

Online Booking System: User Guide

A new online booking system

The new booking system, like its predecessor, allows members to see what beds are available and enter booking requests online. The previous system was popular for checking availability but relatively few members used it to make bookings. With the booking officer now only contactable on weekday evenings (coincidental, not planned as part of the new booking system) the committee hopes that you will find it easy to enter your bookings using the system.

Bookings are not confirmed until approved by the booking officer and paid in full. You will receive an email acknowledging receipt of payment and confirming your booking.

The same [booking conditions](#) apply to bookings made through this system and through booking forms. Some of these are automated, but others rely on you following the rules. Just because the system doesn't seem to enforce a rule doesn't mean that it no longer applies.

New features

- ✓ Easier to use
- ✓ Clearer screens
- ✓ Bookings for Victorian (June/July) School holidays
 - Previously, bookings for this busy period have had to be submitted by fax or email , at least prior to 1 March. With this new system, you can submit special requests from 1 February. See [Bookings for Victorian \(June/July\) School holidays](#) below for information on special instructions for these bookings.
- ✓ Secure payment gateway
 - Use eWay to securely pay by Visa or Mastercard, with the privacy of your card details protected by finance industry security standards.
- ✓ Waitlisting for short bookings which are not open yet
 - When bookings open for members on 1 February, it is only possible to make bookings for seven or five day periods beginning on Sundays, and for Opening Weekend and Race Weekend. Other bookings could not be made until 19 days ahead for members, 16 days ahead for AAC members and 15 days for guests. Single night bookings could not be made until 1 day ahead.
 - In practice, members informally requested these bookings and then waited till the prescribed time to hear if they could be confirmed.
 - In the new system, these informal requests can be made online. See [Waitlisting for short bookings which are not open yet](#) below for more information. They will not reserve rooms/beds and will still not be confirmed until the prescribed times
- ✓ Waitlisting for a cancellation
 - If the room/bed you want is not available, you can ask to be waitlisted in case of a cancellation. See [Waitlisting for a cancellation](#) below for information about this feature

Planned future features

- Simpler booking into other AAC Lodges

Making a Simple Booking

The new online booking system lets you make bookings in easy steps

Browse to the booking system

Point your internet browser (eg Chrome, Internet Explorer, Edge, Safari, Firefox) at

aacfallscreek.cbdweb.net

or follow the links on the club website or blog.

Login

Australian Alpine Club Falls Creek

AAC Falls Creek Home | Book Falls Creek v | Login v | Ski Lodge Details v | Guest Bookings | Members v

Access Problems
 You currently have Public level access.
 You need at least Member level access for page: /

AAC Falls Creek

Member Login

*Membership Number:

*Surname:

Login

Retrieve your membership number | View Availability

If you know your debenture number, just enter that and your surname then click Login.

If you don't know your debenture number, click **Retrieve your membership number**. On the next screen, provide the email address that you have provided to the club and your membership/debenture number will be sent to it. If you've forgotten which email address, contact ProAcct or the booking officer.

- Click the last bed night that you want.
- Click any other beds that you want – for the same dates. If you want to vary the dates for different people, you will need to make separate bookings.
- If you want to unselect a bed, click on it in the left hand column. To unselect dates, click **Clear Dates**
- Click **next step**->

Drag the ends of the date range to extend or shorten your booking.

Key to colours **Clear Dates** **next step** →

| Mar 2018 | | | | | | | Apr | | | | | | | | | | | | | | | | |
|---------------|----|----|----|----|----|----|-----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu |
| | | | | | | | | | | | | | | | | | | | | | | | |
| Room 1 queen | | | | | | | | | | | | | | | | | | | | | | | |
| Room 1 single | | | | | | | | | | | | | | | | | | | | | | | |
| Room 2 queen | | | | | | | | | | | | | | | | | | | | | | | |
| Room 3 queen | | | | | | | | | | | | | | | | | | | | | | | |
| Room 3 single | | | | | | | | | | | | | | | | | | | | | | | |
| Room 4 double | | | | | | | | | | | | | | | | | | | | | | | |
| Room 4 single | | | | | | | | | | | | | | | | | | | | | | | |
| Room 5 bed 1 | | | | | | | | | | | | | | | | | | | | | | | |
| Room 5 bed 2 | | | | | | | | | | | | | | | | | | | | | | | |
| Room 6 double | | | | | | | | | | | | | | | | | | | | | | | |

Step 2 Guest Details

Welcome
Type: Me
Australian Alpine Club
Falls Creek

[AAC Falls Creek Home](#) |
 [Book Falls Creek v](#) |
 [Ski Lodge Details v](#) |
 [Guest Bookings](#) |
 [Members v](#)

Your bed(s) have been reserved for 20 minutes to allow you to complete your booking.

