



# Melbourne University Sport

## Alpine Lodge Conditions of Use

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## 1. University Policies

University policies referred to in this document can be found at <https://policy.unimelb.edu.au/>. The applicable policies will apply to hirers.

## 2. Facility Availability

The Melbourne University Sport Alpine Lodge on Mount Buller is available for hire throughout the Winter snow season each year for University of Melbourne Students, Staff, and the broader community.

The Mount Buller Snow Season traditionally begins each year on the Friday before the King's Birthday Public Holiday (the first Monday of June), although this is at the discretion of the Mount Buller and Mount Stirling Alpine Resort Management Board. The end of the Snow Season is also decided by this group. MU Sport opens the Alpine Lodge for bookings within this period at their discretion.

## 3. Booking Process

### 3.1. Individual and Small Group Bookings

#### 3.1.1. Making a Booking

Individual and small group bookings (less than 20 people) are booked for directly through the online booking portal.

#### 3.1.2. Confirmation

Bookings are confirmed only once payment has been made, and a confirmation email has been received by the hirer.

#### 3.1.3. Payment Terms

Payment must be made through the online booking portal when making a booking. This payment can be made via Credit Card or PayPal.

#### 3.1.4. Discounts

Discounted price levels are provided for 1) UoM Students and MU Sport Fitness Members, and 2) UoM Staff and Alumni. Hirers must ensure that the correct price level is selected when placing the booking.

To acquire different price levels for different guests, hirers must make separate bookings.

### 3.2. Large group Bookings (20 people or more)

#### 3.2.1. Making a Booking

Large group bookings (20 or more people) must be requested via an [MU Sport Alpine Lodge Group Booking Request Form](#).

#### 3.2.2. Confirmation

Submission of a booking form does not guarantee its approval. Only once approval has been sent from the MU Sport Alpine Lodge team via email to the named client on the form is the booking request confirmed (or as per any adjustments within the confirmation email).

#### 3.2.3. Payment Terms

Full payment is required within 30 days of booking check-in date. Payment can be made via Bank Transfer, Credit Card or BPay. Failure to meet payment terms may result in bookings being cancelled.

#### 3.2.4. Deposits

50% of the total booking cost will be invoiced to the hirer once the booking is confirmed as a deposit. This deposit is non-refundable.

#### 3.2.5. Discounts

Discounted rates are provided for 1) UoM Students and MU Sport Fitness Members, and 2) UoM Staff and Alumni. Hirers must ensure that the correct number of guests at each price level are selected when submitting the booking request form. Discounted conditions must be valid at time of booking.

Large group bookings (20 or more) receive an additional discount of 10% off the booking total.

Any booking made with a discount provided under certain conditions based on the user group must uphold these conditions for the discount to be applied. If this is not followed, the price of booking will be updated to the full price.

### 4. Cancellations and Amendments

#### 4.1. Cancellations and Amendments by the Hirer

##### 4.1.1. Cancellations

Cancellations and refunds are not permitted unless due to medical reasons. All requests must be submitted in writing via email to the Alpine Lodge team ([alpinelodge-sport@unimelb.edu.au](mailto:alpinelodge-sport@unimelb.edu.au)) and accompanied by a valid medical certificate. Refunds on medical grounds can be requested a maximum of 7 days after booking check-out. An administration fee will be applied to all approved refunds.

Account credit is the preferred method of reimbursement due to cancellation or amendment of bookings. Refunds can be processed as a last resort.

##### 4.1.2. Amendments

Amendments such as change of booking dates may be requested, subject to availability

##### 4.1.3. Notice of Cancellation/Amendment

All cancellations and/or amendments must be sent to the Alpine Lodge team via email to be eligible for any account credit or refunds.

All changes of date/time/number of guests or other aspect of the booking are subject to availability and only approved once confirmation is sent from the Alpine Lodge team.

#### 4.2. Cancellations and Amendments by MU Sport

MU Sport reserves the right to cancel / amend any booking at any time. MU Sport will endeavour to ensure any change is communicated to the hirer as early as is practicable.

Cancellations or amendments made by MU Sport will not incur any cost to the hirer, and credits/refunds will be arranged for the impacted bookings.

Any costs made by the hirer to other parties outside of MU Sport will not receive a refund/credit from MU Sport.

## 5. Behaviour and Facilities

### 5.1. Conduct

The hirer will be solely responsible for the behaviour, supervision and control of their group, including (but not limited to) family, friends, children and visitors whilst staying at the Alpine Lodge. All applicable [University policies](#) must be adhered to by all those inside the Alpine Lodge.

Should MU Sport deem the behaviour of a hirer, guest or visitor to be inappropriate or unsatisfactory, they have the right to cancel the remaining booking for the individual or group and ask them to leave the premises. Should this direction not be followed, appropriate authorities will be notified.

All hirers and guests associated with a booking must follow the direction of MU Sport staff at all times.

MU Sport reserve the right to cancel any future bookings and refuse new booking requests from an individual or group in the future based on the behaviour of its guests.

### 5.2. Noise

Noise must be kept to a minimum from 10pm onwards each night. Guests wishing to make noise must leave the Lodge and attend a licensed premises on the Mountain.

Noise throughout the day should be kept to a reasonable, respectful level in accordance with shared-living expectations.

