

Thank you for your cooperation and for upholding our Club Rules. These Club Rules have been developed over decades of use by the Club's Members for its Members. The Club Rules are to read in conjunction with the Constitution. By making a booking, you accept these Club Rules and the Constitution. We hope you enjoy your stay.

Purpose: These Club Rules have been designed to meet the following objectives: ♣ To enable each Member, either personally or with Guests, the opportunity to use the Lodge. ♣ To remind Members that they are responsible for respectful and non-discriminatory behaviour demonstrated by their Guests, Children, and themselves. ♣ To encourage cooperation with procedures and initiatives in the interests of health and safety. ♣ To ensure that Lodge occupancy complies with the conditions of the Lease.

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Part 1 – BOOKING TERMS AND CONDITIONS

1. Bookings

a. Making a Booking

- i. Subject to any special arrangements with the Board (where any application will be considered by the Board on a case by case basis based on its merits and in which case applications must be made in writing by email to the Booking Director), the following rules apply to bookings.
- ii. All bookings except School Holiday bookings are made through the [TAC Website](#). School Holiday bookings are by application in the ballot. See c. Booking Opening Dates below.
- iii. It is expected that Members raise their own bookings. A per head surcharge (determined and reviewed annually by the Board) will apply to any bookings that are raised by the Lodge Manager at a Member's request.
- iv. Refer to the [TAC Website](#) for information on the age restrictions applicable to the particular time periods in the current season.
- v. Rates are published on the TAC Website.
 - a) Winter rates are Dinner, Bed & Breakfast.
 - b) Summer rates may be Dinner, Bed & Breakfast or Bed & Breakfast – please see the TAC Website for details.
 - c) Rates for children are calculated based on date of birth.
- vi. Bookings cannot be made if the Member is “unfinancial” and owes money to the Club.
- vii. Members and their Guests who are 18-25 years old and who are currently undertaking full time vocational or higher education up to the level of bachelor's degree are entitled to student rates. Access to these rates will only be available upon the yearly presentation of proof of current enrolment. Email your current enrolment certificate (available from your institution through your student account) to admin@tac.org.au. Student ID cards are not sufficient proof of enrolment.

b. Payment for bookings

- i. Payment must be made within one hour of booking online.
- ii. Unpaid bookings are automatically dropped from the system if not paid within the payment timeframe.
- iii. Payments by card or by direct debit are accepted – cheques and BPAY are no longer accepted.

c. Minimum Booking Period

- i. Winter
 - a) During the Winter High period the minimum booking period is two consecutive nights.
 - b) During Low and Budget Winter periods the booking system will allow single night bookings to be made. Such bookings are generated as “Requires Approval”. They are subject to approval by the Booking Director and will attract a per-head surcharge determined and reviewed annually by the Board.
- ii. Summer
 - a) During the summer season, single night bookings do not require approval but will attract a per-head surcharge determined and reviewed annually by the Board.

d. Booking Opening Dates

- i. Winter School Holiday ballot
 - a) Late October - June / July School Holiday ballot applications open - [Application Form](#) accompanied by a \$100 per head deposit.
 - b) Early December - June / July School Holiday ballot applications close.
 - c) 15 December - Notification of June / July School Holiday ballot results.
 - d) 31 January - Final payment due for June / July School Holiday reservations.
 - e) 1 March - June/July School Holiday requests may be made for non-member spouses and extra period bookings by contacting the Booking Director – bookingdirector@tac.org.au.
- ii. Winter bookings
 - a) 1 February - Winter bookings open for Members only.
 - b) 1 April - Winter bookings open for Members' Guests.