Your check in is on: Sunday 8th April 2018
 Your last night: Thursday 12th April 2018
 Your check out is on: Friday 13th April 2018

← Previous Step Next step →

- Please enter all the required information about the gue

Guest details for room: Room 1 queen bed
 Minimum guests for room: 1 | Maximum guests for room: 2

Guest's Name: Please enter in format : 'Surname, Given Name' Gender Age

* Guest 1:

Guest 2:

Guest details for room: Room 5 Bed 1

Guest's Name: Please enter in format : 'Surname, Given Name' Gender Age

* Guest 1:

Guest details for room: Room 5 Bed 2

Guest's Name: Please enter in format : 'Surname, Given Name' Gender Age

* Guest 1:

Step 2 of 4

- Enter the names (surname first), guest type, gender and age of each guest against the bed you want him/her to occupy

AAC Falls Creek

- For members and others who are in the database, after typing the first few letters of the surname, completed names will be suggested, click the correct one to pick up the information already in the database. **This is the only way to be able to select member or AAC rates.** Names not found in the database will only be offered guest rates.
- Unfinancial members will not be matched in the database until arrears are settled. They may still make a booking at guest rates and priorities.
- When all guest details have been entered, click **next step->**

Your bed(s) have been reserved for 20 minutes to allow you to complete your booking.

Your check in is on: Sunday 8th April 2018
Your last night: Thursday 12th April 2018
Your check out is on: Friday 13th April 2018

← Previous Step

Next step →

- Please enter all the required information about the guests for this

Guest details for room: Room 1 queen bed

Minimum guests for room: 1 | Maximum guests for room: 2

| | Guest's Name: Please enter in format : 'Surname, Given Name' | Member | Gender | Age |
|------------|--|--------------|--------|-----|
| * Guest 1: | <input type="text" value="Snowdragon, Pete"/> | Member adult | Male | 66 |
| Guest 2: | <input type="text" value="Dragon, Susie"/> | Guest Adult | Female | 50 |

Guest details for room: Room 5 Bed 1

| | Guest's Name: Please enter in format : 'Surname, Given Name' | Member | Gender | Age |
|------------|--|-----------|--------|-----|
| * Guest 1: | <input type="text" value="mouse, mickey"/> | Guest U17 | Male | 12 |

Guest details for room: Room 5 Bed 2

| | Guest's Name: Please enter in format : 'Surname, Given Name' | Member | Gender | Age |
|------------|--|-----------|--------|-----|
| * Guest 1: | <input type="text" value="duck, donald"/> | Guest U17 | Male | 10 |

Step 2 of 4

Step 3 Contact details and Comments

Your check in is on: Sunday 8th April 2018
 Your check out is on: Friday 13th April 2018

← Previous Step

Next step →

- Please enter any contact information that is missing below.

Your Booking Details

Guest Details

| Room Details | Guest Details |
|------------------|--|
| Room 1 queen bed | Snowdragon, Pete (Member adult) Cost: \$150.00 Dragon, Susie (Guest Adult) Cost: \$210.00 |
| Room 5 Bed 1 | mouse, mickey (Guest U17) Cost: \$105.00 |
| Room 5 Bed 2 | duck, donald (Guest U17) Cost: \$105.00 |

Pricing Details

Duration for this booking is: 5 nights
 The total cost for this booking is: \$ 570.00

Your Contact Details

| | | | |
|-------------------|--|---|---|
| * Contact Name: | <input type="text" value="Pete Snowdragon"/> | * Email Address: | <input type="text" value="pete.snowdragon@mail.com"/> |
| * Address Line 1: | <input type="text" value="Snow Cave"/> | * Business Hours Number: | <input type="text" value="03 12345678"/> |
| Address Line 2: | <input type="text"/> | Mobile Number: | <input type="text"/> |
| * City / Town: | <input type="text" value="Falls Creek"/> | After Hours Number: | <input type="text"/> |
| * State: | <input type="text" value="Vic"/> | <input type="checkbox"/> Update your member details with this information | |
| * Postcode: | <input type="text" value="3697"/> | | |

Please enter any comments or notes about the booking below:

- Check that contact details are correct. If you make changes, you can tick **Update your member details with this information** to have the system remember the new details. If you do change your contact details, please also contact jnoye@proacct.com.au to ensure that they are updated in our other systems too.
- Add any comments for the booking officer. In particular, any room/bed preferences in case your requested beds are not available (eg someone with a higher booking priority requests them).
- When complete, click **next step->**

