

SKI TRACKS

The Official Newsletter of Elouera Ski Club Ltd ACN 002 703 988
Charlotte Pass, Kosciuszko National Park
4 Leumeah Close, West Pennant Hills 2125
Notification of Booking Priorities for 2006
Issued December 2005

The views expressed in this newsletter are not necessarily those of the Board of Directors nor of the members of Elouera Ski Club Ltd. The Editor for this issue is **Geoff Mathie 4 Leumeah Close, West Pennant Hills 2125 Ph (02) 9441 2030. Fax (02) 9875 2706** and not **Ian Warlters with whom you are more familiar (some extracts of Ian's are included)**

THINK SNOW

CHAIRPERSON'S REPORT

Thank you to all for another great year!

We collectively have a great resource which continues to meet our recreational and sporting needs all year round. The success of a Ski Lodge the size of Pygmy Possum and our Castaways Units does not occur by accident. Our accommodation facilities provide members and visitors with exceptional value for money in two beautiful locations.

Behind the scenes there are many people who contribute to the ongoing success of our lodge and units, both in an official capacity and as volunteers. I would like to take this opportunity to thank each and everyone for their contribution to the success of the Club, and for the patronage of our summer and winter 'get-a-ways' by members and friends throughout 2005.

We are confident that current planning and improvements will ensure that both venues will continue to be sought after for accommodation throughout the coming year.

Notable achievements include:

- 1 Sound financial Management of the Club;
- 2 Ongoing development of a Plan of Management;
- 3 Formation of a Governance sub-committee—ensuring legal compliance; and
- 4 Changes to our start and finish of the weekly bookings—managing transport issues.

On behalf of our Directors, I would like to wish everyone a relaxing and healthy festive season followed by a New Year filled with expectation and promise.

Regards and warm wishes
Ross Sutherland

BOOKING NEWSLETTER

WARNING THIS NEWSLETTER WAS NOT WRITTEN BY IAN AND SOME IMPORTANT CHANGES HAVE BEEN MADE FOR 2006 PRIORITY BOOKINGS APPLICATIONS SO READ CAREFULLY

Changes to Bookings from 1st January 2006 for Pygmy Possum

Weekly Bookings are from Noon Sunday to Noon Sunday.

- 1) All Rates now include the Booking Fee and Credit Card Levy (previously \$2.20 & 3% resp)
- 2) A 'Booking Form Cover Sheet' is provided with your Booking form, signing your Booking Form is taken as acceptance of the terms and conditions as printed on that Cover Sheet.
- 4) For PRIORITY WINTER BOOKINGS
Priority Booking Date / Time by post is to arrive by Tuesday 7th March 2006 and should be completed in every detail and include payment, Credits Used, and Membership Number, then addressed to:- (any other address will probably jeopardise your Booking)

THINK SNOW

PRIORITY BOOKING
ELOUERA SKI CLUB LTD
4 LEUMEAH CLOSE
WEST PENNANT HILLS NSW 2125

However Bookings may be hand delivered to the above address by 5.30pm (1750hrs) on Tuesday 7th March 2005.

NOT AT THE SYDNEY MARKETS CLUB.

- 5) For Bookings prior to 11th June 2006 and after priority bookings have been determined, Ring the Booking Officer on (02) 8715 6255 to check on availability and confirmation of dates required, then Complete a Booking form and send with payment to :-

ELOUERA SKI CLUB LTD
4 LEUMEAH CLOSE,
WEST PENNANT HILLS NSW 2125

7 days is allowed for transmission to the above address or the booking may be relet.

NB1 The 2006 Winter Tariff List has been reformatted

Indicates the tariff for Priority Bookings ONLY

Indicates the tariff for Bookings made and paid for between Priority Bookings and 30th April 2006. All Bookings after 30th April are at the normal rate (not discounted). The discounted rates are approx 10% & 5% respectively.

NB2 An 'Additional Booking Information Sheet' (copy included with this Newsletter) should be filled in and attached to the front of your application should you have any special requirements eg. To be considered with JB, same wing as FR, or if children or adults are to share with someone specific etc.

NB3 Race Week is 30th July to 7th August

NB4 It is anticipated that the lifts will NOT be operating after Sunday 24th September so accommodation rates have been reduced considerably after this date.

NB5 **The NEW FAX Number for the Club is (02) 9875 2706** if you send them to Ian's Fax no. he will hopefully forward them on to us when he gets back in 2 years time .

Now some reprints from the last Ski Trails (written by guessoo). (only as a reminder mind you).

