

## **RUAPEHU HUTS & BOOKING INFORMATION**

The Alpine Sports Club owns two lodges at Mt Ruapehu, the 'A Frame', built in 1966, sleeping 32 and the Bunkhouse AKA 'The Old Ruapehu Hut' built in 1950, sleeping 20.

The contact details for the lodge are; Ph. 07 892 3710

Hut Warden, email: ruapehu@alpinesport.org.nz.

The two lodges are situated close together in the Iwikau Village, to the west of the Top of the Bruce Road, at a height of about 1650 metres. Please see location map in the Directory.

All the work involved in running the two buildings is done by Club members. All building, repairs, maintenance and carrying up of stock and supplies is done by club members. Members and their guests are therefore asked to be considerate when using the huts.

### **HUT BOOKINGS**

The booking system was again updated in 2022 to include the facility to store the booking fee for bookings that are canceled. Those booking system changes that require a cancel and re-book will now deduct the canceled booking fee from the new total when re booking instead of surrendering the canceled booking fee. Note that this is just a number, not a real credit. Any refund against this value at the end of the season will require reconciliation by the treasurer. Refunds will be decided by the committee.

You can make a winter booking at any time from 1 June using the automated booking system.

You must pay by credit card at the same time as making the booking.

You must be a fully paid up member for the whole of the current year to make a winter hut booking.

You will need a unique email address and password. To obtain a password you need to logon to the club website and request a password using your email address to identify yourself. The email address is the same one given to the club when you paid your subscriptions. Once you have your password you will be able to make your own bookings. The new automated booking system will show you the bunks available.

Group bookings are handled by the Booking Officer. They are specific arrangements made between the club and an outside group such as a school group or another mountain club.

For Group bookings, contact the Booking Officer - bookings@alpinesport.org.nz.

The club website is [www.alpinesport.org.nz](http://www.alpinesport.org.nz)

### **Online Bookings**

To make a booking you need to use the Club's automated booking system available on the club website [www.alpinesports.org.nz](http://www.alpinesports.org.nz). Make sure that you read the instructions.

1. Go to the club website and login via the **Login** link in the top right hand corner of the screen.
2. Enter your email address and password (select *I've lost my password*, if appropriate, to change it).
3. Under *Huts*, select *Mt Ruapehu Bookings* and then select *Make a Booking* or
4. Select *MAKE A BOOKING* from the menu on the right of the page
5. Enter the first night and last night dates, Then select *FIND BUNKS* and select your bunks for the party.
6. Click *ADD TO MY BOOKING* to select the bunk or bunks if you are booking for more than one person Add the names of your party.
7. Members booked in the last 12 months can be found on the *My Members* tab and any guests you have previously booked can be found on *My Guests* tab. Use the *Search Members* tab to find members of your party. Make sure that they are not already booked on your dates.

8. You can create new guests via the *Guests* tab. All junior guests require dates of birth (correct date please). To select the correct year of birth click on the year above the day & month you select.
9. Complete all forms via the NEXT tabs and CONFIRM the booking. Any booking that is not confirmed remains unfinished and the system will remove overnight. The bunks will then be available for other members.
10. Once you have confirmed your booking, you will be in the "Shopping Cart" page to make payment by credit card.
11. Note your booking number to include in your payment reference.
12. Select *PROCEED TO CHECKOUT*
13. Payment option is by Credit Card only. This allows the system to confirm bookings immediately on payment.
14. The next screen will allow you to check your booking before making payment.
15. Follow the credit card payment instructions to complete your booking.
16. You will receive an email confirming your booking and your payment.
17. The system will assign you a food allocation. You should bring sufficient to provide for your party for the period of your stay. This will appear on a confirmation email.

### ***Making Payment***

Payments can only be made by credit card so that bookings can be immediately confirmed upon payment being accepted by the cred card gateway.

If you need to contact the Bookings Officer, please email [bookings@alpinesport.org.nz](mailto:bookings@alpinesport.org.nz).

If you do not have an internet connection, please contact a club member who does and get them to book on your behalf. If necessary contact the booking officer on [bookings@alpinesport.org.nz](mailto:bookings@alpinesport.org.nz)

### ***Confirmation***

Once your payment is confirmed, and providing all your details are correct, your booking will be confirmed and then show up as *Accepted* on the website.

### ***Booking Form Codes.***

A = A Frame, R = Bunkhouse.

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 Bunkhouse is the first bunk room on the right, B next on right and C on the left.

Bunk Room BUNKS (both huts) – 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. Friday and Saturday nights may be booked separately if the stay is within seven days.