- iii. Summer bookings
 - a) 1 September - Summer bookings open for Members and their Guests.
- e. Adult Race Week Bookings
 - i. During the TAC Club Race and Thredbo Interclub Race week (early to mid-August) 16 beds are set aside for racers.
 - ii. Racers have until the 30th June to secure bookings. After this date, bookings will reopen to the general membership.
 - iii. For more information contact the Director of Skiing - skiing@tac.org.au.
- f. Guest Bookings
 - i. Members may book up to three Guests.
 - ii. A non-member spouse is classified as a Guest.
 - iii. Members are responsible for entering the date of birth for each Guest in their booking.
 - iv. Guests' bookings and payments are the responsibility of the accompanying Member. All receipts and refunds will be made to the accompanying Member.
 - v. Additional Guests may be approved (at the Board's discretion) by contacting the Booking Director bookingdirector@tac.org.au.
 - vi. Guests may not stay in the Lodge unless accompanied by the sponsoring Member except in circumstances approved by the Board. The sponsoring Member is responsible for the behaviour and adherence to club rules of their Guests.
- g. Group Bookings
 - i. Group bookings allow for Members to book more than three Guests in certain circumstances.
 - ii. Group bookings outside of peak periods (or where the Lodge is otherwise under utilised for any reason) are encouraged.
 - iii. Requests for group bookings should be addressed to the Booking Director bookingdirector@tac.org.au.
 - iv. Approval of group bookings is at the discretion of the TAC Board.
 - v. Guests may not stay in the Lodge unless accompanied by the sponsoring Member except in circumstances approved by the Board. The sponsoring Member is responsible for the behaviour and adherence to club rules of their Guests.
- h. Whole of Lodge Booking (Summer season only)
 - i. Whole of Lodge bookings outside of peak periods (or where the Lodge is otherwise unused for any reason) are encouraged.
 - ii. Exclusive use of the Lodge requires the booking of a minimum of 26 from 32 beds.
 - iii. Requests for Whole of Lodge bookings should be addressed to the Booking Director - bookingdirector@tac.org.au.
 - iv. Approval of Whole of Lodge bookings is at the discretion of the TAC Board.
 - v. Other than in highly extenuating circumstances, whole of Lodge bookings will not be approved during School Holidays, Christmas, New Year, Easter and public holiday long weekends or where there is a demonstrated historical usage of the Club by Members that exceeds five beds a night.
 - vi. Guests may not stay in the Lodge unless accompanied by the sponsoring Member except in circumstances approved by the Board. The sponsoring Member is responsible for the behaviour and adherence to club rules of their Guests.
- i. Lodge Closure/Partial Closure
 - i. During Summer, the Lodge may require spring cleaning or maintenance and/or minor works. Depending on the nature of the works, cleaning or maintenance during these times, the lodge may be closed and bookings unavailable.
 - ii. Maintenance and/or works to the building and surrounds may occur from time to time resulting in disruptions and/or partial closure of the building. Queries about current and planned works should be addressed to the Operations Director operations@tac.org.au.

2. Changes and cancellations

- a. Making changes to a booking
 - i. Subject to room availability, Members may make the following changes to their own bookings online: book additional days or book additional guests. N.B. A room change may result from a booking extension.
 - ii. Reducing the duration of a booking requires the approval of the Booking Director bookingdirector@tac.org.au. Such reductions are subject to the conditions in c. Cancellation conditions (excluding June/July school holiday bookings), other than in extenuating circumstances and at the discretion of the Board.
 - iii. A Member wishing to make changes to their booking during the course of their stay must notify the Lodge Manager.
 - iv. Online payment only.
- b. Cancellation conditions (excluding June/July school holiday bookings)
 - i. Other than in extenuating circumstances, the following cancellation fees apply:
 - a) Cancellation requests received between 60 days and 14 days prior to the booked arrival date will be subject to a 20% cancellation fee.
 - b) Cancellation requests received within 14 days of the booked arrival date will be subject to 100% cancellation fee.
 - ii. Cancellation fee exceptions will not be considered by the Board unless the Lodge subsequently becomes fully booked for the period cancelled.
- c. Cancellation conditions during June/July school holidays
 - i. Other than in extenuating circumstances, the following cancellation fees apply:
 - a) Refunds (less deposit) will only be made for cancellations made six (6) weeks before the booked arrival date.
 - b) June / July school holiday ballot bookings are subject to 100% cancellation fee if cancelled within 6 weeks of the booked arrival date.
 - ii. Cancellation fee exceptions will not be considered by the Board unless the Lodge subsequently becomes fully booked for the period cancelled.
- d. Cancellations by TAC
 - i. Any booking made by a Member that does not comply with the booking rules and/or has not been preceded by an appropriate formal approval where applicable will be subject to cancellation.
 - ii. Refer to point 9 d. of Part 2 - Code of Conduct which includes other reasons for cancellations.
 - iii. Cancellation of bookings may become necessary due to external forces beyond the control of the Club. Refunds in these circumstances will be determined by the Board.

