

**Dear Berghutte Ski Club Members and Guests,**

We look forward to welcoming you for your upcoming booking into the Ski Club Lodge in Thredbo. Check-in times are by appointment only from 4pm – 7pm on the first day of your booking (see full [Terms & Conditions](#) on our website).

**Please:**

1. **Read the email below carefully.**
2. **Complete the pre check-in requirements sections in red text.**
3. **Return this email with red text completed to Berghutte Bookings email [bookings@berghutteskiclub.com](mailto:bookings@berghutteskiclub.com) at least 24 hours prior to your arrival at the Lodge.**
4. **This information needs to be returned via email, as we need to collect pre-check in information from you in an electronic format (no paper copies will be accepted).**
5. **If your return pre check-in email is not received prior to your arrival at the Lodge, your booking will be cancelled.**

Due to COVID-19, there are a number of important changes that you need to be aware of regarding your booking this year. We appreciate that some of these changes are different to our usual practices and may cause you inconvenience and we request your patience and understanding. The Board and the Managers have agreed to these changes to keep our staff, members and guests as safe as we can during these unprecedented times.

The health, safety and wellbeing of everyone at the Lodge is a shared responsibility and the attached documents to this email should be reviewed carefully for you to understand your responsibilities of staying in the Lodge during the COVID-19 pandemic.

The documents also provide information regarding physical distancing, hygiene and cleaning, reduced car parking arrangements, and no facilities this year for the storing of your food in communal fridges, no access to the laundry, ski lockers and the ski repair workshop.

Berghutte Ski Club has developed a COVID Safe Plan – this document is available at the Lodge for you to review at any time. It has not been attached to this email as it is constantly changing.

Please review let me know if you have any questions.

Kind regards,

Berghutte Bookings - [bookings@berghutteskiclub.com](mailto:bookings@berghutteskiclub.com)

**Pre Check-in Arrival Requirements**



**Please review the following and respond via return email to the sections in red 24 to 48 hours prior to your arrival at the Lodge:**

### **1. Berghutte Ski Club COVID-19 Waiver:**

I have reviewed the attached document and accept the Berghutte Ski Club COVID-19 Waiver for my booking at Berghutte Ski Club Thredbo. I acknowledge responsibility for all members and guests of my booking to comply with the requirements of this document.

*Please answer YES or NO here:*

### **2. Updated Berghutte Ski Club Terms and Conditions:**

I have reviewed the attached document and accept the Berghutte Ski Club Terms and Conditions and the Booking Rules and By-Laws for my booking at Berghutte Ski Club Thredbo. I acknowledge responsibility for all members and guests of my booking to comply with the requirements of these documents.

*Please answer YES or NO here:*

### **3. Exclusions:**

I accept that due to the residential nature of the Lodge any member or guest of my booking is not able to stay at the Lodge if they:

- Have even the mildest symptoms of COVID-19 or any infectious illness, such as cold, influenza or gastrointestinal symptoms; and / or
- Have been in contact with a person either suspected or confirmed with COVID-19 or other infectious illness during the past 14 days; and /or
- Reside or have travelled to any federal or state or local government declared hot spot during the past 14 days; and / or
- Have been in contact with a government identified cluster of infections including a school or day care.

*Please answer YES or NO here:*

### **4. Exclusions resulting in cancellations:**

I accept that if any member or guest of my booking meet any of the criteria defined in the paragraph above:

- Prior to your our stay, we will not travel to the Lodge and our booking will be cancelled and a credit or refund provided.
- During your our stay, we will immediately vacate the Lodge and not return until we have provided evidence of medical clearance at our own expense (eg letter from medical practitioner). Berghutte will provide a credit or refund for the balance of my booking from the next day until the end date of my booking.

*Please answer YES or NO here:*

**5. My contact details:**

I have checked and updated my contact details in the [Berghutte Booking](#) website.

*Please answer YES or NO here:*

**6. Contact details for other people on my booking:**

I have provided a list of current home addresses and mobile phone numbers of all members and guests of my booking below:

*Please answer YES or NO here:*

*(List the Name, Home Address, Email Address, Mobile Phone Number for each person on the booking)*

| First Name | Last Name | Home Address | Email Address | Mobile Phone No |
|------------|-----------|--------------|---------------|-----------------|
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**7. Confirming home addresses:**

Including myself, all members and guests of my booking will bring evidence of their current home address to be confirmed by the Lodge Manager on check-in at the Lodge.

*Please answer YES or NO here:*

**8. Check-In times and arrangements:**

I acknowledge that members and guests must be officially checked-in before they can enter the Lodge, check-in times are by appointment only from 4pm – 7pm and I will follow the steps below. I will advise all members and guests of my booking of the check-in procedures and ensure they also follow the steps below.

*Please answer YES or NO here:*

**9. Check-in procedure on arrival at the Lodge:**

I agree that any members and guests of my booking will be required to check-in as follows:

- At least 24 hours prior to arrival I will send an email request to the Lodge Manager requesting an appointment time for check in between 4 pm and 7 pm.
- **My requested appointment time for check in is:**
- By 3 pm on the day of arrival, I will send an SMS to the Lodge Manager on 0404 331 837 confirming my expected time of arrival.

- On arrival any members and guests will wait at the front door of the Lodge until admitted by the Lodge Managers (luggage will be left in the car).
- All members and guests must consent to having their body temperature checked by a temperature scanner and the results recorded at the beginning and any time during their stay by the Lodge Managers or their Delegates.
- I will provide evidence to the Lodge Managers of my home address and confirm that I do not reside in or visited a declared hotspot /cluster in the past 14 days.
- When the above has been completed, I understand I will be allocated my room and can be admitted to the Lodge and proceed to unpack my vehicle and luggage.

*Please answer YES or NO here:*

#### **10. COVID-19 Safety Captain and Safety Session:**

I agree that all members and guests of my booking will attend a mandatory COVID-19 Safety session during our stay at the Lodge that will provide further information about everyone's responsibility to follow the COVID Safe Plan and abide by the Terms and Conditions of Booking. I understand this Safety Session will be conducted a Safety Captain who will be appointed by the Board to conduct this session and be a contact point for any concerns or questions I have about COVID safety during my stay at the Lodge. I understand the COVID Safety Captain may also direct me to comply with the COVID-19 Safety Plan if necessary.

*Please answer YES or NO here:*

#### **11. COVID-19 Surcharge:**

I agree to pay a COVID-19 Surcharge to cover the cost of cleaning my room and other additional overhead costs including insurance, cleaning, consumables, linen and staff costs. The cost is \$30 per room per night. I will pay this on arrival at the Lodge through the PayPal facility *Please answer YES or NO here:*

#### **12. Accepting these booking conditions:**

I accept that by answering NO to any of the questions above Berghutte Ski Club may cancel my booking.

Please forward this completed Pre Check-in Arrival Requirements to [bookings@berghutteskiclub.com](mailto:bookings@berghutteskiclub.com)