



MEMBERS' GUIDE TO ANNUAL DUES AND MEMBER ACCOUNTS

(INCLUDING BADGE AND LOCKER INFORMATION 2011/2012)

Annual Dues Rates & Capital Levy 2011/2012 Season

First Member		Second Member		Children	
To Age 64	- \$ 1650	To Age 64	- \$ 985	28 – 29	- \$ 700
65 – 69	- \$ 975	65 – 69	- \$ 450	26 – 27	- \$ 475
70 – 74	- \$ 475	70 – 74	- \$ 210	18 – 25	- \$ 275
75 & over	- \$ 110	75 & over	- \$ 110	13 – 17	- \$ 700
65+ non skier (includes 75+ inactive)	- \$ 110	Social Fee for Inactive Second Member - \$110		10 – 12	- \$ 625
				5 - 9	- \$ 475
Capital Levy - \$100 (all ages)		Capital Levy - \$50 (all ages)		0 - 4	- \$ 0
				Capital Levy - \$50 (4 & under exempt)	

Inactive Distance, Medical or Holdover - \$435

Inactive with Family Badge Holders - \$935

Please refer to category fee explanations contained inside this guide for additional information.

Above fees do not include 13% H.S.T.

1. ANNUAL DUES

Please read this guide and the information contained in the Annual Dues package carefully for a complete description of annual dues rates, categories, payment requirements and procedures. If you have any questions regarding your membership status, please contact **Jan Holden at ext 226**.

Annual dues for all badge holders and locker fees are payable by September 15th, 2011. Annual dues, locker fees and the capital levy must be paid in full before a badge will be issued. Post dated payments for September 15th are welcome.

Payments can be made via cheque, on-line/telephone banking, Direct Debit (direct withdrawal from bank account) VISA or MasterCard.

New this Year: A 2% fee will be applied to all credit card payments to member accounts beginning December 1st, 2011.

Installment Plan

Members are welcome to pay their dues and capital levy through the installment plan by submitting to the Club office **prior to July 31, 2011**, 5 equal payments (cheque, on-line/telephone banking, VISA or MasterCard) dated July 31, August 31, September 30, October 31 and November 30, to cover annual dues and capital levy for all badges and locker fees. Members on the installment plan are exempt from interest charges and the 2% credit card fee providing the 5 payments are completed on schedule.

Members Age

Age categories are calculated as of December 31, 2011.

Annual Dues Refunds

Billings for annual dues are based on the prior year's billing. Any requests for annual dues refunds must be received by December 15, 2011, i.e. changing a family member's badge status to inactive.

Refunds Due to Accidents/Injuries

Refund of dues because of an injury occurring after Dec. 15, 2011 will be pro-rated based on the notification date to **Jan Holden, Member Services Administrator**. Notification must be supported by a medical certificate, and it is the member's responsibility to inform the **Member Services Administrator** of the injury & make the request for the pro-rated refund. The application will only be processed after this information is received.

Inactive Membership Categories

▪ Inactive Distance

Members residing in or beyond the counties of Niagara, Lambton, Kent, Essex, Parry Sound, Nipissing, Hastings and Prince Edward qualify for "Inactive Distance". The Board reserves the right to designate distance qualification. Distance members can obtain four complimentary lift tickets for their own personal use at the Club office. Not applicable for 65+ non skier status. Members applying for Inactive Distance Status must provide in writing their change of address. If mail is being sent care of a local address, the member is required to complete the Inactive Distance Request form annually and provide an explanation supporting their request for Inactive Distance status. An adjustment to annual dues can only be made when proper documentation is in place.

▪ Inactive Medical

Members granted Inactive Medical status last season are billed as active status for the 2011/12 season. New applications for medical status must be made each year and members must submit a medical exemption certificate each year when applying for Inactive Medical status. Applications must be received by December 15th. An adjustment to annual dues can only be made when proper documentation is in place.

▪ Inactive Holdover

Inactive Holdover status is normally granted only to members experiencing serious financial difficulties. Members granted Inactive Holdover status last season are billed as active status for the 2011/12 season, since it must be reapplied for every season. Applications must be submitted in writing prior to November 15th & applications are reviewed for approval by the Membership Committee.

