

## Booking Officer Report 2024

In the second year our new booking program club members seem to have found it user friendly and there have been very few problems.

The opening of first round bookings for the ski season was a much easier process than in the past 5 years.

The program has a limited capacity to include the many rules of our club, for example it cannot change a non-member price where the non-member is staying in a room with members. However these quirks are easily corrected prior to the booking being approved as I check for other rule compliance and correct the fees charged.

The feedback I receive anecdotally is generally good.

I am always happy to assist where members have problems with the booking process.

As usual the Jindabyne Lodge has been well used over Summer by our members and by the bushwalking club for their annual meetup in the mountains.

In its first year for Summer bookings the Hotham lodge has had very little use but this may grow in the years to come.

Hopefully this year will see a longer ski season than last year which I know caused some members to not travel to the lodge for Spring skiing. Please keep in mind the rules relating to late cancellations and that there is always plenty to do in the region other than skiing.

Karen Johnson