



LODGE OPERATIONS GUIDE - 2011

The success of day-to-day lodge operations and the enjoyment of people staying in our lodges rely heavily on members co-operating to get things done. The following guide provides information that is important to your stay.

If you need help or advice, please contact James Lawrence, VP Management on vp.management@brindabellaskiclub.org.au. Contact details for other Committee members are available in Christie.

BEFORE YOU LEAVE FOR THE MOUNTAINS

FOOD

- **FOOD IS NO LONGER PROVIDED IN OUR LODGES**
 - You must bring ALL the food you require for the duration of your stay with the exception of items shown on the attached pantry list.
 - If you are staying the weekend, the Club is no longer providing breakfasts and Saturday night dinner so you need to bring all your own food. There are no shops in Guthega where food can be bought. In Thredbo there is a small supermarket and many restaurants.
- Items in pantries labelled as "Club Use Only" must not be used except in conjunction with Club events and with the approval of the Lodge Manager.
- Alcohol in pantries must not be used except in conjunction with Club events and with the approval of the Lodge Manager.
 - If the pantry is locked, please consult the Lodge Manager or Lodge Leader.
 - If you note shortages of any supplies including paper or cleaning products, please advise the Lodge Manager or Lodge Leader during your stay or the Provisioning Officer (provisioning.officer@brindabellaskiclub.org.au) on your return from the mountains.

WORK PARTY FOOD

- The club provides all food (breakfast, lunch and dinner) for official work parties.

TRIP LISTS

- On the Thursday morning prior to your stay you will receive an email containing lodge access code, a provisional trip list, lodge operations guide and any special information relevant to your booking.

PROVISIONS COLLECTION

- Provisions for each lodge regularly need to be taken to the mountains on Friday afternoon/evening. – This counts as a lodge duty if you are staying at Thredbo - and two lodge duties if you are staying at Guthega.

- **If you are able to take provisions**, please contact the Provisioning Officer on provisioning.officer@brindabellaskiclub.org.au ASAP after receiving the trip list.
- Please bear in mind that if everyone leaves it to someone else you may find there is a shortage of critical provisions or a maintenance task is left undone.
- Provisions will generally be available for collection from Provisioning Officer from 1:00pm on Friday. The approximate time **MUST** be confirmed with the Provisioning Officer.
- Provisions are collected from 17 Prescott St, Farrer ACT – contact 02 6286 4008.

LODGE ACCESS

If you do not receive notification by email, to obtain the current door code please contact the Administration Manager on admin.mgr@brindabellaskiclub.org.au or (02) 6100 4272. Please note that the Administration Manager's office hours are 10am – 4pm Monday to Thursday only. On Friday or over the weekend, please contact the Lodge Manager or the lodge. Contact numbers are listed below.

- Please **DO NOT** rely on other people to let you in to the lodges.
- Please **DO NOT** assume the door code is the same as the last time you used the lodge.
- Specific information relating to opening/closing each of our lodges is provided below.
- **To reduce the risk of theft, please keep external doors CLOSED at all times.**

BED LINEN & TOWELS

Please bring your own towels as they are not provided.

Two pillows, a doona and mattress protector are supplied for each bed.

It is a health requirement for you to use your own top and bottom sheets or sleeping bags, and pillowcases.

In Tiobunga Room 13 has a double bed. All other beds are king singles (L203cm x W106cm) so normal single sheets do not fit well (flat double sheets are better). Unfortunately two king singles placed together are larger than a king size bed - you will have difficulty finding a sheet to fit so flat sheets are recommended (no fitted sheets).

In Kyilla Room 4A has a double bed and all other beds are singles.

In Thredbo, Rooms 3 and 4 have bunk beds with a single bed top bunk over a double bed bottom bunk. Room 14 has a single bed size double bunk. All other rooms contain two thin king singles (L203cm x W93cm) so normal single sheets do not fit well (flat double sheets are better). Two thin king single beds can be placed together (and fastened with a velcro strip) to form a bed that is just larger than a king size double bed (L203cm x W186cm).

