookings from 6.00pm on Wednesday 21 February 2024.**
* **Note that only members who have paid their annual subscription fee before 19 February 2024 will be eligible to make bookings during the member-only booking window.**
* There will be a two-week **member-only** booking period during which bookings can be made for:
	+ 2 nights – Friday and Saturday
	+ 5 nights - Sunday to Thursday
	+ 7 nights – either from Sunday to Saturday or Friday to Thursday subject to availability.
	+ Members can book up to 2 rooms at the member rate.
* **From 5 March 2024, bookings will also be accepted from non-members. Bookings can be made for:**
	+ 2 nights - Friday and Saturday
	+ 5 nights - Sunday to Thursday
	+ 7 nights – either from Sunday to Saturday or Friday to Thursday subject to availability.

# DEFINITION OF “MEMBER”

For the purposes of these Terms and Conditions, the term “Member” in relation to a Booking and the rights attaching to that Booking only, comprise:

* The **registered owner** of shares in Gunyang;
* The **nominated representative** if a company, superannuation fund or partnership is the owner of those shares; and
* The **person nominated in writing** by the registered owner or nominated representative to hold those booking rights.
* For further details, please also refer to the Transfer of Booking Rights in the Constitution of Gunyang (available on the Lodge’s web-site).

# 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, must be made in FULL within 14 days of confirmation of the availability of accommodation applied for and no less than 30 days before the commencement of the booking.
* **If payment has not been received by Gunyang in cleared and available funds within that 14 day period, the Booking Officer will be entitled to cancel the applicable booking.**
* A Guest Declaration Form is required for all bookings prior to arrival. Failure to provide the form will result in cancellation of booking with no refund.

# CANCELLATIONS AND REFUNDS

* Once you have paid for your Winter Booking in full it is Non-Refundable.
* Please contact the Booking Officer as soon as possible if you need to cancel or amend a confirmed booking.
* If you need to cancel or amend a booking once paid in full you will be charged a $250 Admin fee.
* Gunyang will endeavour to re-let the accommodation. If the accommodation is successfully re-let you will receive a refund less the $250 Admin fee.
* If you are unable to travel because of illness, your booking is non- refundable.
* If you get COVID while staying at Gunyang you and your household/group will need to leave the property immediately to isolate at your place of residence and advise the Booking Officer, so a deep clean can be organized. **There will be NO refund if you have to leave midway through your stay.**
1. **SUMMER SEASON BOOKINGS**
* Summer bookings can be made for a minimum of 2 nights.
* There is no restriction on the number of rooms that may be booked during the summer season.
* The accommodation rate includes the room rate and relevant proportion of the cleaning fees.
* Payment of the required accommodation rates and other charges, if any, is to be made as follows:
	+ 50% of the required accommodation tariff and other charges, if any, is payable within 14 days of confirmation of the availability of the accommodation applied for;
	+ the remaining 50% of the required tariff and other charges, if any, is payable no later than one month before the first date of commencement of the accommodation applied for.

# THE LODGE PROVIDES

* Queen sized beds, doonas and blankets. Please note the Queen beds will be fully made up with fitted and flat sheets, doona and two pillowcases for your arrival.
* Hand sanitiser.
* Crockery, cooking utensils etc.
* TV and DVD in each bedroom.
* Individual room heating and under floor heating.
* Accommodation can be configured to your choosing to meet the needs of your group. Rooms 1, 2, 3 and 6 have single beds under the queen bed.
1. **WHAT YOU NEED TO BRING WITH YOU**
* The queen bed in each room will be fully made up with linen provided with two bath towels and a Bathmat in each room. Only if you are planning on using the single beds will you need to bring bedding (Fitted and Flat Sheet, Pillowcases and Doona covers).
* All toiletries including soap or body wash, shampoo etc.
* All food items.
* A method to access Wi-Fi (if required) as the lodge does not have a wi-fi connection.

# ARRIVAL AND DEPARTURE TIMES

* Due to cleaning requirements **Lodge access will be available from 4.00 p.m.**
* **All rooms and car spaces MUST be vacated by 10.00 am on the day of departure.** There are 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 10.00am 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 10.00am to 4.00pm on handover day**, not even to use the bathroom. The cleaners need this time to do an intensive clean of the entire lodge before new guests arrive.

# 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 in the common area when unattended by yourself or your guests.
* A minimum charge of $300.00 on top of the cleaning bill already required will be charged if the 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.
* Please clean the BBQ at the end of your stay for the next guest. If it is not left clean you will be charged $50.
* 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.
* Please empty the hand held vacuum cleaner near the fire place when it has been used.
* **Use the plastic bin liners & place all rubbish and recycling in the bin enclosure near carpark.**

# UNACCEPTABLE BEHAVIOUR

* Aside from the up to 12 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 the Kosciusko N ational Park.
* Gunyang reserves the right to suspend a member's rights of occupancy in the event of any willful 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.

# THE BOOKING OFFICER

* The Booking Officer is appointed by the directors of Gunyang to:
	+ 1. allocate accommodation in the Lodge between members and non-members
		2. oversee the day-to-day management of the Lodge
		3. appoint Lodge Captains to manage the Lodge on a day-to-day basis.
* The Booking Officer is currently **Lisa Reeve**, who can be contacted at mobile 0418 502 599 or email bookings@gunyang.com.au

# 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.

# CHANGES TO TERMS AND CONDITIONS

* While the COVID pandemic restrictions impacting the community over the past two years no longer apply, the Gunyang Board notes that the COVID virus continues to circulate within the community.
* The Board monitors government directives carefully and reserves the right to change the Booking Terms and Conditions at short notice if required to do so by Public Health Orders.