



## **CODE OF CONDUCT**

Revised: 19 February 2024

Peninsula Ski Club (PSC) is a family-oriented, Member-based club with a commitment to the enjoyment of its facilities and Mount Hotham, by respecting its Members and Guests. The Lodge is an established, award-winning property which encompasses a unique and innovative design, providing comfortable lodge style accommodation.

PSC is not a commercial establishment, and we ask that our Members and Guests care for our Lodge and respect the rights of each Member and Guest to enjoy their time in their own way.

This Code of Conduct promotes the safety and enjoyment of Members and Guests during their stay at PSC.

The code also sets out the obligations on all Members and Guests to behave responsibly and to adhere to the Club's values and its culture for the duration of their stay.

Failure to abide by the Code of Conduct may result in the loss of accommodation privileges.

NOTE: Acceptance of our Code of Conduct is a condition of booking.

### **CODE OF CONDUCT**

- By making a booking at Peninsula Ski Lodge, Members & Guests undertake to comply with PSC Rules and Code of Conduct, health & safety procedures, Covid-Safe requirements in accordance with Government requirements, and to abide by the lawful instructions of the Manager(s).
- Check In is 4pm on the day of arrival and Check Out is 10.00am on the day of departure, or as otherwise approved by the Booking Officer or Lodge Managers. All luggage and food must be removed from the lodge at check-out time.
- For the safety of all guests please be aware of the dangers of snow shedding from the lodge roof and playing near icy slopes.
- No outside shoes or running in the lodge.
- Smoking, including the use of e-cigarettes and personal vaping devices, is not permitted anywhere within the lodge.
- Respect all other guests and refer any issues to the Lodge Manager (if present) otherwise the Booking Officer.
- Abide by the Alpine Responsibility Code

### **Covid-Safe**

- PSC maintain a CovidSafe Plan in accordance with Government requirements, Hotham Resort Management and Club rules.
- Members and Guests must undertake to comply with PSC health and safety procedures and abide by Club rules and Covid-Safe requirements.
- Members and Guests with any flu like/Covid symptoms must not attend the Lodge (see Cancellation Policy).

## **Liability of the Club**

Members and guests enter Peninsula Ski Lodge at their own risk. The Club and its Members accept no liability for any act, omission, or breach of duty by any person which results in personal injury or damage, theft or loss of property.

Travel insurance is highly recommended.

## **Lodge Manager**

- Manager in residence
  - The Club appoints a winter manager to safeguard and maintain the club's property and to ensure that the lodge is run efficiently.
  - Under the authority and direction of the PSC Committee, the Manager is expected to provide a level of service and an atmosphere that acknowledges that Members are the owners of and key stakeholders in their Club. The Manager is expected to be effective and consistent in dealing with Members and Guests and to refer to the Committee when situations arise that are difficult and out of the ordinary.
  - The Committee has empowered the Manager to ensure the Code of Conduct is observed. The Club expects that Members and Guests will fully co-operate with the Manager to ensure the smooth running of the lodge.
- Manager not in residence
  - In non-winter months, when no Manager is resident, Members and Guests are under the same obligations to observe the Club's Code of Conduct. If a difficult situation arises when no Manager is present, any Guest or Member may contact the Booking Officer.

## **Behaviour**

Rude, aggressive or offensive language or behaviour is not acceptable and will not be tolerated.

- Members
  - Members are responsible for their own proper conduct. PSC encourages Members to invite Guests to visit our lodge with them. We view this as creating a vibrant club culture. As the Member, you are required to encourage responsible communication and behaviour of all Guests within your booking party. This is especially the case when they are in residence. Members with Guests must ensure all Guests accompanying them are aware of how our Lodge operates and understand this Code of Conduct. Members must be prepared to assist the manager where the Manager deems the Guests behaviour unacceptable and requests assistance.
- Guests
  - Guests are responsible for their own proper conduct. Guests are to ensure they have an understanding as to how our Lodge operates and to understand our Code of Conduct as a Club.

## **Children**

PSC is a family-oriented Club and children are always very welcome. Parents or guardians are responsible for the behaviour of their children and must adequately supervise them at all times. Children are not permitted in the spa area unless constantly supervised by their parent/guardian .

## **Noise**

- Excessive noise or any other activity likely to disturb Members or Guests is not tolerated. Consideration for others and the Manager is expected.

- For the comfort and adequate rest of all who are enjoying the facilities at PSC we request that:
  - Building quiet times are from 9 PM – 7 AM. This includes the spa, all rooms, balconies and Common Areas of the building. During all other times, noise levels shall be kept to a reasonable minimum consistent with a residential building occupied by families (with children).
  - there is no noise in the bedroom corridors before 7am and after 7pm. This includes children in your care.
  - If you have enjoyed a night out on the mountain please be mindful of guests that maybe asleep upon your return to the Lodge.

### **Damage & Cleaning**

- If the lodge, it's property, or the property of a Member or Guest has been damaged, that damage must be reported to the Manager (or the Booking Officer, in the absence of a Manager).
- Guests who use the kitchen and dining facilities are expected to clean up after use. A minimum cleaning charge of \$200 will apply if the lodge is left in an untidy state.
- Guests are required to clean their ensuite with the products provided and vacuum their bedroom before departure. Alternatively, you can make arrangements with the Manager for them to clean the room on your behalf for a nominal fee. Failure to leave the room in a clean condition will result in a cleaning fee of \$100 being charged.
- The Club reserves the right to charge Members or Guests for the repair of damage to property or other associated costs, particularly if that damage is wilful or the result of gross negligence. The person making the booking is responsible for any damage (and the cost of repair) caused by any person included in their booking.

### **Manager discretion**

If the Manager determines that a Member or Guest's behaviour is unacceptable for any reason, the manager may refuse continued accommodation for that person without refund.

### **Incident reporting**

Any complaint about the behaviour of Members or Guests should initially be referred to the Lodge Manager, or to the Booking Officer in the absence of a Manager.

- Escalation
  - If the incident is unable to be resolved in a conciliatory way, the Manager may use his or her discretion and escalate the reporting of the incident to the Committee.
  - Escalation of the incident should be made by the Manager, in private, by email or telephone call, depending on the severity of the incident.
  - Once an incident has been escalated, an appropriate response will be addressed by either the Secretary, President or Booking Officer in conjunction with the Manager.
- Reporting
  - If an incident has been reported to the Manager, the Manager will provide a written summary of the incident and the escalation process (if the matter was escalated) to the Committee. The incident will be reported to the Committee for their consideration at the next scheduled Meeting.
  - The Member or Guest who reported the incident will be notified of the outcomes of the Committee's consideration of the incident.