



BOOKING PROCEDURES

1. During the Member's Initial Priority Booking Period, members can submit completed booking forms and payments from the website using the "[Book & Pay](#)" sub tab under the "Bookings" menu item which offers the ability to pay by Visa or MasterCard. Members should always nominate dates for their first and second priority weeks as it may not always be possible to accommodate all members during popular weeks.
2. Bookings during the Member's Initial Booking Period will only be accepted for full weeks, from Sunday to the following Sunday.
3. No booking will be accepted without full payment. Separate booking dates/times require separate booking forms and separate payments.
4. In filling out the booking form, the date of birth of all children under 16 must be included otherwise the adult rates will apply. The top of the booking form is for member's name/address etc. Please give **two booking dates** - do not assume you will receive the first choice if it is the only one. Confirmation will be sent by email to members after allocations have been completed by directors. Refunds will be sent for unsuccessful requests.
5. Bookings requests after the Initial Booking Period (after 31 March) are to be made directly to the Lodge Managers, at the Lodge by email via the [contacts page](#) on the lodge's website: <http://AttungaSkiLodge.com.au> or by phone on (02) 6457 6050. Bookings calls should only be made on Monday, Tuesday, Thursday or Friday before 6 pm. All bookings are to be accompanied by a duly completed Booking Form together with full payment.
6. Payments for all bookings made with the Lodge Managers must be made within five (5) working days to confirm the booking otherwise the booking will be cancelled and given away without notification by the Lodge Managers.
7. The preferred form of payment is by Visa or MasterCard using the [Book & Pay](#) tab on the website. Please note that that Elsa and Errol will also monitor all payments to *ensure that no bookings are confirmed for members or their guests if Annual Subscriptions are in arrears.*
8. Bookings for part-weeks will not be accepted until sometime during the winter season at the discretion of the Lodge Manager.
9. Minimum booking is for two adults or one adult and two children. If one (1) adult only occupies a room, the cost will be that of two (2) adults.
10. Payments for bookings made during the season must be made prior to staying in the Lodge.
11. Peak Season Winter bookings include all breakfasts (7) and six (6) dinners.
12. Member's guests have a greater chance of getting first choice in off peak period, i.e. not during the Winter and Spring school holidays.
13. Rooms will be allocated at the discretion of the Board of Directors or the Lodge Manager only.

14. **Rooms are available from 2 pm on entry and must be vacated by 10 am on exit. GEAR and CARS must be removed** from the Lodge grounds **by 10 am** on the morning of departure.
15. The combination lock of the front door is determined every Sunday by the Manager (not by the booking officer). Call the managers just prior to your stay for the door combination or, alternatively, ring the intercom to attract the Manager upon arrival.
16. All bed linen and towels are provided and are commercially laundered by the Lodge Manager at the end of each week.
17. **Members are fully responsible for guests whether guests are either accompanied or unaccompanied, i.e. a member is responsible financially (bookings and damage) and for the behaviour of their family and guests.**

CANCELLATION PROCEDURES

18. Any refunds will be made during the season as they occur. Should you wish to cancel a booking, please contact the [Lodge Managers](#) who will confirm the cancellation. Please **also** contact Jeof Falls on jeof.falls@measuredinsights.com, who will arrange the refund directly to your bank account, less a cancellation fee of 10% of the booking cost if cancelled more than seven (7) days before the booked period. If a cancellation is made within seven (days) of the booking, the cancellation fee will be 50% of the cost of the booking unless the Lodge Managers are able to re-book the room(s) during that seven day period.

ATTUNGA SKI LODGE LIMITED HOUSE RULES

WINTER SEASON

ON ARRIVAL:

Room allocations are displayed on the notice board inside the front door.

ROOMS ARE AVAILABLE FROM 2.00 PM.

Room allocations cannot be changed and are at the sole discretion of the Lodge Managers.

MEALS:

Welcome drinks at 6 pm Sunday night. The managers will arrange Gluhwein and Nibbles in the lounge area - all are invited to attend and meet the other guests.

