

## **HUT BOOKINGS - BOOK EARLY TO AVOID DISAPPOINTMENT**

IMPORTANT – Please read this section HUT BOOKINGS for all Ruapehu Information.

The booking system has again been updated.

All bookings are made directly through the ASC website. If you are a Club Member and have internet access, you are expected to use the new automated booking system to limit the work required of the Booking Officer. The booking system is email based and your email address is the primary means of identification. To make a booking, you need to have given the club a unique, current email address at the time of subscription renewal.

To make a booking you require a password and you will need to have provided the club with a current email address with which to communicate and confirm bookings. If you are listed on the club membership database you can obtain a password directly from the booking system but you must be a current paid-up member of the club to make a booking. If you have changed your email address or wish to update it, you should advise the Booking Officer so they can update your records.

Once you have your password, you will be able to make your own bookings. Bookings are applied for and listed as pending. They are confirmed once payment has been identified by the booking officer.

Confirmation is by email to the address you provide. The booking system will show the bunks available and can also show the members that have applied for bookings at that time. Families that are contacted through a common email address will have to make bookings through the family member that has assigned a unique email address. If your email address is changed or you cannot obtain a password, you will need to contact the booking officer.

### ***Online Bookings***

To make a booking you need to go into the Club automated booking system. You can access this through the club website, bookings page. You can add the bookings page to your favourites. Note that the bookings URL address has changed as of late May 2010.

1. Enter your email address and password.
2. Follow the instructions to select dates, enter names and select available bunks
3. Make any changes that you require
4. The system will advise provisional acceptance of your booking until payment has been confirmed.
5. You will receive a Booking Reference number to match payments in the bank account.
6. You will now need to make payment directly to the club hut account (see below) to the value of the booking indicated. An email will be sent automatically advising the amount to be paid.
7. Prior to confirmation, all details on a pending booking can be amended – eg dates, bunks, names, number of people in the group etc
8. Once payment has been confirmed, an email will be sent confirming your booking.
9. The email confirmation will advise you of any food items to bring.

### ***Payment by Internet Banking***

This is the preferred method of payment.

Pay your money into the Club ASB account 12 32370007167 62. Make sure your name and Booking Reference is shown on the “Paid in by” space.

Please make sure that your internet payment is made the **same day as you make the booking**. This is so that the payment can be matched to your booking.

People who do not pay by internet or telephone banking are expected to pay their money directly into the Club ASB account at 12 3237 0007167 62. If you deposit money at the ASB, make sure your name and Booking Reference appears in the “Paid in by” space on the deposit form.

### **Confirmation**

Once your payment is received by the Booking Officer, and providing all your details are correct, your booking will be confirmed and an email will be sent automatically to advise you.

**Booking by post** – no longer available.

### **Booking Form Codes.**

A = A Frame, R = Ruapehu Hut.

Bunk Room A in the A Frame is closest to the Wardens Room.

A, B, C, D being the new bunk rooms, E, F, G, H being the old bunk rooms.

Bunk Room A in the Ruapehu Hut is the first bunk room on the right, B next on right C on the left.

Bunk Room BUNKS – 1 & 3 are top bunks, 2 & 4 are bottom bunks.

Weekend bookings include Friday and Saturday nights and end at mid-day on Sunday. Weekday bookings start on Sunday afternoon and end on Friday morning.

### **Accommodation Rates per night per person for both A Frame and Ruapehu Hut**

See the schedule of hut fees downloadable from the ski page.

**Special Offer Season Pass** available for purchase in April until 31 May. See the schedule of hut fees downloadable from the ski page. Cancellation of bookings as per normal cancellation procedures. Late cancellations will incur full bunk night fee to be charged. Age as at 1 April 2010  
NO MORE THAN 10 NIGHTS TO BE BOOKED IN ADVANCE.

**Cancellations** must be notified to the Booking Officer NO LATER than 8.00 pm on the Monday prior to the weekend concerned or a minimum of five days prior to when the accommodation is required.

If you are a **Season Pass** holder and you fail to cancel by as per instructions above, and you fail to show up and occupy your accommodation you will be charged the difference between the season rate bunk night fee and the full members rate. No further bookings will be accepted until the outstanding amount is paid. Applications for refund must be made in writing to the Booking Officer within one month of cancelled accommodation for consideration by the Club Committee.

Payment for cancelled accommodation **can not** be transferred to another weekend. A refund must be requested for all cancelled accommodation. Any change of dates requires a new Booking Form and further payment.

**Refunds** are not made until the end of the season. Please see the cancellation criteria above. Should the road be closed and you are not able to get up the mountain and have to find alternative accommodation for the night you can apply for a refund. However if the road is closed and you are not able to get down the mountain and have to stay an extra night please pay for the extra accommodation. Refunds for special circumstances will be at the discretion of the Committee. Don't forget to include a stamped addressed return envelope with your application for refund.

**Late bookings** may be accepted by the Booking Officer by email within three days of required

### **Accommodation.**

With the new automated system, bookings will be able to be made at all times. Obviously bookings made shortly before leaving for the mountain will not be able to be confirmed on the web table but the person making the booking is expected to pay for the accommodation and bring the food allocated. Failure to do this could result in your code to enter the booking system being cancelled.

**Children** All children must be accompanied by an adult. Please contact the Booking Officer if you require children under five years to be accommodated.