▪ Inactive with Family Badge Holders

If a First Member's status is Inactive due to Medical or Distance reasons (with the appropriate documentation provided), and the purchase of badge(s) for Intermediate (Child) member(s) is required, the fee for the First Member is \$935

(+ H.S.T.). The Intermediate member(s) is required to pay the applicable fee according to their age category as of Dec. 31st, 2011.

Social Badge Fee for Inactive Second Member-\$110 (+HST)

This category applies to all Second Members who are inactive (do not ski or snowboard). The Inactive Second Member will be provided with a Club badge in order to charge purchases to his/her member account and the badge must be available at the time of purchase. This is now a mandatory fee that contributes to the operating costs of the Club, particularly lodges. If the second member chooses not to have this social badge, *their name will not appear in the Club roster*. Inactive second members are exempt from the Capital Levy fee.

Active to Inactive (or Vice Versa)

If you wish to remove a badge holder (second member or child) who is listed on your dues form and presently billed as active, please indicate the name, explanation for the deletion and reduce payment accordingly. Members are advised to provide an explanation with their dues submission detailing the rationale for removing a badge fee, as it may provide an exemption of the surcharge in the event of re-instatement.

If a badge fee for a second member or child is deleted from the original billing, an additional \$100 surcharge per badge will be applied upon re-instatement of that badge after December 15th.

If you wish to add a family member currently not listed on the dues form as Active and not billed for annual dues, please list their name and age (as of December 31st, 2011) and add the appropriate amount for annual dues as listed on page 1.

Special Guest Badges

- **Category No. 1** (\$700 plus H.S.T.)

This covers anyone in the care, custody and control of a "Family" member. This may be a ward or out-of-town relative residing with the "Family" member for a limited period. The application must be made by the first "Family" member.

- **Category No. 2** (is set to match the dues for the sponsoring Intermediate member)

Active Intermediate members age 18 or over may obtain a badge for a spouse, or special friend. The annual dues rate for the Category 2 applicant will be set to match the dues for the Intermediate member sponsoring the applicant. The application must be made by the first "Family" member of the applicant.

- **Category No. 3** (\$985 plus H.S.T.)

A single or separated member may obtain a badge for a special friend for a maximum of two seasons.

Voluntary Contributions

Are gratefully accepted for the Junior Racing Program, Craigleith Ski Patrol and/or the Collingwood General and Marine Hospital. If you wish to make a donation, please include the amount on the appropriate line of your dues invoice and submit with your dues payment.

Member Profile, Club Membership Roster and On-Line Roster

Please help us ensure your membership information is complete and up to date. Please review the enclosed Member Profile information, update with any required changes and return with your dues payment or fax to the Club at (705) 444-2234 by September 15th, 2011 to ensure roster accuracy. Please note the question on the Member Profile regarding the inclusion of your address in the roster and be sure to check "Yes" or "No" according to your preference.

Your member information will be automatically posted in the on-line roster on the Member Home Page in the Members' section of the website. If you **prefer to not have your member information**, including addresses, phone numbers and emails, **visible in the on-line roster**, you can choose which information you would like to hide by going to your profile in the on-line roster and updating your information. Alternatively, you can respond "no" to the question on the Member Profile, asking if you would like your address to appear in the roster. Please note, that if you check "no" to this question, the Club will only post your telephone numbers and email address. ***All members are asked to review their information posted on the on-line roster to ensure they are comfortable with their personal information posted.***

Book of Five "No Reservation" Guest Passes are available for purchase by members for **\$315 (HST included) per book**. Books are only available for purchase until December 31, 2011, and there is a limit of 6 books per family membership. Passes have no expiry date.

Special Bonus!! Price for this year's Book of Five has remained at last year's rate and does not reflect the increase for the daily individual guest passes. Excellent Value!

Please use the enclosed form to order the Book of Five
"No Reservation" Guest Passes.

Each guest is limited to a maximum of six visits from the first weekend in January to the first weekend in March. This includes guest visits made via the guest reservation system or through the use of the Book of 5 "No Reservation" passes. It is the member's responsibility to ensure that their guests adhere to this policy. Members should advise Club management of any abuse of this policy.

