



Booking Rules Policy

1. Purpose

This Policy outlines the rules and conditions governing bookings made by members for themselves, other members, and guests at the Lodge. The Policy is intended to ensure fair access, efficient administration, and the smooth operation of the Lodge throughout the year.

2. General Rules

- 2.1 All bookings must be made by a current financial member of the Club. A financial member is defined as a member whose membership fees and any outstanding Club charges are fully paid.
- 2.2 All bookings and payments must be made through the Club's online booking system.
- 2.3 Members are responsible for maintaining current contact details within the Club's booking system. The Club is not responsible for errors arising from booking notifications not received due to incorrect or outdated contact information.
- 2.4 Financial members may submit booking requests through the online booking system. Booking requests will be reviewed by the Booking Officer and may be:
 - approved;
 - declined; or
 - placed on a waiting list.
- 2.5 The Club may implement a ballot system for high-demand booking periods. Affected members will be notified of results and members who miss out will be given priority for the following year.
- 2.6 All booking requests received on the opening day for member bookings (1 March) will be treated equally, regardless of the time submitted on that date.
- 2.7 Bookings are made on a per-night basis and are effective from 2.00 pm on the day of arrival until 10.00 am on the day of departure.
- 2.8 Where cancellations occur, available places will be offered to persons on the waiting list in order of receipt of the original booking request.
- 2.9 The Booking Officer, while bound by this Policy, has discretionary authority to adjudicate exceptional or borderline matters and must report any such action to the Club Board.



2.10 These rules may be amended by the Club Board from time to time to ensure the efficient and effective operation of the Lodge.

3. Booking Dates

3.1 Bookings for each winter season open on the following dates:

- Members: 1 March
- Guests: 1 April
- Après Members: 1 May

3.2 The Club Board reserves the right to vary booking opening dates where necessary.

4. Booking Requests

4.1 All booking requests must be for a minimum stay of two (2) nights.

4.2 Prior to 1 June, the following booking types may be requested:

- seven (7)-night bookings commencing on a Friday or Sunday;
- five (5)-night bookings commencing on a Sunday; and
- two (2)-night bookings commencing on a Friday.

4.3 The only exception to clause 4.2 is during the opening and closing long weekends, where three (3)-night or four (4)-night bookings commencing on a Friday may be accepted.

4.4 After 1 June, booking requests outside the standard two-, five-, and seven-night formats may be submitted, including three-, four-, or six-night bookings.

4.5 Bookings may not commence or conclude on a Saturday unless:

- the booking is made within fourteen (14) days of arrival; and
- availability permits.

4.6 Booking requests exceeding seven (7) nights must be submitted as separate consecutive bookings (for example, two consecutive seven-night bookings, or a combination of two-night and seven-night bookings).

4.7 The minimum age for bookings is:

- two (2) years for members; and
- four (4) years for guests,

except during designated Toddlers' Weeks, where no minimum age applies.

4.8 Dates for Toddlers' Weeks will be published annually on the Club website.



5. Approved Bookings and Payments

- 5.1 Once a booking is approved by the Booking Officer, confirmation will be issued by email.
- 5.2 A deposit equal to 50% of the booking value must be paid within seven (7) days of approval. Failure to make payment within this period may result in cancellation of the booking.
- 5.3 Full payment of the remaining balance must be received no later than twenty-eight (28) days prior to arrival.
- 5.4 Failure to comply with payment deadlines may result in a penalty equal to 10% of the total booking value.
- 5.5 Once approved, any amendment to a booking will incur an administration fee (published on the website) per change. This fee does not apply to cancellations governed under Section 9.
- 5.6 Payments must be made through the Club's online booking system using the nominated Stripe payment service. Members should not make payments directly to the Club bank account by EFT unless specifically authorised.
- 5.7 Upon request, the Committee will consider a payment plan for Members facing financial hardship, these are offered as a one off and not for multiple consecutive years.
- 5.8 Members must record dietary requirements in their Member Profile. Dietary requirements for guests must be provided through the booking form.
- 5.9 By default, children under 18 years of age will receive children's meals. Requests for adult meals for children must be specified:
 - in the Member Profile for member children; or
 - in the booking form for guest children.
- 5.10 Where a child is staying unaccompanied by a parent or guardian, the parent or guardian must:
 - nominate an adult resident staying at the Lodge who will assume responsibility for the child; and
 - submit a completed Guardianship Form to the Booking Officer prior to arrival.

