

## Kunapipi Booking Guidelines

For bookings during the preferential booking period. This period runs for 1 calendar month from the date of the AGM:

- All bookings are to be sent via email to **bookingmanager@kunapipi.com.au**
- The Booking Manager, Liz Cambourn, is available via email or **0402 294 988** should you have any queries.
- All bookings must include 3 possible booking date options for **1 week stays only**. Please try to spread out the dates of the 3 weeks requested as much as possible. If everyone requests the same 3 weeks in August, the likelihood of missing out on a booking altogether is much higher.
- All individuals listed on each booking must have confirmed availability for each listed booking date **before** the booking request is submitted.
- No bookings will be confirmed before the end of the preferential period.
- Should any particular timeframe be under high demand from members, the bookings will be awarded based on how to fill the lodge to maximum capacity (16 people) to ensure the least amount of people miss out.
- Once the preferential period is over all received bookings will be reviewed and organized. Members will only be contacted if the booking manager is unable to accommodate any of their 3 date options.
- Bookings should only be considered finalized when a member has received the booking confirmation email.
- Attendance at a work party is not a guarantee of first choice booking dates. However, will be taken into consideration should there be high demand for the requested dates.

Once the preferential period is complete and all bookings finalized, bookings will then open for guests/non members.

- All bookings after this time will be awarded on a first come, first served basis;
- Weekend and shorter stay bookings will be available from this time only.

Please note the following points when organizing payment for your booking;

- All payments are due **within 2 weeks of receipt of the confirmation email** unless the booking falls before this time, then payment is due before the first date of the booking.
- **All payments must include the booking number in the description** followed by the surname the booking is under eg: 123456 Smith;
- **Do not split payments.** If a booking includes multiple people, please arrange for 1 person to collect payment from the group and then send in the full amount owing under that booking number. Split payments are notoriously difficult to reconcile.
- **Payments with no reference or split payments could jeopardize your booking.**