

RezExpert Manual for Members

Who is this guide for?

This training guide is for DWA members and provides instructions on how to make a guide booking at any of the snow resorts – Falls Creek, Mt. Buller, Mt. Hotham, Perisher, or Thredbo.

Only current DWA members can make a booking.

How does the system work?

The booking system has been developed with a third-party software provider. The goal of the system is to manage demand for our services at all resorts and to ensure that our staff can focus on the most important aspects – our members and supporting them finding their freedom on snow.

In practical terms, this means that when you are ready to make a booking, clicking on the 'Booking link' on the DWA website will take you to the booking platform.

The first time that you use the platform you will need to create a profile with a unique username and a password.

Once set-up you will be able to access the platform using these details.

And then you can make a guide booking, or as many as you want, at the resort of your choice.

Unlike previous years you will not be able to make a booking directly with our resort staff.

If you have any questions, please email us at bookings@disabledwintersport.com.au

What's the process?

Before making your booking, it is valuable to understand how we manage each booking. Essentially, there are 5 steps:

1. Member makes a booking with a 50% deposit
 - a. **STATUS: Booking Accepted**
2. Resort Services Manager (or Coordinator) interviews member to understand their unique requirements in terms of guides and equipment
 - a. **STATUS: Member Interviewed**
3. Resort Services Manager (or Coordinator) updates our internal systems
 - a. **STATUS: Booking Updated**
4. Resort Services Manager (or Coordinator) contacts member/guides to provide final details, such as meeting times and place, and to share contact information between member and guides
 - a. **STATUS: Booking Finalised**
5. Booking is delivered
 - a. **STATUS: Booking Delivered**

How do I make a booking using the platform?

The first step is to use the 'Booking System' link on the DWA website to access the platform. The link will take you to RezExpert (our third-party booking system), where you can create your account or log in to an existing account.

First time users will need to set up their profile with their email and password.

Once you are logged in, the process for making a booking is straightforward. Here is a worked example to show you how it is done.

Here is a step-by-step run-through of the process with relevant screen shots.

Step 1

Firstly, follow the link from the DWA website to the booking system. You will be taken to a screen that shows a couple of fields that you will need to complete. These are:

- The 'First Day/Last Day' field in which you highlight you preferred day(s) on snow (and ignore the reference to 'nights')
- The 'Person' field in which you specify how many people (should be one)

Then you click on the blue "Check Availability" button and the page will refresh to show which resorts have vacancies on the dates you want.

Refer to screenshot below:

The screenshot displays the 'Check availability' page for Disabled Wintersport Australia Inc. At the top left is the DWA logo. The page title is 'Check availability'. On the right, there are links for 'Log In' and 'Recover password', and a menu icon. The main heading is 'Disabled Wintersport Australia Inc'. Below this, there are two input fields: 'First Day / Last Day' with a calendar icon and the text 'Sat 10 Jun - Sun 11 Jun (1 nights)', and 'Person' with a person icon and the number '1'. A blue 'Check Availability' button is positioned below these fields. Below the button, the word 'Available' is displayed. A horizontal line separates this from a section for 'Mount Buller'. This section has a 'Not Available' status at the top. Below this, there is a small image of a person on a sled. To the right of the image, the text reads 'Mount Buller', 'Guide only (Please select if you are requesting a guide)', and 'Equipment (Please select if you are requesting any adaptive equipment- standard skis, poles, boots or snowboards will need to be purchased or hired from external suppliers)'. On the far right of this section, the price '\$102.00 from' is shown, with a 'Not Available' status below it.

Step 2

You will then be asked for your email and password to log into the system.

You will also see a summary of your booking.

Click on the “Next” button.

Disabled Wintersport Australia Inc

1 Confirm details 2 Sign in / create account 3 Additional details 4 Review 5 Payment 6 Confirmation 9:43

Sign in / create account

Sign In: I have booked online with Disabled Wintersport Australia Inc before
 Create account: This is my first Disabled Wintersport Australia Inc online booking

Email
Password
[Forgot password](#)

[Back](#) [Next](#)

If this is your first visit, click '[create account](#)' to create a new password that will be used to verify your identity if you wish to book online again.

Mount Hotham - 1

1 night inc GST: **\$99.00**
First Day: 17-Feb-2023
Last Day: 18-Feb-2023
1 Person(s)

Total (inc GST): **\$99.00**

Step 3

This will take you to another screen with a summary of your booking.

Click on the “Action” tab on the far right to go to the payment section.