If you forget to pack your sheets/sleeping bag and pillowcases, please inform the Lodge Manager or Lodge Leader immediately, who will be able to rent some to you.

TELEPHONE (AND FAX)

An honour system operates for local calls – place 50 cents per local call in the container near the phone.

There is **NO OUTGOING STD TELEPHONE SERVICE**. All ISD and STD calls are barred from telephones in the lodges. For long distance calls you may use a Telstra (or similar) pre-paid phone card or you may call the operator and reverse charges.

Please limit your calls to ten minutes to give people trying to ring in a chance to get through. Please do not use the telephone to make extended Internet connections.

The fax is for incoming faxes and Club use **ONLY**.

Lodge	Telephone #	Fax #
Kyilla	(02) 6457 5577	
Tiobunga	(02) 6457 5329	
Guthega Manager - Winter Only -	(02) 6457 5511 0431 449 173 - Winter Only	(02) 6457 5511
Thredbo	(02) 6457 7370	
Thredbo Manager	(02) 6457 7369 0439 444 116	(02) 6457 7369

In Guthega village, mobile phone coverage is variable depending on carrier and precise location. Coverage is good for Optus and Optus resellers such as Virgin, TPG, etc, however if you are a Telstra or Vodafone customer, do not rely on your mobile phone whilst inside the Guthega lodges!

At Thredbo, mobile phones work well both inside and outside the lodge.

INTERNET AND EMAIL

At Thredbo an ADSL Internet connection is available. There is a wireless router and also a computer desk outside the Manager's flat that has a cable connection for those without a wireless facility. Please keep downloads and uploads to a minimum. This service is provided for light usage such as e-mail and occasional web browsing. We have a strictly limited data plan and heavy use can consume all of our quota in a very short time. Please do not use it for bandwidth intensive uses such as streaming video or music, uploading or downloading large files or conducting web conferences. Overuse impacts on other lodge users and on the Lodge Manager's ability to perform important duties. Overuse will be investigated.

At Guthega ADSL is not available. Broadband wireless internet connectivity is possible using Optus and Optus resellers. Some members have had limited success with Telstra NextG.

VEHICLES

- **Chains** are compulsory items of luggage for 2WD vehicles within the designated 'snow - ice risk' sections of the Kosciuszko National Park between 1 June and mid October. Have the correct size chains and know how to fit them.
- **4WD & AWD vehicles:** the RTA recommends carrying chains - especially if drivers are inexperienced driving in snow/ice risk sections, as there is a high rate of accidents in this area involving these vehicles.
- **A shovel, groundsheet, work gloves, torch and jumper-leads** are highly recommended items of equipment for your car.
- **Antifreeze** is essential to prevent the coolant in your radiator and engine from freezing.
- **Guthega Parking** is in the 'Authorised Car Park' just down the road from the day car park, in the 'Touring Car Park' several hundred metres down the road and in a limited number of spaces between the Nordic Centre and Kyilla. Please display a **Parking Permit** (attached to the trip list e-mail or available from the lodge) on your front windscreen. The permit details your registration number, the lodge you are staying at and the period of your stay. You may also like to include your mobile phone number in case the snowplough operators need to contact you to move your vehicle. If snow clearing is required, you may be asked by the Lodge Manager to move your vehicle during your stay. You are NOT permitted to park in the Day Car Park overnight. (If you do, you may be fined, or worse still, you could find your car "modified" by the snowplough!).
- **Thredbo Parking** for twelve cars is provided and it is important that these be used. There are three spaces on the northern side of the lodge adjacent to the front door and three spaces under the main western deck (if you want to use these, please drive as far forward as you can). There are also six spaces on the eastern (river side) edge of the public car park. Please use the key hanging on the coat rack in the entrance area to unlock a car park rather than park in the public overnight car park. Relock the chain when you leave.

