

User Guide: No Show Process

No Shows – BMA Owned Villages & Third-Party Villages

Summary

A No Show (XX) happens when an employee has a confirmed room booking but does not arrive on the scheduled date and does not notify anyone or cancel ahead of time. After repeated No Shows, employees may lose their roster, booking, or even have their profile deactivated.

Bookers and employees are responsible for keeping their accommodation bookings updated in Workflow to avoid unnecessary room holds and charges.

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- For **BMA Owned Villages** (Dysart SPV, Moranbah SPV, Buffel Park, and Eureka Creek), the rules depend on whether the employee is a room owner or not.
 - a. **Room Owners** who have two no shows will be contacted by People Logistics to confirm whether they still require accommodation and flights. If they continue to miss bookings without providing updates, the situation will be escalated for further action.
 - b. **Non-Room Owners** who have two no shows will have their roster and room booking removed, and their profile will be deactivated. People Logistics will notify the bookers of these changes. If the employee still requires accommodation after their profile is deactivated, the booker or the employee must submit a request in Workflow to reactivate the profile and then submit a new accommodation request.
 - For **Third-Party Villages** (Moranbah Civeo, Dysart Civeo, Dysart Ausco/Stayover, and Leichhardt Village), the process is the same process as for Non-Room Owners in BMA Owned Villages. In Civeo villages specifically, the company charges bookings even when the employee does not arrive.

Note: Any booking changes must be submitted more than 24 hours before the scheduled arrival to avoid late amendment or cancellation fees.