Waivers

All Club members who are active badge holders will be required to complete and submit a waiver. This is a requirement of our insurers. **The waiver is available on line in the Members' section of our website, www.craigleith.com under the "Waiver" tab** or at the front desk, Base Lodge - **it is not included in the annual dues mailing**. Please be sure to submit your on line waiver or signed waiver prior to picking up your club badge in December. Members are reminded that waivers must be completed before badges can be released.

Annual Dues Credit for Members Employed in Alpine Programs

- **NEW MINIMUM REQUIREMENT!** A member employee, as identified, shall be required to work a New Year's, Christmas or March Break Camp in addition to the regular weekend program to receive a free staff badge.
- Working less than the minimum requirements will require an exemption in your employment contract or prorated payment of dues.
- Every hour worked will provide a 2% credit towards the appropriate dues.
- Members will be billed for outstanding dues at the end of the ski season.
- The Member will not be billed for outstanding dues amounts calculated at less than 10% of the base annual dues rate.
- A First Member who is an employee in Alpine Programs is required to submit payment of dues by September 15th. The First Member will receive an account credit of up to 50% of dues paid based on hours worked for the following season.
- A Second (spousal) or Intermediate (child) member who expects to be employed for the FIRST TIME in Alpine Programs must submit annual dues by September 15th, according to their age category. The appropriate dues credit (if applicable based on the above criteria) will be applied at the end of the season.
- A Second (spousal) or Intermediate (child) member who is RETURNING as an Alpine Programs employee and is committed to instruct/coach for the full season, is not required to submit payment of dues for September 15th. However, if the employee works fewer than the minimum requirements, the member will be billed the required dues payment at the end of the season. The prorated calculation is a 2% credit for each hour worked toward the applicable badge fee plus the annual capital levy.
- All employees of the Club are required to wear their "staff badge" as opposed to a "member badge."
- Club members working "occasional hours" who do not think they will be able to commit to a New Year's, Christmas or March Break Camp in addition to the regular weekend program will not be issued a staff badge unless approved by the hiring supervisor. A day pass will be issued by the Alpine Department for each day worked.

2. MEMBER ACCOUNTS

If you have any questions regarding your monthly statement (excluding membership status) please contact **Alison Hill** in the office at (705) 445-3847 ext. 223 or e-mail AlisonHill@craigleith.com.

Monthly Statements Sent Via Email

Effective September 1st, 2011 member statements will be sent via email. Members are asked to confirm / update their personal information, especially email address, to ensure receipt of their monthly statement.

Please review the enclosed Member Profile, make required changes and return to the Club with your payment, or check your information on line on the Members' Home page of the website (follow the updating instructions provided on line) or contact Jan Holden at janholden@craigleith.com or (705) 445-3847 ext. 226

On-line Statements

Members can view their Club account on-line on the Member Home Page of the website. You can review past statements by changing the statement period date at the top right hand corner and you can review individual chits by clicking on the individual reference numbers.

New This Year – 2% Processing Fee for Credit Card Payments

In fiscal 2011 the Club spent over \$100,000 on merchant fees. The following payment alternatives will help us reduce credit card costs:

- Online banking
- Personal cheque or cash
- Direct Debit (member provides the Club with his bank information and a debit authorization – see Agreement for Pre-Authorized Payments Form enclosed)

Please be advised that as of Dec 1, 2011 a 2% processing fee will be added to any payment made with a credit card.

Payments for annual dues, snow school or racing programs, playroom registration or other account balances made prior to December 1, 2011 will not be subject to the 2% processing fee.

Pre-authorized Payment Form

The pre-authorized payment form applies to all charges **excluding annual dues and lockers**. For example, it covers social tickets, Squire John's, and food and beverage charges to accounts.

Members with pre-authorized forms already on file are required to contact the office **only when credit card information changes**, i.e. card number, card type or expiry date.