Step 4 Complete the booking

Instructions
← Previous Step

Pay later by Cheque, Credit Card or Electronic Funds Transfer

Pay Later

the next screen shows payment methods

Your Booking Details - You need to click on a button above to complete booking

Check in / Check out Details

Check in Date and Time: Sunday 8th April 2018 @ 17:00
 Your last night: Thursday 12th April 2018
 Check out Date and Time: Friday 13th April 2018 @ 10.00

Duration for this booking is: 5 nights

Guest Details

Room Details Guest Details

Room 1 queen bed Snowdragon, Pets (Member adult) Cost: \$150.00

- Check that the dates, beds, guests and prices are correct
- Click **Pay Later** to complete the booking
- **DO NOT ATTEMPT TO PAY FOR YOUR BOOKING BY ANY MEANS UNTIL YOU RECEIVE AN INVOICE**

Your booking has been recorded and the beds/rooms are reserved

Make another booking

Your booking now has the status of **TENTATIVE**.

Your booking number is **FC000147**.

You will receive an emailed invoice with details of how to pay upon authorisation from the Booking Manager.

- Receive a booking number on the screen

What happens next

- You will receive an email acknowledging your booking request
- When the booking officer has approved your booking, you will receive an invoice and payment instructions by email. Please pay this promptly. Bookings are tentative until paid in full and may be cancelled if left unpaid
- You will receive an email confirming your booking
- About a week before your stay, you will receive an email with further information, including door code

New features

Bookings for Victorian (June/July) School holidays

Special arrangements are in place for bookings for the Victorian July School Holidays. Please read this section carefully if booking for this very popular time.

There will be a special lodgement period for these bookings, from 1 February to 15 March. During this lodgement period, the booking grid will show bed preferences only, NOT confirmed bookings. At the end of this period the booking officer will allocate and confirm bookings by email based on the priority criteria.

On the booking matrix, if you place the cursor on a date in this special period, you will see a message: **Winter School Holidays (Vic) Requests Only Period applies**. Bookings lodged during this period only represent 'requested preferences'. You can still lodge your booking for those same beds (i.e. beds shown as taken in the booking grid). The system allows this **only for June/July (Vic) school holiday bookings** lodged between 1 February and 15 March. After that time, and for all other bookings at all other times, the grid shows confirmed bookings

It is important that you indicate secondary bed preferences or special booking requirements/limitations to the booking officer in the comments field so that the booking officer can consider these during the allocation process. It is quite possible that a person with a higher priority could be allocated a bed that you have requested.

Bookings for July school holidays that are lodged between February 1st and March 15th will be allocated by the Booking Officer based on the following criteria:

1. The date the request was lodged in the system, or received by the booking officer (any bookings received prior to the relevant opening date will be deemed to have been received on the relevant opening date).
2. AAC Falls Creek Members (including Juniors) [from 1 February]
3. Members of other AAC lodges [from 1 March]
4. Spouse and children of AAC Falls Creek Member, accompanied by that member [from 8 March]
5. Guests [from 15 March]

Wherever possible (in keeping with the priority system and accommodating as many people as possible) bookings will be allocated their preferred beds/rooms.

Note: Booking priority will be based on the lowest priority in the booking e.g. A booking with a member and family will have higher priority than a booking with member and guest. If you have mixed booking categories in your party, and you want to ensure that the highest priorities are accommodated you need to make separate bookings for each category.

From March 15th to March 18th bookings for the school holiday period will be frozen while the booking office completes the bed allocation process. You will be emailed your room and bed allocations after March 15th. Booking acceptance will require immediate payment to confirm the booking.

If you have any queries regarding this process, please contact the Booking Officer.

Waitlisting for short winter bookings which are not open yet

- Winter bookings for a single night can't be confirmed until 24 hours before the date of stay
- For a Winter weekend or any stay other non-standard stay¹
 - Members can book 19 days prior to the first night of stay
 - Other AAC members and Member Family can book 16 days prior to the first night of stay
 - Guests can book 15 days prior to the first night of stay

Requests for these (including single night) bookings can be entered any time from 1 February but will be waitlisted. They will not reserve rooms/beds and will still not be confirmed until the prescribed times.

Waitlisting for a cancellation

If, at the time you want to book, the beds are not available, you can still select and request to book those beds. You will be asked if you want to 'waitlist'. If you choose to waitlist then if there is a cancellation you will be advised and offered the booking. In the comments at Step 3 you could also tell the booking officer which other rooms/beds you are interested in at that time.