DWA
Disabled Wintersport Australia

[Website](#) [New Booking](#) [My Bookings](#) [Admin](#) [Log Out](#)

Logged In: Tony Terrible - NM1590717

Upcoming Reservations

Business Name	Rez Number	Field	In	Out	Action
Disabled Wintersport Australia Inc	2023000009	Mount Buller	26-Feb-2023	28-Feb-2023	☰
Count:	1		Nights:	2	

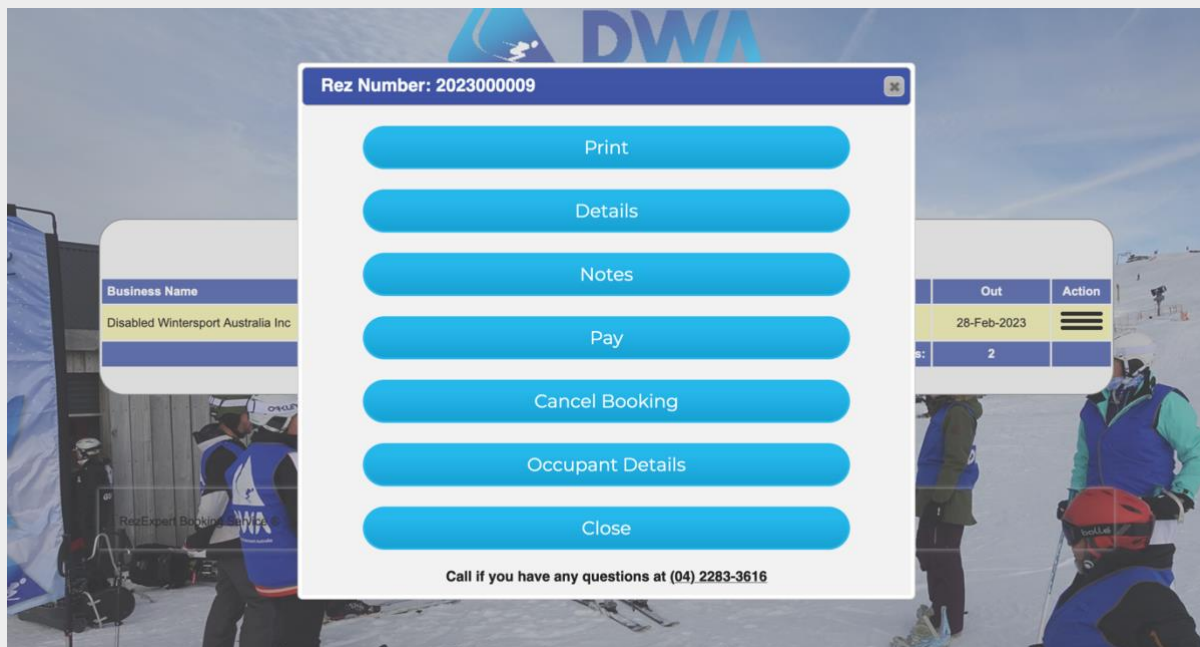
[Back](#)

[ResExpert Booking](#) [Digital Rez](#) [Privacy Policy](#)

Step 4

A menu will appear that shows seven options.

Click on the “Pay” button (fourth from the top) to enter your payment details and pay your 50% deposit.



Once that has been done you can log out of the system.

The 50% deposit is both confirmation of the booking (you will receive a confirmation email) and our team at the resort of your choice will be notified of your booking.

Is that all a member needs to do to make a booking?

Essentially, yes.

Closer to your booking the relevant Resort Services team member will be in touch to better understand your ability, what sort of guide and equipment you will need and, to arrange a meeting place and time for your booking.

During winter, this will be within 3 days of when you make the booking and, outside of winter this time will vary.

Two weeks prior to your booking the balance of your booking payment (the remaining 50%) will be deducted from the credit card you used to make the deposit.

NDIS plans

If you are on an NDIS plan and want to make a booking, please contact us at bookings@disabledwintersport.com.au

What happens if the dates I want are already booked out?

Contact DWA via bookings@disabledwintersport.com.au

With the following details:

Email Heading: Waiting List for RESORT NAME

Content:

Dear Resort Services Manager,

I have tried to book services at your RESORT NAME, but all the places are filled.

The dates I wanted are ADD DATES HERE.

If places become available for these dates could you please contact me.

Many thanks,

YOUR NAME

YOUR CONTACT NUMBER

What if there is a problem or I need to cancel my booking?

Contact the DWA team on bookings@disabledwintersport.com.au

and we will respond as soon as possible.