IMBAC LTD

Booking Terms & Conditions - 1st Jan 2022

When visiting IMBAC we require that all members and guests are aware of both safety and general requirements.

## LODGE ACCESS

Access to and from the lodge at any time, except in an emergency is only via the front entrance door. This is to ensure lodge security.

## EMERGENCY EVACUATION & FIRST AID

There are emergency evacuation diagrams throughout the lodge including all bedrooms, toilets etc. Please be aware of where your closest emergency exit points are located. Also be aware of the location of all fire extinguishers, hose reels, fire blankets and first aid kit.

The Managers are the Emergency Wardens and in the case of an emergency their instructions are to be followed. The Managers are also first aid officers.

## SAFETY

### SAFETY INSTRUCTIONS

Various safety instructions are located in the foyer on the notice board labelled “Safety Notice Board” and should be read on arrival at the lodge to ensure you understand all current safety requirements while staying at or visiting the lodge.

### SAFETY CONCERNS

Report any safety concerns to the Managers as soon as possible.

* 1. HANDRAILS

Be aware of areas where steps are located ensuring you use stairs safely by holding handrails.

* 1. STAIRS

Be aware of any ice build-up that may occur on external stairs. Be aware of ice on all other external areas such as the car park which can be slippery and these areas should be used with caution.

### SMOKING POLICY

IMBAC is a non-smoking lodge. Smoking is not permitted on the IMBAC leasehold area, including external areas. Contravention may result in cancellation of a booking.

### SERVICES

#### Dining Room Service

IMBAC is a club lodge and as such is not serviced as a commercial lodge. Your cooperation with the roster system would be appreciated. This involves setting tables and tidying up after meals.

* 1. WASTE DISPOSAL

Disposal of waste is to be done in accordance with instructions displayed on the lodge notice board or as advised by the Managers. Sharp objects such as needles are to be disposed of in the secure yellow receptacles provided.

### BOOKING CONDITIONS

#### RESPONSIBLE PERSON

As the person responsible for making the booking you are also required to ensure all your guests attached to your booking are aware of the above requirements. You are also responsible for ensuring that those guests who are part of your booking act in a responsible manner while guests at IMBAC.

#### SUMMER & PRE-SEASON BOOKINGS CONDITIONS

##### COVID-19 con ditions

* + - 1. Full names and telephone numbers of all persons staying at the lodge must be listed regardless of age
			2. All persons are required to scan the QR code in the lodge on arrival.
			3. As the responsible person making this booking, it is your responsibility to ensure that all persons in your party comply with NSW Health restrictions incl. Sighting a full Covid-19 vaccination status for all eligible persons
			4. Only persons listed on the booking form are to access the lodge. **No visitors are allowed at any time.**
			5. All people staying at the lodge are required to bring their own sheets, pillow slips and towels. It is recommended you bring your own sleeping bags/doonas/blankets due to Covid-19.
		1. Standard Conditions
			1. Access to and from the lodge at any time, except in an emergency is only via the front entrance door. This is to ensure lodge security.
			2. There are emergency evacuation diagrams throughout the lodge including all bedrooms, toilets etc.
			3. Please be aware of where your closest emergency exit points are located. Also be aware of the location of all fire extinguishers, hose reels, fire blankets and first aid kit.
			4. Various safety instructions are located in the foyer on the notice board labelled “Safety Notice Board” and should be read on arrival at the lodge to ensure you understand all current safety requirements while staying at or visiting the lodge.
			5. Report any safety concerns to the Booking Officer as soon as possible.
			6. IMBAC is a non-smoking lodge. Smoking is not permitted on the IMBAC leasehold area, including external areas.
			7. Be aware of areas where steps are located ensuring you use stairs safely by holding handrails.
			8. Disposal of waste is the responsibility of the Member/Guest making the booking. No rubbish is to be left on site. Sharp objects such as needles are to be disposed of in the secure yellow receptacles provided.
			9. As the person responsible for making the booking you are also required to ensure all your guests attached to your booking are aware of the above requirements. You are also responsible for ensuring that those guests who are part of your booking act in a responsible manner while guests.
			10. The cleaning/damage bond will be refunded, if appropriate, at the earliest time after inspection.
	1. WINTER BOOKING CONDITIONS
		1. Booking Types

There are currently three booking types accepted as follows:

* 5 Day Booking - Check-in Sunday and Check-out Friday
* Weekend Booking - Check in Friday and Check-out Sunday
* 7 Day Booking - Check-in Sunday and Check-out Sunday

###### WEEKEND BOOKING

Friday 3.00pm to Sunday 1.30pm (Note – lunch not included on day of arrival) Friday evening meal and Sunday lunch are included in the rate Friday evening meal must be indicated on form if required.