Payment

Please do not attempt to pay for your booking until the booking officer has approved it and emails you an invoice.

You can pay by

- the online electronic payment gateway integrated with the booking system (eWay)
- EFT using details on the invoice
- ring or email the Booking Officer with credit/debit card details
- cheque poster to the Booking Officers address on the invoice

To pay online (this facility may be temporarily disabled when bookings open)

In the **Members** menu, select **View My Bookings** to display a summary listing of your bookings.

The screenshot shows the website interface for the Australian Alpine Club Falls Creek. The top navigation bar includes 'AAC Falls Creek Home', 'Book Falls Creek v', 'Ski Lodge Details v', 'Guest Bookings', and 'Members v' (highlighted with a red circle). Below the navigation bar, there is a section titled 'Viewing All Your Bookings' with a table of booking details. The table has columns for Booking ID, Start Date, End Date, Status, Duration, Number of guests, and Total Cost. A red box highlights the 'Pay Or Cancel Booking' link in the 'Booking Details' column of the first row.

| Booking ID | Start Date | End Date | Status | Duration | Number of guests | Total Cost | Booking Details |
|------------|------------|-----------|-----------|----------|------------------|------------|-----------------------|
| 1 FC000147 | 8/4/2018 | 12/4/2018 | TENTATIVE | 5 nights | 4 | \$570.00 | Pay Or Cancel Booking |

Below the table, there is a link for 'View Guest Details'.

To pay for a booking, click on **Pay or Cancel Booking** at the end of the appropriate row.

¹ Standard bookings are 7 or 5 nights beginning on a Sunday, or Opening Weekend or Race Weekend


Check the booking details as you scroll down to the bottom and see a group of buttons

Pay now by Credit Card



N.B. after completing payment, be sure to allow eWay to return you to this page, otherwise your payment will not be recorded.

Click **Pay for this booking** . This will take you to the eWay payment gateway.

It is safest to avoid paying the outstanding balance because you may inadvertently pay for bookings which have not yet been approved. Arranging credit or refund could take some time.



Secure Transaction Gateway

| | |
|---|---|
| <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Merchant Details</div> <p>Company: Australian Alpine Club Falls Creek</p> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Product Invoice Information</div> <p>Invoice Ref Number: FC000147. Start Night:8/4/2018 .End Night:12/4/2018. Cost: \$570</p> <p>Invoice Description: Pay Booking FC000147</p> | <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Credit Card Details</div> <p>Enter your Credit Card details below:</p> <p>Name on Credit Card: <input style="width: 100%;" type="text"/></p> <p>Credit Card Number: <input style="width: 100%;" type="text"/></p> <p>Expiry Date: <input style="width: 20px;" type="text" value="02"/> <input style="width: 20px;" type="text" value="2018"/> Month / Year</p> <p>CVV : <input style="width: 50px;" type="text"/></p> <p>Purchase Amount: \$ 570.00 (\$AUD)</p> <div style="background-color: yellow; padding: 5px; margin-bottom: 5px;">  Click the 'Process' button ONCE ONLY and then please wait. Processing time may take up to 60 seconds. </div> <p style="text-align: center;"> <input style="background-color: #333; color: white; padding: 5px 15px;" type="button" value=" << Cancel "/> <input style="background-color: #333; color: white; padding: 5px 15px;" type="button" value=" Process transaction >> "/> </p> |
|---|---|

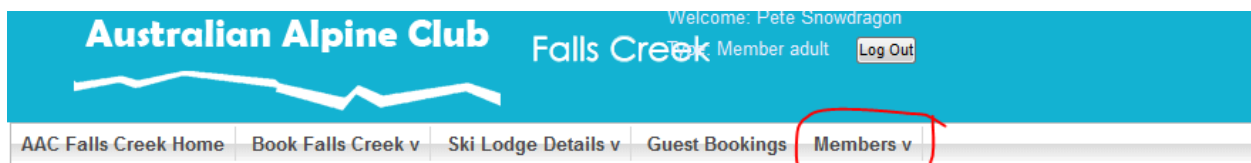
Enter your credit or debit card details and click **Process transaction** then wait until you are returned to the booking system page.

Using eWay means that the privacy of your credit/debit card is protected, according to finance industry security standards. No one in the club needs to know, or record your card details.

Other features

Checking your bookings

In the **Members** menu, select **View My Bookings** to display a summary listing of your bookings.