Over the years Charlotte Pass Village (CPV) has threatened to impose an excess baggage charge but they have not been diligent in its imposition and all guests have simply added more and more to the pile of "Stuff" being brought in to the village. Our guests are the worst offenders and, because of the volume of luggage being brought in by guests of our lodge, the management of CPV is considering charging the "Freight" rate for excess luggage. They claim that there has been "a ridiculous increase" in the size and number of extra containers being brought in. One esky which was brought in must have needed a four wheel drive or ute to carry it to Bullocks Flat it was so big – unless they simply towed it behind their vehicle. It has four handles (instead of the usual two) as well as wheels it is so large. CPV staff claim that many of these containers still have food or drink in them on the way out.

To overcome this problem, people should consider using the food store for the staples. For example, bring the bolognaise sauce with you and get the spaghetti from the food store or even the Chalet shop. To assist you with this, a copy of just what is in the store was included with this newsletter. Additional copies are available from the Web Site www.eloueraskiclub.asn.au or from the Booking Officer (02) 8715 6255, the Treasurer (02) 9441 2030 or by email by contacting the Booking Officer at

pygmypossumlodge@yahoo.com

In discussions about this, CPV staff claim that some of the catered lodges with liquor licences are complaining that guests can bring in a case of wine for the \$5 excess baggage rate but that same case would cost them \$18 as freight. Those lodges want the excess baggage rate increased to the freight cost. At freight rates, single bag / case costs are:- small box / bag \$18; medium \$24 and large \$26 (as at 2005). Those lodges claim (and with great justification) that an increase of this size would stop the wholesale importation of alcohol by guests as it would no longer be cheaper to bring it in than to buy it in Charlotte Pass.

The other thing which **may** well occur is that the excess luggage (your entitlement is **One (1) suitcase or bag. One (1) set of skis and One (1) boot bag per person**) will be stored at Perisher terminal and brought up to Charlottes in a freight vehicle (probably with the 1800Hrs shuttle – but definitely **AFTER 1700 Hrs**). There is

a proposal to put a freight trailer for each lodge at the terminal and all (excess) luggage would be stored till the end of day. It would then be brought in as bulk freight with the cost of such freight being charged to the relevant lodge with each lodge then having to recover these costs from the individual guests. Bulk freight (2004 costs) are \$300 for a full trailer; \$150 for ½ trailer and \$90 for ¼ trailer. This would be the second best outcome – the best would be the required reduction.

The solution to some of our problems with luggage is for us to move to a Sunday changeover.

At the May 2005 meeting the Board decided to move to Sunday as our changeover day. This will take effect from 1st January 2006. All subsequent bookings will be from Noon on one Sunday to Noon on the next Sunday.

How could such a move help I hear you cry. Well, there are three un-catered lodges in Charlotte Pass and all three change-over on Saturdays. All of these guests have eskies and food containers (and some would have some grog too perhaps) on top of their skis and clothing. There are only three lodges which changeover on Sunday and of those two have guests who take CPV Packages and therefore have few skis and boot bags as well as Nil foodstuffs in eskies etc and therefore they do not have large amounts of baggage. This may allow for greater space for our guests to bring in their food etc. The excess baggage rate will still apply but at least the excess may have the privilege of travelling with you (provided it is reasonable) instead of late afternoon.

Another advantage to the Sunday changeover is that those guests who get a cancellation or late booking for a weekend want Friday & Saturday nights which at present are in different weeks but once we change they would then be in the same week and *could* well be available for those guests. Once we go to Sunday these guests would be eligible for the “Weekend Package” from CPV which is NOT available (and could NEVER be with Saturday changeover) to any of our guests.

A Sunday changeover allows for a more relaxed pack up and move to the lodge after a week’s working. Members and guests will now have the Saturday to prepare for the fray of travelling down to Bullocks Flat. Leaving the Lodge on Sunday would mean a better selection of departure times from Charlotte Pass.

TRANSPORT

It is anticipated that a whole new transport system will be operating this coming winter. More details as they come to hand.

Priority booking night and the use of credit points

Rule No 1 The Priority Booking Night is held on the first Tuesday of March each year.

“Early Bird Discounts” apply for that night only.

The booking applications are opened at 1730hrs on that evening and the priorities are decided. To achieve a priority members offer a number of their accumulated **Accommodation Credit Points**. The number of points offered is divided by the number of bedspaces requested and this resultant number is the Priority Rating. Those with the highest ratings get first choice of booking and so on down the list. Members’ families rate as two bedspaces regardless of the number of offspring involved. If you wish to have accommodation during a number of heavily booked weeks such as race week and the school holidays and if you don’t offer at least some points then there is very little likelihood of you getting what you want.

REPRINT OF IAN’S PARTING SIDE SWIPES

Following are some of the ‘complaints’ I would like to get off my chest while I still have the opportunity!!!