3. Who to contact for cancellations and special requests

- a. To cancel bookings
 - i. The Booking Director bookingdirector@tac.org.au must be contacted for booking cancellations.
- b. For special accommodation requests
 - i. All requests for special bookings should be addressed to the Booking Director bookingdirector@tac.org.au for circulation to the Board for discussion and decision.
 - ii. The Lodge Manager lodge@tac.org.au is the main point of contact after the Board has approved special accommodation requests.
- c. The Board has final discretion
 - i. No set of rules will cover every situation and the Booking Director bookingdirector@tac.org.au and Lodge Manager lodge@tac.org.au may be confronted with situations either not covered at all by the rules, or where application of the rules in the normal manner could be seen to be inappropriate. The Board will use its discretion to meet situations not covered by these procedures, including where it necessary or reasonable to ensure there is no breach of the Lease.

Part 2 – CODE OF CONDUCT

1. Contacting Managers

- a. Contact Managers on lodge@tac.org.au.
- b. Please communicate with Managers about
 - i. arrival times – especially when this affects first night meals
 - ii. dietary requirements
 - iii. any other Lodge business.

2. Arriving at the Lodge

- a. Members only may park in the Lodge Car Park – see below 3. Use of Members' Car Park.
- b. Rooms are available on the day of arrival from 2:00 PM.
- c. Room allocations can be found on the on the notice board in the foyer. Room change requests must be directed to the Lodge Manager. Any change in room must be notified on the list.
 - i. Whilst every effort is made to respond to room requests, they cannot be guaranteed and may be changed at any time by the Lodge Manager to optimise Lodge utilisation.
 - ii. Members may be required to change rooms during their stay.
 - iii. Seniors will have priority for single rooms if the occupancy characteristics allow.
 - iv. Members should note that the lease conditions with Kosciusko Thredbo Limited impose a strict head count maximum of 34 (including the 2 Lodge Managers) resident in the Lodge.
- d. Members arriving earlier than 2:00 PM may store their luggage neatly in the TV room, upstairs to the left of the foyer. Luggage must not be stored in the entrance or foyer areas.
- e. Sporting equipment, such as skis, snowboards, poles, boots and bikes must be taken directly to the ski room via the staircase at the right side of the Lodge, not through the Lodge. Sporting equipment must not be left in the entrance area. All property is stored at your own risk. Thredbo Alpine Club Limited (TAC) and its Managers take no responsibility and are not liable for the security of any items stored in the Lodge.
- f. The following bedding and linen are provided for each person: a doona, a pillow and a mattress protector, a doona cover, a fitted bottom sheet, a pillowcase and a towel (not for use in the village swimming pools). Waterproof sheets, cotton and wool blankets are available from the Managers on request.

