

Member Feedback

We would love to hear your thoughts or feedback on how we can improve our online booking system.

* Indicates required question

1. Email *

2. Have you tried our online booking system in 2025? *

Mark only one oval.

☐ Yes

☐ No

3. Did you need to use the WhatsApp helpline? *

Mark only one oval.

☐ Yes

☐ No

4. Did the New Booking System make it easier to:

Check all that apply.

- ☐ See when there was space available in the lodge?
- ☐ Book and pay for rooms on the spot?
- ☐ Plan and lock in my holiday at the snow?

5. How did you rate your online booking experience overall?

Check all that apply.

- ☐ Terrific - easy and problem free
- ☐ Great - relatively easy and virtually problem free
- ☐ Okay - issues were resolved easily
- ☐ Poor - found it difficult to navigate
- ☐ Very Poor - I couldn't resolve booking issues using the system

6. Did you find it easier getting a booking with the new Booking Rules?

*

Check all that apply.

- ☐ Yes
- ☐ Same
- ☐ No

7. What feature / function did you like best and /or wish to see improved:

8. Other comments for improvement of the booking system

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