

Winter Priority Bookings Policy

First adopted 19 November 2019

Authorised by	TFSL Board		
Date last reviewed	21/01/2022	Reviewed by	Owen Lansbury
Date of next review	January 2023		

This policy relates to:

- TFSL Membership Policy
- TFSL General Bookings Policy

Purpose

To ensure an effective and equitable winter priority booking system that meets the needs of members and their guests, the volunteers who run it and Thredbo Farm Ski Lodge as a whole.

Scope

This policy covers only requesting and allocating rooms for the Winter Peak season. Confirmation, payment, cancellations and all other booking-related matters are covered by the TFSL General Bookings Policy.

Procedures

- Each year, prior to the opening of the ski season, Members will be invited via email to submit their preferred bookings for the Winter Peak period.
- Booking requests must be submitted via the online Winter Priority Booking Request Form between **February 1 and February 28** each year.
- The Booking Officer will allocate bookings:
 - For Member requests, in the following priority order:
 - **Weekly** bookings (Sunday arrival, seven nights or more)
 - Then **Mid-Week** bookings (Sunday arrival, Friday departure)
 - Then **Weekend** bookings (Friday arrival, Sunday departure)
 - Then any other booking request.
 - For Guest requests, after Member bookings have been confirmed
- Members may specify a room preference, but final allocation is at the discretion of the Booking Officer.
- If the Booking Officer is unable to fulfil all booking requests, the Booking Officer will try to ensure the greatest amount of access for the greatest amount of members when considering which requests to refuse.
- Winter Priority Bookings will be confirmed within about 4 weeks after submission close.
- Guest booking requests during Winter Peak dates are only permitted after the confirmation of Member priority bookings.

Review Frequency	Annual	Review Responsibility	Directors in conjunction with Booking Officer
Review Process	<ul style="list-style-type: none"> • Consider any feedback received or issues raised over the previous 12 months • Confirm all links or references in the policy are still accurate 		
Documentation & Communication	<ul style="list-style-type: none"> • Publish on Accommodation section of website using the same hyperlink • Confirm hyperlinks to policy from the RMS booking system's Terms and Conditions still work • Advise members via next newsletter 		