



BY-LAW: 6 CODE OF CONDUCT

Hi Noon Ski Club Ltd was established for members and their guests to enjoy the benefits of Thredbo and the Snowy Mountains.

At Hi Noon we recognise and respect qualities which are unique to individuals such as gender, language, ethnicity, age, religion, disability, and sexual orientation. All members and guests are to be treated with dignity and respect. As such any discriminatory or aggressive behaviour will not be tolerated.

Members and guests are responsible for their own proper conduct. It is expected they will adhere to reasonable standards of behaviour towards others, so everyone can enjoy their stay. Members and their guests are expected to abide by the Hi Noon Ski Club Code of Conduct.

Key aspects of the CODE OF CONDUCT

- 1. Being aware of and follow the Hi Noon Ski Club Constitution, By-laws, and rules.**
- 2. Being considerate, fair, and honest when dealing with others.**
- 3. Not tolerate any harassment, bullying, abuse of, or aggression towards others.**
- 4. Not creating excessive noise or any other activity likely to disturb members or guests.**
- 5. Consideration to the safety and well-being of others at all times, ensuring a safe environment for all.**
- 6. Care and respect of the lodge, members, and guest's property.**

Role of the Lodge Caretaker/Leader in the Code of Conduct

The Club has appointed lodge caretakers/leaders to safeguard and maintain the Club's property and to assist in providing a harmonious atmosphere. Lodge caretakers/leaders are expected to be consistent in dealing with members and guests.

- 1. The Board has empowered the lodge caretakers/leaders to ensure the Code of Conduct is observed. The Club expects that members and guests will fully co-operate with the lodge caretakers/leaders to ensure the smooth running of the lodge.**
- 2. If a lodge caretaker/leader determines that a member or guest's behaviour is unacceptable and contravenes the 'key aspects' the offending member or guest may be refused continued accommodation. In such a situation there will be no refund of accommodation and the matter will be addressed by the Board.**



3. Lodge caretakers/leaders have been directed by the Board to refer any concerns or incidents to them.
4. The central heating of the lodge is the responsibility of the lodge caretakers/leaders. No adjustments should be made, and any heating change needs should be brought to the attention of the lodge caretakers/leaders.

Arrival and leaving the Lodge

For arrival and departure times, please refer to the Club's website. All members and guests must respect the entry and departure times specified for that time of the year.

Children

Children are very welcome however; parents or guardians are responsible for the behaviour of their children and must adequately supervise them at all times.

Please refer to the Parents with Children Guidelines for further information.

Complaints / Incident Reporting

It is expected in the first instance parties involved attempt to resolve their differences.

Any complaint about the behaviour of members or guests should then be referred to the lodge caretakers/leaders.

The Hi Noon Ski Club has a Grievance and Disciplinary Procedures Bylaw for dealing with genuine complaints from members. Please refer to the By-law on the Hi Noon Ski Club web site.

Lodge Parking

The allocation of car parks is the responsibility of the lodge caretaker (winter) and the Booking officer (summer). Members and guests may only use a car park if specially allocated by the lodge caretaker or Booking Officer. No changes to parking arrangements can be made without prior consultation with the lodge caretaker, Booking Officer, or where appointed the lodge leader.

Noise

Excessive noise or any activity likely to disturb or upset others staying at the lodge must be avoided and will not be tolerated. Consideration of others and the lodge caretaker/leader's privacy and peace must be respected.



Repairs, Faults, and Damage

1. If you see anything that needs repair, however minor, advise the lodge caretakers/leaders in person or write on the white board in the ski room. Another option is to address it in an email to Hi Noon or in the post stay survey.
2. If the lodge, its property, or the property of a member or guest has been damaged, that damage must be reported to the lodge caretaker/leader.
3. 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 was wilful or as a result of gross negligence. The booking member is responsible for any damage (and the cost of repair) caused by any person included in their booking.

Rooms Bookings

Under no circumstances can changes to allocated rooms or to the structure of a member's booking, including guest bookings, be changed without the prior consent of the Booking Officer or lodge caretaker/leader.

Security

For safety reasons, security of the Lodge and the protection of people's possessions, exit doors are to be closed at all times. The security code is not to be divulged to anyone other than those staying in the lodge at the time.

Please have the code before arriving at the lodge as there may not be anyone in the lodge when you arrive.

Thank you

for your participation in maintaining reasonable standards for the Club so all can enjoy their stay without creating extra work for others!