Serac Ski Club Inc.

2009 Booking Procedures

Bunk fees

Bunk fees are "per night" and are inclusive of GST.

Code	Category	Whakapapa (winter fees)	Ohakune (winter fees)	Summer (both lodges)
	Ordinary members			
SM	Senior members	$ 25.00	$ 22.00	$ 11.00
YM	Youth members (10 to < 18 years)	$ 25.00	$ 22.00	$ 11.00
JM	Junior members (5 to 9 years incl.)	$ 12.50	$ 11.00	$ 5.50
CM	Child members (under 5 years)	$ 6.00	$ 5.50	Nil
	Guests			
SG	Senior guests (10 years and over)	$ 56.00	$ 45.00	$ 25.00
CG	Child guests (9 years and under)	$ 28.00	$ 22.50	$ 12.50
	Special members			
VM	Veteran members	$ 25.00	$ 22.00	$ 11.00
SSM	Senior sleeping members	$ 50.00	$ 44.00	$ 22.00

The Administration Officer will advise details, from time-to-time of the winter and summer period.

Fees include breakfast and dinner; duties are to be done

During the winter season, when the lodge is catered, dinner and breakfast are included in the fee. Members and guests are expected to buy or bring their own lunch.

There are duties to complete each day to cook, clean and keep the lodge in order. People staying at the lodge should volunteer for duties each day, or the Trip Leader will allocate duties until they are all completed. All volunteered and allocated duties must be completed each day. Adults and children are expected to undertake appropriate duties.

Dinner is not normally provided on the first day of arrival (e.g. Friday night). Members who will arrive by 6.00pm <u>and</u> would like dinner on their first night, must call the lodge by 8.00am on the day of arrival (e.g. Friday) and notify the Trip Leader or a senior member.

Booking period for weekend

At the weekend, priority booking and confirmation is given for both the Friday and Saturday night. Bookings may be taken for one night (e.g. Saturday), but only at lesser priority than two nights bookings (i.e. Friday and Saturday).

Racing and instruction

Members taking part in ski racing events or extended racing and instruction classes will be given limited booking priority. The dates of races are usually given in Club Newsletters. This priority will cease two weeks prior to the event. If you are participating in racing events or extended racing and instruction classes, please advise the Administration Officer at the time of booking. Failure to do so may result in your booking being delayed or losing priority.

Bookings

Bookings may be made via Serac's website booking form (preferred), email or by phone.

Bookings will be considered received when they are received/picked up by the Administration Officer.

Website (preferred):	www.serac.org.nz/booking_form.htm
Email:	admin@serac.org.nz
0800 phone number:	0800 108 408

The 0800 phone number also has an answer phone.

Bookings may be refused by the Administration Officer if there are unpaid subscriptions, bunk fees, or work party levies.

Payment

Payment by internet phone banking is preferred. Please contact the Administration Officer for internet booking details and Serac's bank account number.

Alternatively, please mail a cheque (crossed "not negotiable, account payee only") to:

Serac Ski Club
P O Box 2125
WELLINGTON

Full confirmation is on payment

Bookings are ranked by the Administration Officer in the order they are received.

The Administration Officer has discretion when ranking and confirming bookings to consider in the first instance the safety of all members and Guests.

Bunk fees are payable in advance. No booking will be confirmed fully until payment is received. Any booking that remains unpaid after 9pm on the Monday preceding the trip will lose priority and confirmation.

In the case of Guests, the senior member undertaking the booking, is responsible for ensuring that all bunk fees are paid promptly, ahead of the trip, once the booking is confirmed.

If space is available in the lodges, Special members and Guest bookings are confirmed by phone after 9pm on the Monday preceding the trip, ranked in the order they are received.

2009 Trial policy: Mid-week for Special members & Guests – confirmed two weeks prior (excluding school holidays)

In the case of mid-week bookings (Sunday-Thursday, or any part thereof), bookings for Special Members and Guests may be confirmed by phone after 9pm on the Monday two weeks preceding the trip, with the initial booking limit of two Guests per senior member. For example, on the Monday two week's prior to a trip that begins on the following Sunday). This will exclude mid-week during school or university holidays.

Youths, Juniors and Children

Youth, Junior, and Child members (i.e. those under 18) must be accompanied by a senior adult member (i.e. a family member, or their care giver), and may only book Guests into the lodge through that senior member.

Guests

Guests must be accompanied by a senior member; usually the senior member making the booking.

Where one or more non-members, is seeking to book into the lodge (and has no association with a senior member), a senior member must be act as the lodge custodian for the duration of their stay. Those non-members must pay for the senior member's return transportation costs and cover their bunk night fees.

Cancellations: Please notify cancellations

Cancellations **MUST** be made to the Administration Officer, by 8pm, a minimum of **FOUR FULL DAYS** ahead of the booking dates (i.e. by 8pm Monday night for a booking commencing on Friday night).

This cancellation policy allows the Administration Officer to reallocate those places to members or Guests on the waiting list and to place a correct catering order.

Cancellation charge

Cancellations that are not made within this period will result in a cancellation charge. **The cancellation charge is 50%** of the booking fee that would otherwise have been payable.

By way of example, if you are booked for Friday and Saturday nights at a lodge, you must cancel your booking before 8pm on the preceding Monday night if you do not want to incur the cancellation charge. To cancel a booking you must email the Administration Officer, or leave a phone message on the 0800 answer phone.

Members who fail to cancel bookings, or who use only part of the period booked without informing the Administration Officer in advance, will normally be liable for the full bunk fees for the full period booked.

The Administration Officer has some discretion around the reasons of cancellation.

Road closure

If the road(s) is closed and members or Guests cannot depart (only on Sunday to Thursday, or part thereof), then only 50% of the booking fee is to be paid for those additional nights affected. Serac incurs costs to administer and run the lodges. For cancellation requests, refer "Cancellations" above.

Other useful information

Keys

To use the lodges, you must have a Serac lodge key with you so you can access the lodge. One key fits both lodges. Please remember to take this key with you so you can unlock and access the lodge.

If you have not got a key for the Serac lodges, you can obtain one from the Administration Officer.

Please obtain a key before the season starts. Each key costs $25.00.

In addition to the key, the door at Whakapapa lodge also has a security lock (with a key pad). The code changes from time-to-time. **Please check with the Administration Officer for the current code AHEAD of your trip.**

Trip leaders

Trip leaders will be appointed once bookings are confirmed on the Monday immediately prior to the trip. Every trip leader will be sent a set of instructions prior to the trip.

Transport

The Administration Officer will, without guarantee, help to coordinate transport sharing if required. Members accepting lifts should contribute to the costs of transportation.

Accommodation

At Whakapapa Lodge there are 24 bunks. There are four bunkrooms each with two double and two single bunks.

At Turoa Lodge there are 18 bunks. There are three bunkrooms, one with two double and two single bunks and two with one double and four singles. Each lodge has a collapsible cot which can be set up in the bunk room. Children under 10 may be required to share a single bunk.

Capacity

The capacity of each lodge must not be exceeded. Over booking of the lodge by sleeping in the lounge is not permitted.

Shelter and safety

The Administration Officer and / or Trip Leader have discretion to shelter more members, their Guests, or non-members, where an emergency overrides the requirements set by the Department of Conservation, or by regulation.

Situations may arise where people's safety is at risk (e.g. severe weather). In such a case, the safety of existing members and Guests should not be compromised unnecessarily.

Where Serac shelters persons in need, then normally the policy is that a donation may be made to Serac that equals 50% of the Bunk night fee for ordinary members.