1. A number of you will be aware that I was away in NZ for some weeks leading up to last years “Priority Booking Night” - and therefore had handed over the responsibility for all of the last minute panics to Peter Paske (another of our volunteer Directors). When I returned and received back all of the paperwork he asked me if you, the membership, are always so demanding.
2. There are still application forms arriving without post codes – **YOU** live there and therefore **YOU KNOW** what your postcode is – It is not part of the duty statement for the Booking Officer to look up **YOUR** postcode. This might sound like a little thing but there were 329 bookings on Priority Booking Night. That’s 329 lots of additions to be checked to ensure that the correct moneys are paid to the Treasurer, 329 booking confirmations to be posted out (all hand addressed) and 329 bed allocations to be sorted

and written into the register. These tasks were completed on 18 Mar – some 17 man days of effort! All Board positions are honorary and voluntary so please be kinder to the Board members who have to sort through your wishes. Members also have Membership Numbers these should also be added to your Booking Form, there are over 400 of them.

3. The following is a classic, true (unfortunately) example of member thoughtlessness:
 4. A member put in a request for space for one parent and two children for our most heavily booked week - the second week of the July school holidays. At least it was accompanied by the disclaimer (which a LARGE number failed to include) and a cheque. Fine you might say. Well, **NO!** The prices per person/week were not inserted and therefore not added and carried across to give a subtotal from which any tendered credits could be deducted to arrive at the amount of the cheque **AND** there was absolutely no indication that any credit points were to be used. There was no number shown in the request for points, no number shown in the space for the credit points to be deducted *and no indication of the membership number*. What had been shown was the room number to be allocated – a *Double* bed for the parent (but no single supplement payment for taking two bedspace for one person) and a neighbouring twin share room for the offspring. As there was no indication of any credit points on the form, a zero priority was allotted at the ‘Priority Booking Night’ and therefore the family missed out on their booking (72 people wanted the 54 bed-spaces so something had to give). There was no second preference indicated so I rang to tell them that they had not got their ski trip this year. Well, it was the board’s fault for not seeing that the cost of the accommodation (not noted *anywhere* on the form) was far greater than the cheque and therefore the shortfall **must** have been credit points – even if that had not been indicated on the form either. By yet more rearranging, they got their booking.
 5. Another pet hate of mine is the practice of requesting child rate for young adults – claiming them as “Dependent Students”. The ages for the child rate are stated quite clearly on the tariff rates. One ‘gem’ goes even further. One parent accompanies two offspring and the request for accommodation has a request for a Queen sized bed for the parent (not even prepared to share with the offspring of the same gender) and separate rooms each for the son and the daughter – with never a cent of single supplement offered, just the child rate paid for the students. Yes, I know it’s about kids at Uni and the costs etc – and I know about that too. Been there – done that! ... But when the “kids” are over 21 ???
 6. It is fine to indicate your preference for a particular room or wing but the magic word ‘please’ would help your cause. And, please be realistic. If you ask for the peak season and offer nil points just what hope do you have really of getting a ‘Presidential Suite’. The rooms are allocated by Priority too. The front “family” rooms go to those with **little** kiddies (2,3 and 4 year olds) and if there are none of those then to the highest priority bidder and so on down the pecking order. I have had no favourites, but have tried to accede to people’s requests where it fitted without inconveniencing others. Remember, members with a zero rating have priority over non-members with a zero rating so **always put your membership number on the application form** or you could miss out.
 7. There are a number on non-members with credit points which we require them to use and therefore their bookings could well “Bump” members who offer fewer points.
- OK, I’ve got that off my chest!

SO IF YOU ARE HAVING TROUBLE FILLING OUT YOUR BOOKING FORM RING UP AND ASK BEFORE IT IS TOO LATE (before Saturday 4th March)

REMEMBER ACCOMMODATION IS SOLD ON A TWIN SHARE BASIS A SINGLE SUPPLIMENT IS REQUIRED IF YOU REQUIRE SOLITARY CONFINEMENT.

**PYGMY POSSUM LODGE IS
A SMOKE FREE ZONE
THINK SNOW INSTEAD**

VERY CLEVER (?) GUESTS

PYGMY POSSUM LODGE IS SMOKE FREE –THIS MEANS NO SMOKING ANYWHERE IN THE LODGE—IF YOU CAN NOT SEE A NO SMOKING SIGN YOU STILL CAN NOT SMOKE IN THE LODGE. An incident occurred where a non member guest claimed that as there was no sign in a particular room that smoking in that room was permitted. NOT SO ALL OF ‘PYGMY POSSUM LODGE’ IS ‘SMOKE FREE’ (SMOKING IS PROHIBITED ANYWHERE IN THE LODGE) by law.

FOODSTORE DOCKETS

The food store contains some items which attract GST and others which do not and unless a food store docket is filled in to indicate which is which then the law requires GST to be paid on the entire amount of the transaction. To save us from paying money unnecessarily, please ensure that the food store dockets are completed and returned expeditiously - the Business Activity Statements (BAS) refer to each quarter and GST is payable on activity in the particular quarter – not in the next one or the next year, so dockets should be returned promptly .