6. Staying at the Lodge

- 6.1 Accommodation charges include:
 - lunch and dinner on the day of arrival; and



- breakfast and lunch on the day of departure.
- 6.2 Members and guests must occupy the room allocated to them as shown on the bunk list. Any changes must be approved by the Booking Officer through the Hut Captain.
- 6.3 Bunk rooms must be left clean and tidy prior to departure, including:
- removal of rubbish;
 - removal of linen;
 - wiping shelves; and
 - vacuuming floors.
- 6.4 Rooms must be vacated by 10.00 am on the day of departure.
- 6.5 Casual meals may be requested by contacting the Lodge Managers with at least forty-eight (48) hours' notice.
- 6.6 Casual meal charges apply and are published on the website.
- 6.7 In the event that a guest displays symptoms of an infectious illness, the Hut Captain may direct that person, and all occupants sharing the same room, to leave the Lodge immediately.
- 6.8 Failure to comply with directions issued by the Hut Captain under clause 6.7 may result in suspension of Club membership for up to twelve (12) months.
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7. Non-Members

- 7.1 Each non-member guest must be proposed by a financial member of the Club.
- 7.2 The sponsoring member is responsible for informing the guest of:
- the Club Rules; and
 - the standards of behaviour and obligations expected during their stay.
- 7.3 At the discretion of the Booking Officer, a non-member who has previously stayed at the Lodge for a cumulative total of fourteen (14) nights during winter seasons may be permitted to stay unaccompanied by their sponsoring member.
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8. Additional Conditions for Summer Bookings

- 8.1 The summer booking period generally extends from one week after the official winter closing date until the weekend prior to delivery of winter food stocks to the Lodge.
- 8.2 During the summer period, exclusive "Whole of Lodge" bookings may be made at a nightly rate which is published on the website.



- 8.3 At least one financial member must remain in residence throughout any summer booking.
- 8.4 Full payment for summer bookings must be made at the time the booking request is submitted.
- 8.5 Summer bookings are self-catered. Lodge food supplies may be used unless otherwise restricted by the Club Board or Lodge Managers. Alcohol supplies owned by the Club must not be consumed unless expressly authorised.
- 8.6 Club linen must not be used during the summer period. Blankets, quilts, and pillows will be provided.
- 8.7 Guests are responsible for thoroughly cleaning the Lodge and removing all rubbish at the conclusion of their stay.
- 8.8 As Lodge Managers are not in residence during summer, the Lodge must be left in a fully clean and orderly condition.

9. Cancellations

- 9.1 A cancellation includes the cancellation of one or more bed-nights within an existing booking.
- 9.2 A full booking cancellation made more than twenty-eight (28) days prior to arrival will incur a cancellation fee which is published on the website.
The remaining deposit balance will be refunded.
- 9.3 A cancellation made between fifteen (15) and twenty-seven (27) days prior to arrival will result in:
 - where beds are refilled, a refund less the applicable cancellation fee; or
 - where beds are not refilled, a cancellation charge equal to 25% of the invoice value.
- 9.4 A cancellation made between eight (8) and fourteen (14) days prior to arrival will result in:
 - where beds are refilled, a refund less the applicable cancellation fee; or
 - where beds are not refilled, a cancellation charge equal to 100% of the invoice value.
- 9.5 A cancellation made within seven (7) days of arrival will incur a cancellation charge equal to 100% of the invoice value, regardless of whether the beds are refilled.
- 9.6 Requests for refunds due to documented illness or injury may be considered upon written application to the Booking Officer.



- 9.7 A full refund will be provided where one or more persons included in the booking display symptoms of an infectious illness prior to arrival.
- 9.8 A pro-rata refund may be provided where an affected guest departs during their stay due to infectious illness.
- 9.9 Refund requests must be submitted in writing to the Booking Officer.

10. Club Closure or Restricted Access

- 10.1 The Club reserves the right to cancel, modify or restrict bookings where circumstances beyond its reasonable control affect the operation of the Lodge, including but not limited to natural disasters, severe weather events, fire, government directions, infrastructure failure, public health orders, or safety concerns. In such circumstances, the Committee will determine any refund or credit arrangements at its discretion.

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Policies and Guidelines are developed and approved by the IAC Board; for feedback or questions, please contact the Secretary .	
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