SHOPPING

- There are NO shops in Guthega that sell food to prepare in our lodges. There is a supermarket in the train station at Perisher Valley, so you can ski over to Blue Cow and get the train to Perisher. The Burning Log and the Guthega Alpine Hotel sell hot food.
- Thredbo Village has a small supermarket, and a number of shops, restaurants, bars and nightclubs for your entertainment within a 10-minute walk of the lodge.

YOUR ARRIVAL

You should not occupy the lodge before 5:00pm.

Specific information relating to opening each of our lodges is provided below.

If arriving early in the day to ski, please plan to leave your luggage in the car. There is limited day luggage storage at Tiobunga and Thredbo.

At Thredbo there is a fridge in the luggage room for perishable food. At Guthega please leave your eskies outside in the snow until it is time to move in.

Do not place food in the kitchen fridge or pantry freezer until after 5:00pm.

If you arrive early, you may use the living room, kitchen and common toilet but please be aware that you are visitors and that the purpose of this service is so that you can pop in, say hello, and then go skiing.

To notify the Lodge Manager or Lodge Leader of your occupancy please tick your name off the Trip List. Please do NOT re-arrange the trip list. (Only the Lodge Manager may do this).

YOUR DEPARTURE

If you are skiing on the day of your departure please leave your packed bags on your bed and clean your room before hitting the slopes.

You should complete your room cleaning and lodge duties and leave the lodge by 4.30pm.

If you have left over food please take it home or throw it out. People arriving don't need your left-overs. Food must not be left in the fridge, freezer or pantry unless it is clearly labelled with the name of someone staying on. Food left in the fridge or freezer at the end of the week/weekend that is not appropriately labelled will be disposed of.

Do not leave food of any kind. Please take it home with you or dispose of it.

On departure you should take your skis, boots and luggage with you even if you are returning later in the season. There is not enough room in our lodges to store your clobber.

Specific information relating to closing each of our lodges is provided below.

DURING YOUR STAY

Our more experienced members are encouraged to warmly welcome newer members and associates and help them settle in.

The way our lodges run varies a little depending which lodge you stay in and who you share the lodge with. If you are new to a lodge, please take a little time to familiarise yourself with how things work. If in doubt, ask. Don't worry too much if you do something a little differently from the way it is normally done. You may be introducing a better way!

ROSTERED DUTIES

Rostered duties enable our lodges to run smoothly and keep your accommodation costs down.

- EVERYONE staying in the lodge is to do a fair share of lodge duties;
- Adults should consider others when choosing duties. Please don't take 'kid friendly' jobs and leave harder or more complex jobs to children. That doesn't pass as "fair"!

- Parents may have to complete duties for their children if the children are unable to complete duties satisfactorily.
- The weekend duty roster is posted on the notice board from 5.00pm on Friday and the midweek duty roster is posted from 5.00pm on Sunday.
- In Tiobunga and Thredbo, in addition to your rostered duty, you are also required to clean your bedroom and en-suite.

GENERAL RESPONSIBILITIES

In addition to the rostered duties, it is expected that you will assist the easy operations of the lodge by acting in a way that ensures:

- External doors are CLOSED at all times.
- Washing up, drying up and putting away are completed in a timely manner. The “Dishwasher” is for sterilising crockery and cutlery. It is not efficient at removing food scraps so scrub those items before placing on the “Dishwasher” trays.
- The dishwasher is unpacked when it has completed its cycle.
- Common areas including kitchen, lounge room, ski room, drying room and workshop are maintained in a tidy state.
- Bathrooms have liquid soap and adequate supplies of spare toilet rolls.
- Bottles, cans and plastics are sorted for recycling.
- Food is clearly labelled and food is not left on benches or tables.
- Left over food is taken with you when you leave.
- SHOES: Outside shoes are removed at the entrance area and changed for soft inside shoes.
- Supplies in need of replenishment and equipment in need of repair or replacement are identified. Please do not assume someone else has reported something, instead speak to the Lodge Manager, or there is no Lodge Manager in residence then to the Lodge Leader or make a note on the Lodge Leader’s report.
- Details of any proposed ski tours are notified to responsible people who will be staying in the lodge on your return and who are not in the touring party (such as the Lodge Manager) and recorded on the notice board.
- Choice of music is alternated with that of other lodge users.
- Noisy activity ceases at 11pm.
- Skis and snowboards are not to be taken into the bunk rooms - if you are worried about security, bring a lock and cable.
- NOT ALLOWED IN THE LODGES
 - Smoking
 - Loud or offensive behaviour
 - Any other behaviour that adversely affects the use or enjoyment of the lodge by other users.