**Guests** Each member may take up to four guests, accommodation being requested for them on the usual booking form. Additional guests may be allowed at the booking officer's discretion. Members are responsible for their guests - inside and outside the huts during the whole of their stay and must ensure that their guests have appropriate clothing, torches, footwear and packs and must also remain resident in the hut throughout their guests stay.

**Group Bookings** A limited number of weekends and un-limited mid-week periods could be available for groups of friends and associates wishing to hire a whole hut. Please contact the Booking Officer for availability.

### **RUAPEHU HUTS GENERAL INFORMATION**

Please sign the hut book on arrival

#### **Weekends for Ski Events and Socials**

Special weekends have been arranged for ski instruction and socials. The 2010 Ski Calendar details are included in the Club Directory and in the Alpinesport.

**Warden** A warden is appointed to oversee the running of the Club Huts in association with the Ruapehu Co-ordinator and Ruapehu Sub-Committee during the ski season (and as the mid-week Hut Officer). The Hut Warden for 2010 has not yet been appointed.

**Hut Officers** are appointed each weekend by the Club. Hut Officers have much to do; please do what they ask to help them. When you make a booking you undertake an obligation to help the Hut Officer with the smooth running of the Club huts.

**Noticeboard/Duty Roster** Each hut has a noticeboard located near the kitchen. Please read this as it contains important information regarding the running of the huts, fire, evacuation, water, eruption, housekeeping, etc, as well as the Duty Roster to which you are assigned duties during your stay. Members and guests will be rostered for duties allocated by the Hut Officer. The duty roster is normally posted on the notice boards in both huts. Please ensure that your duties are properly carried out before you leave the mountain. Members are to ensure that the guests have carried out the allotted duties.

**Hut Keys** The Warden and Hut Officer have access to Hut Keys. One key operates all locks in both huts. Keys are distributed by the Booking Officer when the Hut Wardens are not in residence and must be returned as soon as possible.

**Bedding** Hut users must take a pillowslip and sleeping bag. Or pillowslip and sheets. Duvets may be available for rental at \$5.00 per night - contact the Hut Warden each time you require a duvet, at least 24 hours in advance of your arrival, preferably by email. At [aframe@alpinesport.org.nz](mailto:aframe@alpinesport.org.nz)

**Food** Breakfasts and evening meals are provided from the DAY AFTER arrival, but NOT lunches. Evening meal on night of arrival is to be prepared and cooked by yourself, unless you have made arrangements with the Hut Warden, at least 24 hours in advance of your arrival. Your Booking Form Confirmation advises you of your fresh Food Allocation.

**Lockers** are located in the A Frame and Ruapehu Huts at Mt Ruapehu. These are fitted with club combination locks. A limited number of lockers are available for hire. Contact Bart Schroder, Ruapehu Co-ordinator for details.

**Ski Racks** A limited number of ski racks are available in both huts. Members and guests are asked to observe the following rules:

- Skis will only be stored during the ski season.
- By 1 December both skis and padlocks are to be removed from the ski racks.
- Skis that remain will be removed from the racks and stored under the A Frame at the owner's risk.

- During the ski season only ski racks storing skis may be padlocked.
- Where vacant ski racks are padlocked, the locks will also be removed as a matter of course.
- Padlocks are to be named.

### ***Fire Precautions***

FIRE IS A VERY REAL RISK. Adequate help can not be expected.

**SMOKING IS NOT PERMITTED WITHIN 25 METRES OF THE BUILDINGS.** (new lines)

The consumption of alcohol is not permitted in the bunk rooms.

NOTHING SHOULD BE LEFT ON OR OVER HEATERS OR STOVES.

Hut users are expected to study and know the fire precautions in both buildings. Smoke stop doors are to be kept closed. All heaters must be turned off at night.

### ***Water Conservation - CONSERVE WATER - IT'S SCARCE***

NEVER leave taps running - even when cleaning teeth. Flush the toilet only as required. Toilets are fitted with water savers which only flush while pressed.

***Work Parties*** Our two huts are maintained by club members. Department of Conservation Rangers inspect all club huts annually. Ours receive consistently high ratings, but standards are only maintained by our work parties. All members are expected to take a reasonable share of this work, whether at Ruapehu or in Auckland. Fees for food and accommodation are not paid by members on work parties. Work parties normally take place between February and June each year.

### ***WHAT TO EXPECT DURING YOUR STAY AT RUAPEHU***

The Hut Officer will introduce him/herself to you usually the following morning (if you arrive late at night). He/she will explain a few rules and procedures regarding the Duty Roster, water, fire, eruption and evacuations, etc.

A cup of tea will be served in your bunk room at approximately 7.00 am each morning (for those not rostered on breakfast). Please respect others who will be sleeping until that time. Breakfast will follow in the dining room at approximately 7.15 am. There is to be no eating or drinking (alcohol) in the bunk rooms. Dinner is served at approximately 7.00 pm (but you can also check with the Cooks on the day).

If you are leaving the area, eg, going skiing at Turoa for the day, let the Hut Officer know. Also inform the Hut Officer if you are going home early, want to stay additional nights or do not require dinner on a particular evening.

Members are responsible for their guests at all times.

### **SKI CALENDAR WEEKENDS**

See the Ski page for details of theme weekends, skin and Alpine Instruction weekends.