



GUIDELINES – CANCELLATION FEES (Exemption from Forfeiture)

1. These guidelines are intended to set out the circumstances under which in the case of a booking cancellation, an exemption from forfeiture (i.e., waiver of cancellation fees) of more than 5% is considered. These guidelines refer to the exemption described in Booking Rule 12.6 of the By-Laws¹, relating to a booking that is subject to Booking Rules 12.2 and 12.3 of the By-Laws².

GENERAL GUIDELINES

2. The following are the general guidelines for exemption from forfeiture (cancellation fees) of more than 5%:
 - 2.1. All exemptions are at the discretion of the Committee.
 - 2.2. Requests for exemptions should be communicated in writing (email is acceptable) setting out the circumstances the Committee should consider.
 - 2.3. In general, it is expected that most requests will be communicated initially to the CAC Admin Officer.
 - 2.4. The CAC Admin Officer will note any requests received in the Admin Officer's report that is sent to the Committee prior to each Committee meeting.

¹ Booking Rule 12.6 reads: *A person who seeks exemption from forfeiture of more than 5% of the value of his or her booking must make a written request to the Committee, setting out the special circumstances on which the application is based.*

² Booking Rule 12.2 reads: *Where a booking is cancelled a percentage of the value of the accommodation cancelled will be forfeited to the Club.*

Booking Rule 12.3 reads: *The amount forfeited upon cancellation will be calculated with reference to the amount of notice given to the Administrative Officer, as follows:*

Notice	Amount forfeited *
28 clear days	5%
7 clear days	50%
less than 7 clear days	90%

* minimum/maximum amounts apply – refer to Schedule

- 2.5. Exemptions will generally only be considered during Committee meetings. If a refund is requested, and is urgently required (e.g., in the case of hardship), then the Club President may choose to initiate an “out of session” decision.
- 2.6. Requests should be submitted by the relevant member(s) but can apply to bookings for both members and guests.
- 2.7. The Committee may decide to approve the exemption, approve a partial exemption (i.e., only for a portion of the booking), reject the exemption, or request further information from the member.
- 2.8. Where further information is requested, this could be in the form of documentary evidence (e.g., a doctor’s certificate), or additional detail / explanation.
- 2.9. Requests will only be considered if the amount forfeited is more than 5%.
- 2.10. Where an exemption is approved, this will only apply to the amount forfeited that is more than 5% (subject to the minimum / maximum amounts).
- 2.11. Each request will be considered in isolation, and on its own merits. The decision to approve (or reject) an exemption does not create a precedent that will apply to future decisions.

SPECIFIC CONSIDERATIONS

3. When considering exemption from forfeiture (i.e. waiver of cancellation fees) of more than 5%, the Committee will typically consider the following points (please note that these are provided in no particular order):

General considerations

- 3.1. Was notification of the cancellation provided at the earliest opportunity, providing the Club with the maximum chance of accepting a new booking?

If so, the Committee will be *more likely* to approve an exemption.

- 3.2. Does the cancellation provide a community benefit for the Club?

If so, the Committee will be *more likely* to approve an exemption.

Example 1: A member (or guest) contracts the flu shortly before their booking is due to commence and cancels to avoid the risk of passing the illness on to other members and guests.

- 3.3. Was the cancellation caused by an unplanned event, outside the control of the member (or guest), which means that they can no longer continue their stay?

If so, the Committee will be *more likely* to approve an exemption.

Example 1: A member (or guest) suffers an injury during their booking, which means that they need to return home to seek medical care.

Example 2: A family bereavement occurs, and the member (or guest) must return home to make arrangements / attend the service.

- 3.4. Was the cancellation caused by an operational restriction, outside the control of the member (or guest), which means that they are unable to commence their stay?

If so, the Committee will be *more likely* to approve an exemption.

Example 1: A member (or guest) is unable to reach the lodge due to road closure, ski tube closure, or National Park closure.

- 3.5. Was the cancellation related to conditions that have occurred in the past, but which do not prevent the member (or guest) from staying at the lodge?

If so, the Committee will be *less likely* to approve an exemption.

Example 1: A member (or guest) cancels because there is limited snow, and the resort has limited lifts running.

- 3.6. Was the cancellation caused by the cancellation of a scheduled event where the member (or guest) would not otherwise have stayed at the lodge?

If so, the Committee will be *more likely* to approve an exemption.

Example 1: A member (or guest) cancels because an event (such as Interschools) has been postponed or cancelled and the member (or guest) will be required to attend school.

- 3.7. Was the cancellation related to events that were within the control of the member (or guest), or within the control of an organisation to which they are affiliated?

If so, the Committee will be *less likely* to approve an exemption.

Example 1: A member (or guest) cancels because their employer has asked them to cancel their leave. Note that in this case, the employer should be requested to reimburse the associated cancellation fees.

- 3.8. Could the events that caused the cancellation been reasonably foreseen at the time the booking was confirmed?

If so, the Committee will be *less likely* to approve an exemption.

- 3.9. If an Off-peak season booking is cancelled, is a new Off-peak season booking being made on different dates?

If so, the Committee will be *more likely* to approve an exemption.

DOCUMENT CONTROL

Version	Date	Changes	Updated by
0.1	05/07/2020	Initial version	Jon Wilson
0.2	06/06/2021	Update after 1 st Committee consultation	Mandy Savery
0.3	19/04/2023	Updated to include change of dates of an Off-peak booking	Caroline Walker