Weekend bookings to be **PAID IN FULL** at time of placing booking.

###### 5 DAY BOOKING

Sunday 3.00pm to Friday 1.30pm (Note – lunch not included on day of arrival).

###### 7 DAY BOOKING

Friday to Friday or Sunday to Sunday Commencing 3.00pm and ending 1.30pm (Note – lunch not included on day of arrival).

###### Other Bookings

Other booking configurations will only be accepted one month prior to your arrival date if those beds have not already been booked

* + 1. Not Transferable

Bookings are not transferable or saleable to another party. All booking matters must be direct be directed to the Booking Officer. A breach of these terms will result in automatic cancellation of all bookings and disciplinary action against any offenders.

#### DURATION

Maximum duration of booking is for 28 days per person.

#### UNDER 5 CHILDREN

The Club will not accept bookings for children under 5 years old outside dedicated “Under 5 weeks” Under 5 Weeks are scheduled (in addition to Jnr Training) and are listed on teh website, unless outside of the winter period or where deemed acceptable by the committee. The availability calendar has the most up to date dates – the aforementioned is guide only. Under 5 year olds may be permitted at other times as part of a whole lodge booking or where the booking officer has checked with other parties already booked in the lodge. Children under the age of 2 are free of charge. Children aged 2-4 are charged at 50% of the relevant child rate. In Summer children under 5 are free.

#### Vaccination Policy

**Vaccination Policy**

**Introduction**

1. **Imbac Limited (the Club)** is located at 15 Plum Pine Road Kosciuszko National Park NSW 2627 Australia
2. The Club is a member/associate of the Ski Lodges Organisation of Perisher Smiggins and Guthega Inc (**SLOPES**), which represents the 88 ski clubs of the Perisher Range Resorts of Perisher, Smiggin Holes and Guthega.
3. The Club recognises the significant adverse health and economic impacts that the COVID-19 pandemic has had and continues to have in Australia.
4. The primary objective of the Club is to take all reasonable steps to ensure the health and safety of all people who are employed by the Club and/or choose to stay in and use the facilities of the Club. The purpose of implementing this vaccination policy is to enable the Club to fulfil this primary objective.
5. The Club has identified the following risk profile:
	1. During the winter season large numbers of members and guests can visit the premises and come into close contact with each other;
	2. Many of the facilities at the premises are shared;
	3. There are times where it is not possible for the Club to have an authorised representative on the premises to enforce physical distancing or hygiene measures which may be required pursuant to the Club’s COVID Safe Plan;
	4. The age profile of some members increases the risk and the potential severity of symptoms that person may experience if they are exposed to COVID-19; and
	5. It is not practicable for the Club to compel members or guests to provide proof of negative COVID-19 tests within 72 hours of their visit.
6. Due to those identified risks and the current lack of other suitable control measures to eliminate that risk as far as is reasonably practicable the Club has decided that vaccinations should be a requirement to entry onto the premises unless an exemption has been granted in accordance with this Policy.

**Condition of Entry**

1. The Club reserves the right to refuse entry and the right to refuse to provide services to any person.
2. Before entering the premises of the Club, a person must provide proof that they have been fully vaccinated against COVID-19. As of 18 October 2021, this means a person must have received two doses of a COVID-19 vaccination that has been approved by the Therapeutic Goods Administration (refer to https://www.tga.gov.au/covid-19-vaccine-provisional-registrations).
3. The requirement outlined in paragraph 8 above will apply to every person seeking to enter the premises of the Club, with three exceptions:
	1. People under 12 years of age;
	2. People who cannot be vaccinated against COVID-19 because of a medical condition, and that medical condition is supported by written evidence provided by a medical practitioner (as defined in section 5 of the *Health Practitioner Regulation National Law (NSW)*); and
	3. A person who has been granted an exemption in accordance with paragraph 16.

**Providing Proof of COVID-19 Vaccination Status**

1. Before entering the premises of the Club, a person must provide proof that they have been fully vaccinated against COVID-19 in one of the following ways:
	1. If available checking in via the Service NSW app with a linked COVID-19 digital certificate (preferred option);
	2. Showing an electronic copy of the COVID-19 digital certificate or immunisation history statement to the satisfaction of a COVID-19 marshall or another authorised person of the Club; or
	3. Showing a paper version of the COVID-19 digital certificate or immunisation history statement to the satisfaction of a COVID-19 marshall or another authorised person of the Club.
2. Unless required to do so by law, the Club will not collect or store vaccination information about any person.
3. For the avoidance of doubt, the Club has no access to data provided via the Service NSW app.
4. If none of the options are available in paragraph 10 then it is the obligation of the person visiting the premises to contact the Club in advance to discuss what steps must be taken to provide the relevant proof of vaccination.