### Standard Bunk Night Rates 2022 (per person)

Season =>	Winter season 01 June to 31 October.		Summer Season 01 November to 31 May		Anytime <b>Waitakere Hut</b> Own food
	A Frame or Bunkhouse No workparty	A Frame or Bunkhouse Workparty discounted rate	A Frame or Bunkhouse No workparty	A Frame or Bunkhouse Workparty discounted rate	
<b>Member rate</b>					
<b>Adult</b>	\$49.50	\$44.50	\$37.50	\$33.00	\$15.00
<b>Junior</b> (5 and under)	Free	\$Free	Free	Free	Free
<b>Junior/Family Member</b> (6-16)	\$25.50	\$22.50	\$20.50	\$20.00	\$10.00
<b>Junior/Family Member</b> (17-21)	\$33.00	\$29.50	\$24.00	\$22.50	\$10.00
<b>Adult Guest</b>	\$80.50	n/a	\$41.00	n/a	\$30.00
<b>Junior Guest</b> (21 and under)	\$49.50	n/a	\$29.00	n/a	\$15.00
<b>Day Visits</b>	n/a	n/a	n/a	n/a	\$5.00

**DISCOUNT:** Stay 4 nights between Sunday night to Thursday night and get a 10% discount on the Standard Bunk Rate.

- ✓ All A Frame and Bunkhouse bookings must be paid immediately once booked
- ✓ Bookings may be moved no later than three nights before the first night of your stay (e.g. Friday night must be moved by end of Tuesday) Refunds are at the discretion of the Committee.

Accommodation includes a bunk space, breakfast and dinner the night after your arrival in the A Frame.

#### **Cancellations – moving booking dates**

Refunds are only given in exceptional circumstances. Bookings may be moved to a later date within the current season.

Movements to bookings can be made no later than three nights before the first night. To move bookings you must do this on the same booking number (edit the booking, enter the new dates and then delete the old dates). Payments can now be transferred between booking numbers. If you create a new booking, which will require full payment, then the canceled booking fee can be credited to the new booking.

If you decide not to use your booked nights and it is past the deadline to move it, you must:-

1. Phone the hut on 07 892-3710 informing that you will not be there.

This will enable those at the lodge to cater for the correct number of people and duties to be allocated correctly.

In exceptional circumstances refunds may be given for any remaining credit at the end of the season.

Requests for refunds must be made to the booking officer at [bookings@alpinesport.org.nz](mailto:bookings@alpinesport.org.nz) within one month of the end of the ski season, Refunds are at the discretion of the club committee and will need to be reconciled by the treasurer before any payment can be considered.

**Staying on:** If you stay on, for any reason, you must contact the lodge warden and pay for the extra nights. If possible please book yourself into the booking system. Please ask the lodge warden to book you a bunk for the extra night in the booking system if you cannot book it yourself.

**Children:** All children under 16 must be accompanied by an adult.

**Guests:** Each member's booking may take up to four guests, accommodation being requested for them on the booking system. You must contact the booking officer if you wish to take additional guests. Members are responsible for their guests - inside and outside the lodges 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 same hut throughout their guests stay.

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

### **Making Changes to to your Booking.**

You can change your bookings in two ways.

If you keep the same date you can add or delete bunks from your booking (but keep at least one bunk). Use the red button on the left of the list of bunks to delete a bunk.

If you change the date you will need to select the delete and re book option. Before you delete your booking you should check to see if bunks are available on the new date that you wish to change to. Do this by selecting the ASC Huts/Mt. Ruapehu Bookings/Bunk Availability Report.

If you wish to proceed with a change of date then you need to select the "Cancel and Re book option". Go back to the main menu and select ASC Huts/Mt Ruapehu Bookings/My Bookings, click on "Edit" and then select "Change Date" (in blue). Follow the instructions.

You will pay the new booking amount less any retained from previously canceled booking fees. Any positive sum remaining will remain available until cleared at the end of the season. Re booking will follow the same procedure as making a new booking except that you will pay the new rate less any sum remaining from any previously canceled bookings. Note that no refunds will be made on the sum accrued except under exceptional circumstances. Any refunds on sum remaining will only be available at the end of the season. Refunds will require to be reconciled by the treasurer and are only paid at the discretion of the committee.

- To make the changes, first logon with your email and password.
- Select ASC huts/Mt Ruapehu Bookings/My Bookings from the main menu.
- Select the appropriate booking from the list (if there is more than one).
- Scroll down and select the additional bunks that you want to add to the list.
- Fill in any details and then click Update Order.
- Follow the instructions to payment as before.

**Note** that if you are adding guests to your booking you will be asked for their details including their date of birth. When you click on the DOB field a calendar menu will appear. Select the month and day and then click on the year. A drop down menu will appear that will allow you to select the correct year of birth.