Some members and guests are failing to fill in a food store docket at all. The Treasurer is not a psychic and therefore he does not know whether the docket was not filled in or whether some items had been used but the docket was not returned so, I iterate: **No Docket No Refund.** The Treasurer does not know every post code in Australia. Nor does he know the address of every guest who uses the lodge. Therefore, if the docket is not correct in every detail i.e. Name, Address phone number **AND** post code then the refund cannot be processed or it could be posted to the details as shown on docket and we could let Australia Post find you as they should know where you are as they send you stuff all the time .

It is obvious from the stocktaking which is done at the end of the season that some folks are taking items and forgetting (?) to enter them on the docket. This is particularly the case with soft drinks. There were a large number of opened cans – some empty others not – in the food store when the stocktaking was done. Some of these will have been snatched by kids (or adults with the mentality of kids) who have been sent to the food store to collect something, by their parents. Those paying child rates **are NOT permitted in the food store without parental supervision.** Those parents who send their children to the food store without supervision risk being invited not to return. Lodge Captains are required to send ORIGINALS of Food Dockets back with their Lodge Captains Reports. These Food Dockets are required for our GST calculations on our quarterly Business Activity Statements (BAS).

Temperature of Hot water in our facilities

Members and guests should note that the temperature of the hot water in the kitchen should be around 70 degrees centigrade (required for a reasonable level of hygiene). This applies to both Pygmy Possum Lodge and the units at Shoal Bay.

Early Bird discounts for bookings

(for those who missed it earlier)

For Priority Booking Night 2006 (1st Tuesday of March ergo 7 Mar 06) there will be a 10% discount applied for all bookings processed on Priority Booking Night. A 5% discount will then apply until 30 Apr and the full rate will apply from 1 May of each year. So, missing getting your booking in on time will cost up to 10% (this is a change and is not a misprint).

Dates for full payment of summer ‘bulk’ bookings

Where groups make bulk or block bookings of say a wing or a whole lodge during the Summer season a deposit is required when booking then the following dates will apply for the balance of payment:

For bookings periods during December, January & February all payments in by 31st October

For bookings periods during Easter / April school holidays all payments in by 31st December

Failure to have the payments in by the due date will result in the booking being released for others.

Changes of Address

PYGMY POSSUM LODGE IS A SMOKE FREE ZONE. THINK SNOW

We are required to send certain documents to all our members by snail mail, (this is one of them complete with Booking Forms) so if you have changed your postal address please let us know. A new address on a booking form will probably go unnoticed as we can not necessarily remember 400 odd addresses off by heart. If you have changed your address and make a booking the notation '**please note new address**' will help considerably. The addition of phone numbers would also be appreciated.

Have you been getting your mail, if you receive your information by email have we got your correct mailing address (this newsletter is being sent by Snail Mail) please ring Geoff Mathie 02 9441 2030 (if you have changed your email address you should email us your new one)

NEW WEB SITE FOR PYGMY POSSUM LODGE

There is now a web site (under construction) for Pygmy Possum Lodge. Bookings will (eventually—once we get what ever sorted out) be able to be conducted electronically. The site is www.eloueraskiclub.asn.au
APOLOGY—However the site has been unavailable for the last couple of weeks due to hardware problems. This is being upgraded before Christmas. Please visit it at your convenience to find out more about your Club.

STOP PRESS

**CONSIDERABLE VACANCIES ARE AVAILABLE FOR WEEK
8th to 14th JANUARY 2006 @ PYGMY POSSUM
VACANCIES ARE AVAILABLE IN ALL OTHER WEEKS AFTER
THIS DATE. Ring Gary / Norrie Jeffrey for details (02) 8715 6255**

**VACANCIES ARE STILL AVAILABLE FOR CASTAWAYS
SOME IN JANUARY AND LOTS THERE AFTER Ring Natalie
for details 9441 2039
Price list is included with this News Letter.**

MEMBERS LOANS TO CLUB

Members are reminded that they may lend the Club Money in multiples of \$100 to gain Credit Points which will help to increase their Booking Priority Rating and save them money. No amount too big or too small. Ring Geoff Mathie on (02) 9441 2030 for further Details.

vAle Biii Train

Bill died suddenly on 27th November age 61, although not a member of our club, he was the Booking Officer for Jerrabomberra Lodge and was always available to assist with our EMS preparation for the Village, Bill and his expertise in environmental matters will be sadly missed.

Our condolences are extended to his wife Deirdre, 2 daughters, their spouses, and the three grandchildren.

**PYGMY POSSUM LODGE IS
A SMOKE FREE ZONE.
THINK SNOW**