3. Use of Members' Car Park

- a. The Car Park is available to arriving Members after 10AM.
- b. Vehicles must be reversed into the Car Park.
- c. Vehicles should be parked in a way that maximises use of the space and allows for pedestrian access, garbage removal and emergency thoroughfare.
- d. No cars are to be parked for unloading or left at any time in the car spaces of the adjacent Lodge, Golden Eagle.
- e. Key storage to facilitate shuffling of vehicles where necessary:
 - i. Car keys for all vehicles parked in the Lodge Car Park must be stored according to room number in the pigeon-hole cabinet in the foyer. Any Member who is unwilling to store their car keys is not permitted to use the Lodge Car Park.
 - ii. Car registration/make/colour and mobile phone numbers must be added to the room allocation sheet on the notice board upon arrival.
 - iii. Should room allocations change during a stay, car keys should also be moved to the appropriate pigeon-hole and the room allocation sheet updated.
 - iv. When a shuffle of vehicles is required, this should be arranged between the Members concerned during the previous evening, prior to the evening meal or as soon as it is apparent that a shuffle is required.
- f. A Member may only drive another Member's car in the Car Park with the vehicle owner's permission or if the owner is not in the Lodge and is uncontactable. Please remember that your car may need to be moved at any time to allow the movement of other cars parked behind you, particularly on the morning of departures. It is wise to check before you leave the Lodge each day.

- g. Members (and their Guests if driving a Member's car) use the Lodge Car Park at their own risk. TAC and its Managers take no responsibility and are not liable for any act arising from or in any way connected to the use of the Car Park.
- h. Unless there are no other arrivals into the Lodge and the space is not needed, vehicles must be removed from the Car Park by 10.00 AM on the day of departure. To ensure that incoming Members have sufficient space in the Car Park, Members intending to remain in Thredbo on the day of departure must move their vehicles to the public Car Park. If any Member wishes to remain in the Car Park during the day of departure, they must first ascertain that this will not inconvenience other users of the Car Park.

4. Departure from the Lodge

- a. Cleaned rooms must be vacated by 10:00 AM on the day of departure.
- b. Members are responsible for leaving their rooms clean and tidy according to the departure instructions displayed in each room. Any users of rooms 1-6 must also ensure that the external door is free from snow or any other item hindering entry or exit via that door.
- c. Members who leave their rooms in an unsatisfactory condition on departure will be invoiced for the cleaning of the room by commercial cleaners.
- d. For Members planning to leave Thredbo later in the day – luggage may be stored neatly in the TV room.

5. Guests

- a. Members are responsible for their Guests.
- b. Members must ensure that their Guests are familiar with and comply with this Code of Conduct.
- c. Members must advise Guests of the door entrance lock.
- d. Members should introduce their Guests to the Managers upon arrival if possible and to the other residents in the Lodge at the first opportunity. It is the responsibility of all Members to ensure that any Guest (whether or not their Guest) feels not only welcome in the Lodge but is aware of the Lodge's Code of Conduct. That information is to be passed on in a polite and congenial manner. Remember today's Guest is tomorrow's Member.

6. Children

- a. TAC is a family friendly Lodge and the safety of children is of paramount concern.
- b. Children must always be under the care and supervision of their parents when they are in the Lodge. The Managers and other Members and their Guests do not babysit.
- c. Play areas for children are the upstairs TV room and the downstairs pool room. Children should be informed that even in the TV room they are expected to behave in an orderly and not overly noisy fashion, mindful that the TV room is immediately adjacent to the Manager's accommodation.
- d. The main lounge is for the use of Adults only.
- e. Children under 12 may not play pool without adult supervision.
- f. Parents are responsible for tidying up after their children's play activities.
- g. Children under the age of 12 must not be left unattended in the Lodge at any time.
- h. Children are not permitted to play on the stairs or in the corridors, or to make excessive noise.
- i. Children are not permitted in the laundry area.
- j. Parents are asked to inform the Managers of any property damage in a timely manner, so that repairs or replacements can be made with minimal disruption.