Show only bookings from THISYEAR and FUTURE:

| Viewing All Your Bookings | | | | | | | | |
|---------------------------|------------|------------|-----------|-----------|----------|------------------|------------|---|
| | Booking ID | Start Date | End Date | Status | Duration | Number of guests | Total Cost | |
| 1 | FC000153 | 9/2/2018 | 10/2/2018 | TENTATIVE | 2 nights | 1 | \$300.00 | Booking Details Cancel Booking |
| 2 | FC000147 | 8/4/2018 | 12/4/2018 | TENTATIVE | 5 nights | 4 | \$570.00 | Booking Details Cancel Booking |

To see the detail for a booking, click on Booking Details at the end of the appropriate row.

Cancelling a booking

In the **Members** menu, select **View My Bookings**. In the summary listing of your bookings, click on **Pay or Cancel Booking** at the end of the appropriate row. The next screen shows all the information about your booking. At the bottom of the screen, click on **Cancel Booking**. Your account will be credited in accordance with the cancellation policy. If you are seeking a different amount, or a refund, you will need to apply by email to the Booking Officer.

Changing a booking

It is not possible to alter a booking. You will need to cancel the booking and create a new one. Alternatively, contact the Booking Officer.

Keep your details up to date

It is important that the booking officer can contact you about your booking, automatically through the system, or in person. Please check your details and update as necessary.

In the **Members** menu, select **View My Details** to see the details recorded in the system.

Edit member's details

| | |
|-------------------------|-----------------------------|
| * Member Number: | 99906 |
| Title: | Mr |
| Member Firstname: | Pete |
| Member Surname: | Snowdragon |
| Gender: | Male |
| DOB: | 1/6/1951 (admin can update) |
| Business Position: | |
| Business Name: | |
| * Business Hours Phone: | 03 12345678 |
| After Hours Phone: | |
| Mobile: | |
| Fax: | |
| * Member Email: | pete.snowdragon@mail.com |
| Member Preferred Name: | |
| Member Address Line 1: | Snow Cave |
| Member Address Line 2: | |
| Member City / Town: | Falls Creek |
| Member State: | Vic |
| Member Postcode: | 3697 |
| Member Country: | |

You can update most fields. In particular please check

- **Member Email** – so the system can contact you
- **Business Hours Phone** (it can be your mobile)
- **Member Preferred Name** – the system will use **Member Firstname**, but if you often use another name, please record it here so that the booking officer can recognise you by either name
- **DOB** (date of birth) for adults may just refer to the first day of the year. For children, accurate birthdates are needed. If the date of birth is not correct, please contact the booking officer or Proacct.

When you have made any changes, click **Update My Details**.

Contact details can also be updated in Step 3 of making a booking.

If you do change your contact details, please also contact jnoye@proacct.com.au to ensure that they are updated in our other systems too.

Check my account

In the **Members** menu, select **View My Transactions** to see your balance and recent transactions. There is also an option to download transactions in .csv (comma separated values) format, suitable for a spreadsheet.

Member Name:Pete Snowdragon
 Member Number:99906
 Closing Balance:0.00

[Download Transactions](#)

| Your transactions | | | | | | |
|-------------------|-------------|---|--------|---------|---------|------------------------|
| Txn ID | Txn Type | Description | Credit | Debit | Balance | Created On |
| 102 | CREDIT_NOTE | test case only. Booking: FC000147. Start Night:8/4/2018 .End Night:12/4/2018. Cost: \$0 | 570.00 | | 0.00 | 2018-01-30 16:55:56 |
| 101 | CREDIT_NOTE | test case only. Booking: FC000153. Start Night:9/2/2018 .End Night:10/2/2018. Cost: \$0 | 300.00 | | -570.00 | 2018-01-30 16:55:21 |
| 78 | INVOICE | Booking: FC000153. Start Night:Friday 9th February 2018. End Night:Saturday 10th February 2018. Guests: 1 guest/s. Cost: \$300.00 | | -300.00 | -870.00 | 2018-01-30 15:08:11 |
| 68 | INVOICE | Booking: FC000147. Start Night:Sunday 8th April 2018. End Night:Thursday 12th April 2018. Guests: 4 guest/s. Cost: \$570.00 | | -570.00 | -570.00 | 2018-01-29 13:09:15 |

(to be completed later)

- Other Menu items
 - AAC Falls Creek Home (a link to the club website home page)
 - Booking into other AAC Lodges
 - Ski Lodge details
 - Tariffs (a link to the club website page with tariff information)
 - Booking Rules
 - Cancellation Policy
 - Menu items not much applicable to AAC Falls Creek
 - Lodge Availability
 - Guest bookings
 - Pay Outstanding Balance