Members wishing to have their annual dues and lockers charged to their credit card are required to contact **Alison Hill** at the Club office (ext. 223 or AlisonHill@craigeith.com) to confirm dues and locker payment options (i.e. installment plan or full payment) before the credit card will be processed. The 2% credit card processing fee will not apply to annual dues payments made by credit card providing all payments are completed by December 1, 2011.

Interest Charges

An interest charge of 2% per month will be applied to all **unpaid** balances over 30 days.

Collections Policy

The Club has a policy and procedure in place to address the collection of outstanding accounts. Members with unpaid accounts may have charging privileges suspended and ultimately may be terminated from the Club for non-payment. For a copy of the policy and procedure, please contact **Alison Hill** in the office at ext. 223 or e-mail AlisonHill@craigeith.com.

3. LOCKER INFORMATION

The locker request form is available on line in the Members' section of our website, www.craigleith.com under the "Locker" tab. It is not included in the Annual Dues mailing package.

All members who had lockers last season have been allocated the same locker this season and are not required to complete a Locker Request Form. Locker fees have been automatically billed on your dues form.

If you did not have a locker in the 2010/11 season or are requesting a change in your locker type and/or location, please download & complete the Locker Request Form and return to Jan Holden via mail, fax or email. Please do not include payment for locker requests at this time. Locker requests will be assigned on an "as available basis," and billed upon allocation.

Please Note: Currently there is a waiting list for the Family Cupboard lockers. Please complete the appropriate form if you would like to be added to the waiting list for Family Cupboard lockers.

Locker Refunds

The Club must be notified of locker cancellations by Dec. 31, 2011, in order to receive a full credit for the locker

Locker Fees 2011/12

Base & South Lodge

Family Cupboard style	\$470
Ski Locker (2 – 4 pair)	\$135
Ski Locker (single)	\$65
Snowboard (single)	\$80
Large Boot	\$175
Small Boot	\$90

North Lodge

Small Family Cupboard	\$200
Multi Pair Ski/Poles	\$165
Large Boot	\$100
Small Boot	\$ 50
Combination Locks	\$ 10

- The Club does not retain members' locker combinations on file.
- HST is applicable to all locker fees and combination locks.
- Members' lockers are available for use from December 1st to the end of the season.
- The Club strongly recommends members empty their lockers at the conclusion of the season.

4. CAPITAL IMPROVEMENT FUND COLLECTION AND DISBURSEMENT POLICY

Collection of the Annual Capital Levy:

1. The capital levy will be applied to all active badge holders on an annual basis at a rate of \$100 for the First Member and \$50 each for the Second Member and children.
2. Children 4 years of age and under as of December 31st and are active badgeholders will be exempt from payment of the levy. All other age categories who are active members will be required to pay the levy on an annual basis.
3. Members who are inactive due to distance, medical, holdover or relief reasons, or are white (staff) badgeholders will be exempt from paying the capital levy for the season applicable to their status, and will be required to pay the levy on an annual basis once they return to active status. All “category” badges 1 to 6 will be exempt from the capital levy.
4. The appropriate levy amount, according to the Club’s record of active badge holders, will be billed at the same time as the Annual Dues, in July of each year. Members are welcome to pay the capital levy on the installment plan basis along with their Annual Dues.
5. Billing of the capital levy is based on membership status when dues are billed in July. Any changes to membership status (i.e. active to inactive or vice versa) made prior to December 31, will result in an according adjustment (credit or debit) to the levy charge. After December 31, membership status changes from inactive to active will result in a charge of the total applicable capital levy. Status change from active to inactive (due to injury, illness, distance) will not result in a credit of the capital levy.
6. Payment of the capital levy portion of the Annual Dues billing is required before badges will be issued, however interest charges will not be applied to the capital levy portion until after December 15th.

Disbursement of the Capital Improvement Fund:

1. Funds accumulated from the collection of the capital levy are designated as restricted capital and will be placed in a segregated account, the Capital Improvement Fund. Expenditures from the Fund will be limited to specifically identified capital projects, and cannot be used to cover operating expenses.
2. The Board of Directors will seek membership approval prior to an expenditure of the Fund, with approval of 50% or more of the votes received from eligible voters constituting the majority required for approval of the expenditure.

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