7. Meals

- a. Breakfast is available from 7.15 AM (for continental) / 7:45 (for hot) until 8.45 AM.
- b. Dinner is served at 7.00 PM (unless amended by the Lodge Managers, due to a special event).
- c. An early sitting at 6.00 PM for children is provided.
- d. Older children may attend adult dinner, but only in the following limited circumstances:
 - i. They inform the Managers at least 24 hours prior to the first dinner in which this is to occur;
 - ii. They do not make unreasonable special dietary requests;

- iii. That they comply with the spirit of the adult dinners, contribute to the congeniality of the meal and to stay until the meal is complete.
- e. Members and Guests are requested to set the tables before dinner and to keep the lounge and dining areas clean and tidy at all times. Used glasses and crockery must be cleared and placed near the kitchen in accordance with the Managers' requirements. Tables must be wiped and kept clean after use.
- f. When numbers permit, Members may invite Guests for dinner at the Member's expense. Arrangements must be made with the Managers giving as much notice as possible, and no later than 9am on the same day. Rates for Guest meals are as stated by the Managers and will be invoiced directly to the Member.
- g. The Club does not cater for children under 3 unless that child is willing to eat the same food as the older children and are appropriately supervised by parents.
- h. The kitchenette on the lower level may be used at any time for the preparation of food for children under 3 who are not paying the catered rate. Members and their Guests are responsible for cleaning the kitchenette after each use.
- i. At no stage may any Member or Guest use the Lodge kitchen. It is completely out of bounds to all except the Managers and their staff.
- j. A refrigerator and storage shelves are available for the use of Members and their Guests and is located in the laundry. There is also a small refrigerator in the downstairs kitchenette. Any items placed in the fridge must be removed upon leaving the Lodge. TAC and its Managers take no responsibility for items left in the fridge at any time.

8. Self-Catering and the Summer Season

- a. The kitchenette and barbecue are available for use by Members to prepare their own dinners during the summer season. It is fully equipped, but feel free to contact the Managers or the Board should any further equipment be required.
- b. Members using the downstairs area for dining may use the pool table, covered with the wooden protective cover and tablecloth provided, as a dining table.
- c. Members and their Guests on Bed & Breakfast bookings are responsible for keeping the kitchenette clean after use. This includes washing and storing all cutlery, crockery, glassware and utensils. It also includes cleaning the barbecue. The Managers are not responsible for any cleaning, washing, or storing of items used in the kitchenette.
- d. Failure to leave the kitchenette area in a satisfactory condition will attract a cleaning fee charged at commercial rates.
- e. Any items placed in the kitchenette must be removed upon leaving the Lodge. TAC and its Managers take no responsibility for items left in the kitchenette at any time.
- f. A dinner add-on may be requested during designated Bed & Breakfast periods at the full discretion of the Managers and provided that:
 - i. Managers receive the request at least 5 working days prior to the arrival date,
 - ii. There are a minimum of six people requiring catering.

9. Dress and behaviour in common areas

- a. High standards of courtesy, honesty, good manners and consideration for others are expected from Members at all times.
- b. All Members, Guests and Children are required to be suitably dressed at all times in the Lodge.
 - i. To ensure personal safety, shoes must be worn at all times in the public areas of the Lodge, including the boot room, dining and lounge areas.
 - ii. Appearances in pyjamas or other nightwear are not permitted in the public areas of the Lodge, including the boot room, lounges or dining area.
- c. Smoking is strictly prohibited in the Lodge. Failure to abide by the non-smoking rule will result in a fine and the Member may be asked to appear before the Board.
- d. Use of illicit substances is strictly prohibited and will result in that person's stay in the Lodge being terminated immediately. Any Member or Member responsible for a Guest who does not abide by the prohibition against use

of illicit substances will be required to appear before the Board to explain why their membership of the Club should not be forfeited.

