



## **ATTUNGA SKI LODGE**

### **CODE OF CONDUCT**

#### **THE LODGE**

- Attunga Lodge was formed by a group of keen skiers who wanted a very comfortable, convivial and family-orientated ski lodge to enjoy throughout the year. For most of us it is our home away from home, especially during the winter season. It is a place to have fun, to enjoy the company of family and friends and to enjoy a relaxing, stress-free holiday.
- And we are a club, not a commercial establishment. We value our membership, take care of our Lodge and respect the rights of our fellow members to enjoy their time in the Lodge in their own way. When we invite guests to share the Lodge with us, we take responsibility for them, for their behaviour and for their adherence to our values and our culture, as well as our Rules, while they are there.

#### **RESPECT FOR THE LODGE AND FOR OTHERS**

- Treat the Lodge as you would your own home. If something is damaged, report it to the Managers. Accidents happen and you will only be asked to pay if the damage is wilful or the result of gross negligence.
- Enjoy the company of your fellow members and guests during your time in the Lodge. Understand that we are all different. Be as tolerant of noise and excitement as you are of the occasional need for quiet

and privacy for some. Join in with the majority of members who are setting the tone – or retire to one of the quiet spots elsewhere. Be cautious with your complaints and, usually, address them to the Managers or to a Director before you engage in confrontation with another member or guest.

- Meal times are advertised and strictly adhered to. Do not expect to be served out of time. If you are going to be late or absent, be courteous and let the Managers know in advance. Similarly with any dietary requirements or if you would like to invite guests, for whom you will be asked to pay the scheduled cost of the meal.
- Party by all means, but if other members and guests (and especially those in rooms 7 and 8) have retired early, please have regard for them and keep the noise down. Except with the Managers' permission, all parties must cease at 11.00pm.
- Rude, aggressive, drunken, or offensive language or behaviour will not be tolerated. The Managers and any director may, in their discretion, require any member or guest to leave the Lodge if, after a reasonable warning where that is appropriate, that language or behaviour continues. The Directors will decide whether or not any refund of accommodation charges will be made. Usually it will be too late to fill the room and no refund will be made.
- If you use the communal bathrooms, please be sure to leave them clean and fresh.
- All outside shoes are to be left in the change room and not worn in the Lodge. Ski boots are never allowed to be worn in the Lodge.
- Smoking is discouraged and is never allowed anywhere inside.
- If you are the last to retire, turn off the lights, the TV and DVD player and make sure that the fire is safe and that the fireplace screen is firmly in place.
- No casual, overnight stays for friends or other guests are permitted without the Managers' approval. The lounge or recreation areas must never be used for this purpose. This is both a legal requirement of the Lodge's lease and a vital safety measure. Should the Managers' agree, then all casual overnight stays are required to pay the normal one-night

rate, which will need to be paid to the Managers in cash before they leave the next morning. Should a guest or friend leave without paying the correct accommodation charges, then the member will be responsible for paying any outstanding charges.

## **CHILDREN**

- Attunga is a family Lodge and children are a very welcome part of our club at all times. But they must always be under the care and supervision of their parents when they are in the Lodge.
- The safety of children in the Lodge is our prime concern.
- Sometimes children behave in a way that causes annoyance to members and guests and it may at the same time be unsafe. This includes:
  - repeatedly running up and down hallways and the stairwell.
  - playing computer games, music, the DVD player, the television and creating noise at a volume that disturbs others.
  - eating or drinking in the lounge area unsupervised
  - using the spa or the sauna without supervision

## **CAR PARKING**

- As noted in the House Rules, the car park is only available to members unless the Managers authorize non-members to use it. Parking is available in the village after unloading.
- Members will vacate the car park by 10am on day of departure.
- With care, there is parking for one car for each room and members are asked to ensure that they take up only so much space as is needed.

## **SKI CLUB RULES AND HOUSE RULES**

- These Rules are provided to all members at the beginning of each season. They have stood the test of time and members are expected to know them and to ensure that their guests follow them also.
- Some Rules are repeated here but in the event of any conflict the official Rules prevail
- The Managers have been instructed by the Directors to enforce the Rules and it is usually their role, not that of the members, to see to that.

## **THE MANAGERS**

- The Managers are appointed annually by the Board to manage and to maintain the Lodge. They also provide the high standard of catering that we have come to expect at Attunga.
- Unlike a commercial Lodge, the Managers follow the instructions of the Attunga Board of Directors in providing a level of service and an atmosphere that recognizes that members are the owners of, and key stakeholders in, their Lodge. The Managers are expected to be effective and consistent in their work and to refer to the Directors when situations arise that are out of the ordinary.
- The Managers are in charge of the Lodge and members and guests are expected to comply with their directions on the rare occasions that directions are needed. If a member is unable to resolve a matter with the Managers in a friendly and conciliatory way, then the matter should be referred (by telephone if urgent) to the Chairman or to another member of the Board. Until that happens, the Managers' instructions must be followed.
- Guests' issues and complaints should preferably be referred to the Managers via their host member.
- The Directors welcome comments and suggestions from members at all times.