Children's Dinner - 6 pm excluding Wednesday Night. *PARENTS MUST SUPERVISE THEIR CHILDREN DURING ALL MEALS.*

Adults Dinner - 7.30 pm

Breakfast is served between 7.30 and 9.00 am.

Tea and coffee is available in the dining room at all times. (Milk is provided for tea and coffee only).

All other beverages are supplied by the guests.

If you wish to invite friends to dinner please ask the managers well in advance to book them in.

GENERAL:

NO SMOKING IN LODGE.

PLEASE REMOVE SHOES IN THE CHANGE ROOM BEFORE ENTERING STAIRWELL.

Residents are asked to consider the comfort and needs of fellow guests and are responsible for the behaviour of their invited guests.

Please keep the lounge and common areas tidy.

Return all crockery etc. to the kitchen after use.

Residents are personally responsible for damage to club property and will bear the cost of repairs. All parties must cease at midnight.

ROOMS:

All Linen is provided. Pillow slips, top and bottom sheets must be used. At the end of each week before check out you are requested to strip your beds (**DO NOT REMOVE MATTRESS PROTECTORS OR DOONA COVERS UNLESS SOILED**) and leave linen in the blue bags provided outside the laundry.

Empty all rubbish from rooms.

Vacate rooms and Car park by 10 am. Should you wish to stay in the village that day, luggage may be left in the change room and the sauna area may be used for changing.

CAR PARK;

CARS MUST BE REMOVED FROM THE CAR PARK BY 10 AM EACH SUNDAY. *THE CAR PARK IS AVAILABLE TO MEMBERS ONLY.*

STORAGE:

Resident's pantry and fridge is situated in the dining area for food stuffs and beverages. Perishable foods cannot be stored in the bedrooms. Please mark all food items with your name before storing in the pantry/fridge.

KITCHEN:

Residents are requested to wash up all crockery etc. used during the day, for Lunches and after Wednesday Night dinner.

All other washing up will be done by the managers provided it is returned to the washing up area in the kitchen. The dish washing machine will be operated by the manager only during winter.

OVERFLOWS:

Overflows are only permitted by prior arrangement with the Booking Officer.

TABLE TENNIS/GAMES ROOM:

Operating Hours: 9.00 am to 10.00 pm.

SAUNA:

Operating Hours: 10 am to 10 pm.

NO FOOD, DRINK, GLASSWARE OR SMOKING IS ALLOWED IN SAUNA AREA. NO ENTRY TO CHILDREN UNDER 12 WITHOUT ADULT PRESENCE AND SUPERVISION.

Equipment instructions must be followed or consult Manager. Showers before use of both Spa and Sauna are compulsory.

CHILDREN:

Please see they do not disturb the comfort of others, or damage lodge property by playing too robustly. Children should be supervised at all times and where possible their group activities should be confined to the children's playroom adjacent to the main lounge.

GUESTS:

Members are responsible for their guests and any damage caused by them.

BREAKAGES:

Please report all breakages and malfunctions to the Manager so that repairs or replacements can be effected.

MANAGERS:

To minimise the domestic chores required of guests and to assist in the smooth running of the lodge, the Board of Directors have appointed a manager/caretaker to run the lodge on a day to day basis on its behalf. Please respect the authority of the manager.

SUMMER ONLY

Attunga is a self-help lodge in summer.

Most of the rules that are applicable for winter still apply with these exceptions:

Meals are not provided unless by prior arrangement with the managers, the cost of which is negotiated with and paid directly to the Lodge Managers.

Residents are responsible for the cleanliness of the lodge *particularly the "kitchen"*. Please clean all cooking utensils etc., immediately after use including work areas and wipe down stove top etc., and wash up. If you wish to use the "dishwasher" please speak to the managers first to check on operating instructions. Please clean your pantry shelf etc., before leaving.

Rooms: Linen is provided. When vacating please strip your beds (not doona covers or mattress protectors), vacuum the room thoroughly and remove all rubbish from the room.

It is also your responsibility to CLEAN THE BATHROOMS PROPERLY - cleaning materials are provided.

Please leave the room in the condition you would like it and for the next guest to use.

Enjoy your stay at Attunga Lodge.

Board of Directors

HAVE ANOTHER GREAT SEASON!