- e. Conversations on mobile devices are not permitted in the dining and lounge rooms. Mobile devices must be switched to silent in these areas of the Lodge.
- f. Common areas must be left in a tidy state, with used glasses and crockery placed near the kitchen in accordance with the Managers' requirements.
- g. Members and Guests are responsible for setting and cleaning the fireplace and ensuring that adequate firewood is available. Members and their Guests acknowledge the potentially dangerous nature associated with maintaining open fires. Fetching and splitting wood must be done in a safe manner by Adults Members and their Adult Guests only. TAC and its Managers take no responsibility and are not liable for any loss or damage caused by the inexperienced or unsafe actions of any Member or their Guest in the fetching and splitting of wood, or the lighting of the open fire.
- h. The fire screen must be in place when the last person leaves the lounge irrespective of the time.

10. The laundry

- a. The laundry is for the use of Members and the Managers. Generally, laundry hours are from 7.00 AM to 9.00 PM.
- b. Children are not permitted in the Laundry.

11. Infections and sickness

- a. In the interests of all those staying at the Lodge, it is emphasised that if you are booked into TAC and if any in your group have fever, flu like symptoms, gastro or any other infectious illness, then you should NOT come to the Lodge. Please immediately notify the Booking Director bookingdirector@tac.org.au and the Lodge Manager lodge@tac.org.au.
- b. Should you or any of your group experience any of these symptoms whilst at the Lodge, then it is likely to be inappropriate for anyone affected to remain at the Lodge. Anyone affected ought immediately isolate in his or her room and make arrangements for the affected Members of the group to depart as soon as possible. Please err on the side of caution. It is important to protect the health and enjoyment of all in the Lodge and not spread illness.

12. Fire and smoke doors

- a. Bedroom doors are to be kept closed at all times so that in the event of fire, smoke is prevented from either entering or leaving the room.
- b. Doors signed as smoke doors must remain closed at all times to prevent movement of smoke from one part of the building to another.

13. Personal property left at the Lodge

- a. Members are asked not to leave ski equipment at the Lodge unless they have a locker allocation in the rear ski room. Skis must not be padlocked in the ski rack in the day use ski room. Boots and clothing must not be left in the drying room after Member and Guest departure.
- b. Periodically, any unauthorised equipment remaining in the Lodge is donated to charity or otherwise disposed of.

Part 3 – MEMBERSHIP AND SUBSCRIPTIONS

1. Membership

- a. Ordinary Membership
 - i. Refer to the [TAC Website](#) for the current information regarding membership.
 - ii. Membership application forms are available on the [TAC Website](#).
 - iii. Contact the Registrar registrar@tac.org.au for further information.
- b. Senior Membership
 - i. Members who have reached 70 years of age at the beginning of the calendar year and whose continuous membership of the Club at that date is at least 40 years may apply to be classed as a Senior Member. An application writing should be made to the TAC Bookkeeper admin@tac.org.au in October for the new subscription year.
 - ii. Senior Members are given priority to solely occupy a room if the Lodge occupancy permits.
 - iii. Subscription rates for Senior Members will be 50% of the Member Annual Subscription.
 - iv. Senior Members may upgrade to full Member status by payment of the difference in subscription between full Member and Senior Member.
 - v. A Member who may qualify for Senior Member status may not elect to become a Senior Member during the applicable subscription calendar year.
 - vi. Senior Members
 - a) Cannot vote at meetings of Members or be elected to the Board,
 - b) May use the Lodge during Summer Season at Member rates and bring Guests at Guest rates in accordance with the rules prevailing at the time,
 - c) May use the Lodge in the Winter Season by paying Guest Rates but may not bring Guests to the Lodge,
 - d) May make bookings and payments in accordance with the rules prevailing at the time by using the booking system on the [TAC Website](#).
- c. Overseas Membership
 - i. If a Member is absent from Australia from 1st January for a period of nine (9) months or more, they may be considered to be an Overseas Member and their subscription may be reduced to 50%.
 - ii. Members residing overseas seeking reduced subscriptions must send an executed [Statutory Declaration](#) to the TAC Bookkeeper admin@tac.org.au before this reduction will apply.
 - iii. The Statutory Declaration must be resubmitted for any extensions beyond one year.
 - iv. Whether or not a Member is eligible to pay the overseas Member subscription rate is a matter for determination by the Board in accordance with clause 13(b) of the [Constitution](#) of Thredbo Alpine Club Limited.
- d. Long Term Overseas Membership
 - i. If a Member has been resident overseas for three years or more and will continue to reside overseas for the subscription year to follow, they may be considered to be a Long Term Overseas Member and their subscription is further reduced.
 - ii. Long Term Overseas Members seeking reduced subscriptions must send an executed [Statutory Declaration](#) to the TAC Bookkeeper admin@tac.org.au before this reduction will apply.
 - iii. The Statutory Declaration must be resubmitted for any extensions beyond the initial three year period.
 - iv. Whether or not a Member is eligible to pay the Long Term Overseas Member subscription rate is a matter for determination by the Board in accordance with clause 13(b) of the [Constitution](#) of Thredbo Alpine Club Limited.
- e. Children of Members
 - i. Members' children are linked to parents through the club database. If a Child is missing from a family group on the database contact the TAC Bookkeeper admin@tac.org.au to update the Child's records otherwise Child Guest rates will apply.
 - ii. While still at school an 18 year old child will be charged adult Member rates during school holidays. Upon leaving school, the 18 year old becomes an adult Guest and charged at the applicable adult Guest rates.