**Exemptions**

1. Where a person is unable to be vaccinated, they will be required to notify that Club no later than 14 days prior to their visit or entry onto the premises that they seek an exemption to the requirements of this Policy.
2. Exemptions will be considered in the following circumstances:
	1. The circumstances in paragraph 9(b) apply;
	2. The person has a genuinely held religious belief; or
	3. Other exceptional circumstances exist which justify an exemption within the reasonable opinion of the Club.
3. A person who is granted an exemption does not have to comply with the requirements of paragraphs 8 to 13 hereof.

1. A person who is granted an exemption may be required within a period of 72 hours prior to entering the premises of the Club to take a polymerase chain reaction (**PCR**) test for COVID-19 and receive a negative result. Upon request a person must provide proof of the negative PCR test result. This must be done by providing a copy of the text message displaying the negative PCR test result.

**Effective Date and Review Period**

1. This Policy is effective from 20 October 2021.
2. This Policy will be reviewed on a regular basis and updated as required.
3. This Policy has been adopted by the Club as the best way to reduce the risk of exposure to COVID-19 at the Club’s premises. The Club acknowledges that risk profiles may change and alternative measures to eliminate the risk may become available over time. The Club will continue to review its risk profile and in circumstances where it forms the view that there are alternative control measures other than mandatory vaccinations then the Club may either vary, replace or discontinue this Policy upon further notice to members.

### ADDITIONAL INFORMATION

### CLEANING OF ROOMS

As IMBAC is not fully a serviced lodge; rooms must be cleaned, vacuumed and vacated by 1.30pm on day of departure by the departing guests. Directions will be given for the cleaning of rooms. Baggage may be left in foyer or the Games Room on this day if required (NOT in the lounge area or corridors).

* 1. BED LINEN/TOWELS

Members and guests are provided Linen and Towels as part of their booking fee in Winter. In Summer or Pre-Season you must supply all your own linen and towels. It is a breach of the booking terms to use Lodge pillows without pillowslips, and blankets without sheets. If using a sleeping bag, please use a fitted sheet on the mattress as well.

* 1. SHARED ROOM DISCLOSURE

IMBAC provides bunk style accommodation and our rooms are a mix of two and four beds. Occasionally you may be required to share with other guests or members if your specific room configuration is not fully booked, and alternative arrangements are unsuitable. We will endeavour to communicate this to you as part of our booking process if this is applicable to your specific booking.

#### TRAVEL INSURANCE

IMBAC recommends that you obtain personal travel insurance.

### CANCELLATIONS & REFUNDS

Must be made in writing to the Booking Officer at imbacbookings@gmail.com at least 28 days before the commencement of the booking(s) for a refund to be made. The refund shall be the value of the booking less cancellation charges (see below).

#### Cancellation Conditions

Cancellations must be made in writing to the Booking Officer at imbacbookings@gmail.com at least 28 days before the commencement of the booking(s) for a refund to be made.

However, if at the time a cancellation is received, there is a replacement booking immediately available (which is taken up immediately) then the Person making the cancellation will receive a refund of the booking less the cancellation fee, regardless of when they cancel.

Inability to secure lift tickets is NOT a reason for exemption from the cancellation policy.

**IT IS THE RESPONSIBILITY OF EVERY GUEST TO CHECK THE PERISHER WEB SITE FOR THE LATEST INFORMATION REGARDING LIFT TICKETS AND FOR UPDATED COVID 19 OPERATING INFORMATION.**

The refund shall be the value of the booking less cancellation charges (see below).

IMBAC recommends that you obtain personal travel insurance to protect again additional costs/ expenses incurred as well as cancellation costs such as loss of deposit, medical expenses, loss of personal belongings, public liability and cancellation fees.

A cancellation fee of $60 per person or $100 per family applies

In lieu of a replacement to the booking, the following will apply to cancelations:

* Bookings cancelled 28 days or less – no refund
* Bookings cancelled with over 28 days notice, refund less $60 per person or $100 per family, whichever the lesser
* Bookings cancelled or dates altered after arrival will not receive a refund

#### Covid-19 Cancellation

To provide peace of mind and encourage the safety of our members and guests, we will remove the applicable cancellation fee and refund the money based on the below conditions. **We may request evidence to support any Covid Cancellation Claim.** Requirements/reasons for Covid Cancellation Requests:

1. If Government Restrictions and border closures prevent travel to IMBAC on required dates;
2. If guest or immediate family member are diagnosed with Covid-19 and require isolation that prevents travel to IMBAC on required dates;
3. If Perisher Resort or IMBAC is not open on required dates due to Covid 19 and/or Government restrictions;

Should you or a member of your group have symptoms in the 72 hours prior to arrival we would ask for you to reconsider travelling to IMBAC to avoid potentially exposing staff, members and guests.