### 5.3. Check-In and Out Requirements

Check-in is after 2pm each day, and Check-out is before 10am each day.

Arrival and Departure Luggage Cupboards are available should guests wish to leave their luggage in the lodge the day of check-in prior to 2pm, or the day of check-out after 10am. They may use the foyer toilet, but otherwise no access to the Lodge is permitted.

Guests must complete all room responsibilities prior to checking-out.

### 5.4. Maintaining Condition of Facilities and Equipment

All guests are required to clean up after themselves, including (but not limited to) washing their own dishes, keeping shared areas clean and tidy after use, and maintaining the cleanliness of bedrooms.

Guests must complete assigned duties and any other reasonable requests from the Lodge Managers and Melbourne University Sport staff.

The use of each space and provided equipment must be in accordance with general, intended use.

### 5.5. Damage to Facility / Equipment

Guests will be responsible for and shall pay MU Sport for any breakage or damage to University property, fittings, furniture and equipment - either mechanical or electrical - caused directly or indirectly during the hire period which is beyond fair wear and tear or the result of incorrect use of equipment.

Vandalism and/or theft by any guest may result in the cancellation of future bookings, additional fees, alerting University security or police, or any combination of these actions.

Guests must report any faulty or damaged equipment or facilities to MU Sport staff once identified.

### 5.6. Subletting

No booking may be sublet or reassigned to another organisation or individual.

### 5.7. Parking

There is no parking available at the Alpine Lodge during the prescribed Winter season. Guests must abide by all required processes and fees assigned by [Mount Buller](#) for resort entry, parking and transfers.

### 5.8. Alcohol

Alcohol may be brought in and consumed in the Lodge for personal use only. Alcohol should be consumed responsibly as to not impair the consumer. Should a guest or visitor be impaired due to the consumption of alcohol, they will be asked to leave the Lodge until such time as they are no longer impaired

Alcohol can not be sold, either directly or indirectly, to other guests or visitors of the Lodge.

Guests and visitors must abide by the University's [Alcohol Policy](#) at all times.

### 5.9. Smoking

The University's [Smoke Free and Tobacco-Free Campuses Policy](#), which may be updated from time to time, dictates that there is strictly no smoking in University-controlled buildings, grounds or property, and as such is not permitted on the premises.

### 5.10. Signage

No poster, sticker, placard, sign, or advertisement relating to any matter shall be placed, painted, or affixed anywhere on the Lodge premises without the prior, written approval from the Alpine Lodge team.

MU Sport staff reserve the right to remove any non-compliant signage.

The cost of any damage caused from signage shall be charged to the hirer.

### 5.11. Footwear and Clothing

Outdoor shoes are to be removed in the dry room prior to entering the Lodge. Slippers are permitted to be worn inside the Lodge.

Appropriate clothing should be worn at all times when in the Lodge, in line with appropriate, shared-living expectations.

## 6. Safety and Emergency Procedures

### 6.1. Safety

Any activity undertaken must be in accordance with agreed safety procedures and requirements.

Having accepted a booking from a hirer, MU Sport shall be entitled to terminate/cancel the agreed booking or evacuate the facility without liability from the hirer if, in the opinion of MU Sport, such cancellation is required in order to ensure the safety of persons or property.

### 6.2. Emergency Procedures

In the event of an emergency, all hirers and participants must abide by the Emergency Procedures (Appendix 1) prescribed by the University. As at the date publishing these terms and conditions, the Emergency Procedures are in Appendix 1 but may be subject to change.

All users must abide by the instruction of MU Sport staff at all times to ensure emergency procedures are followed safely.

### 6.3. First Aid

Should any injured person require First Aid, some resources are available throughout the Lodge (see Evacuation Diagrams throughout the Lodge) for use by guests. The Lodge Managers may provide assistance as they are First Aid trained, however in the event they can not be reached, guests are encouraged to seek professional medical treatment, such as but not limited to, visiting the Mount Buller Medical Centre or calling 000.

When an incident occurs, an [Incident Report Form](#) must be completed. This can be acquired from and then handed back to the Lodge Managers.

## Appendices

### Appendix 1 – Emergency Procedures

#### Emergency Evacuation Process

In the event of an Emergency requiring evacuation:

1. Upon hearing the fire alarm or instructions to evacuate from the Chief Warden, leave immediately via the nearest safe emergency exit.
2. Assist occupants with disability or mobility impairment, if safe to do so.
3. Assemble at designated assembly area and follow warden instructions.
4. Remain at designated assembly area until all-clear is declared by emergency services, University Security or Chief Warden.

#### Designated Assembly Area

- Bus Stop next to Kooroora Hotel

#### Shelter in Place Process

In the event you are required to Shelter in Place:

1. Upon it being unsafe to evacuate a building and/or instructed by wardens, Security or emergency services prepare to shelter in place.
2. Maintain **silence**, when sheltering from violent acts.
3. If safe to do so:
  - 1) Call 000 for Police and 834 46666 for Unimelb Security.
  - 2) Alert other occupants.
  - 3) Set mobile phones and other devices to silent.
  - 4) Lock or secure building entrances, access doors, individual rooms, and offices. If appropriate, barricade entries and doors.
  - 5) Cover windows.
4. Move to a **secure area** below the window line. Maintain “shelter in place” until confirmation of all-clear is declared by emergency services, Security or Chief Warden.