2. Subscriptions

- a. In accordance with the [Constitution](#), the annual subscription payable by Members is determined by the Board.
- b. Members are deemed un-financial if their subscription fees remain unpaid by the final due date.
- c. The subscription must be paid in full before financial status will be reinstated and no bookings may be made while these amounts are outstanding.
- d. Refer to the [TAC Website](#) for the current year's subscription information.

Part 4 – OTHER

1. Obligations

- a. Members agree to accept and abide by the Code of Conduct when they join the Club and when making bookings.
- b. Minor issues should be resolved in a collegiate manner between those involved. Assistance may be sought from the Manager to resolve an issue and to ensure the general amity and goodwill in the Lodge. It is understood that the Manager or other Members may seek the assistance of the Board in any extreme case. In that situation the decision of the Board will be final.
- c. The Manager may also, in rare and extreme situations, (and upon having sought the assistance of the Board) may ask a Member or Guest to leave the Lodge. In that event the aggrieved Member may also seek the views of the Board. Any Member or Guest must comply with any reasonable direction of the Manager, or, where relevant, the determination of the Board. Any unlawful conduct may be referred to the Police.
- d. Otherwise, matters concerning Members or Guests which cannot be resolved in the Lodge may be escalated to the Board by a Member or the Managers. The Board requests that formal notifications contain only factual matters. Complaints of a frivolous, vexatious or slanderous nature are to be avoided. Complaints will be considered in the context of the Code of Conduct, Rules and the Constitution. No person will be disadvantaged or prejudiced for, in good faith, reporting a suspected breach. Procedural fairness will be afforded to the aggrieved Member or Guest. However, the decision of the Board in each instance will be final. No Member or Guest has any recourse against TAC or the Board or its Managers, in restitution or damages, arising from any decision of the Board to remove, or not remove, any person from the Lodge. All Members and Guests are expected to abide by the decision of the Board or the Managers in a polite and respectful manner. All reports will be kept confidential and acted upon in accordance with the Code of Conduct, Rules and the Club's Constitution.

2. Privacy policy

The TAC Privacy Policy may be read in full [here](#).

3. Feedback and complaints

All Members have the right to express their opinion about the Club. Opinions expressed through meaningful engagement influence the way TAC works. The Rules and Code of Conduct are the result of this engagement.

Concerns may be raised with the Board tacboard@tac.org.au and will be addressed in ways that ensure fairness, accountability and transparency to all Members.