FIRE SAFETY

The Club’s Fire Evacuation Plan is located next to the fire system control board, on the notice board in each lodge and other strategic positions.

SMALL CHILDREN

Children are welcome in our lodges and are expected to behave in a manner that does not adversely impact on the enjoyment of others. There is a shared responsibility to ensure a convivial atmosphere is maintained when children are staying in the lodge. Should an issue arise, please approach the child, their parent or the Lodge Manager or Lodge Leader directly.

Please DO NOT put dirty nappies in the rubbish bins in the lodges. Hygienic nappy storage systems are provided in the Guthega lodges. Parents using the nappy storage system should

ensure the dirty nappies are removed from the lodge before departure. In Thredbo, nappies should be tied in a plastic bag and placed in the outside rubbish bin.

WARNING – EXTREME DANGER

Small children must be drilled that they must not leave a lodge unless accompanied by an adult. To comply with fire regulations, it is very easy to exit our lodges. If your child exits a lodge alone, will they be able to re-enter? Will they know where the door chime is?

During winter, please do NOT allow children (or adults) to play on the roof or behind Tiobunga within the protective fence. When 15cm of snow slides from the roof it does so with great force and instantly creates a pile of snow and ice over 180cm deep. It is extremely dangerous!

SAUNA

The sauna in Tiobunga is being built and should be ready for use in Winter 2011. Appropriate attire is required at all times.

LODGE MANAGER

The Lodge Manager will promote a friendly and cooperative atmosphere in the lodges and enhance the smooth running of the lodges.

The Lodge Manager is your first point of contact for assistance. The Guthega Lodge Manager is employed only for the winter season.

The duties of the Lodge Manager are to:

- Confirm your safe arrival.
- Oversight the smooth and safe operation of the Lodge(s).
- Perform the role of Fire Evacuation Warden.
- From Wednesday evening, act as the point of contact for members seeking short notice bookings for the following Friday to Thursday.
- Post trip lists on lodge notice board – usually by Wednesday evening, or on Thursday. Trip lists provided to members by email are indicative only. In consultation with impacted persons the Lodge Manager may change bed allocations to maximize lodge usage. Remember, you book a bed not a room.
- Perform basic lodge maintenance, arrange access for trades-people and manage maintenance issues as required.
- Establish and revise job rosters to meet changing needs.
- Confirm that lodge duties are performed.
- Perform a limited number of regular cleaning & housekeeping duties – The specifics vary between lodges.
- Perform or arrange additional cleaning duties as necessary.
- Maintain lodge phone/fax/Internet communications.
- Control the pantry inventory and liaise with the Provisioning Officer to ensure agreed food and other supplies are available.
- Manage lodge security and lodge energy requirements.
- Represent the Club in any discussions with resort management and other lodges on local issues. For example, Guthega car-parking.
- Performs the role of Fire Evacuation Warden.

The following is a list of jobs which do NOT form part of the Lodge Manager's duties:

- Cooking meals.
- Cleaning individual rooms.
- Shovelling snow.

- Taking the garbage to the hoppers.
- Bringing up the food from the car-park and packing it away.

Please understand that the position of Lodge Manager is a part-time one. While your Lodge Manager is generally happy to be of assistance whenever required, they would appreciate consideration in relation to their personal time.

LODGE LEADER

Thredbo and Tiobunga: A Lodge Leader is appointed by the Club only during periods when the Lodge Manager is not in residence.

Kyilla: A Lodge Leader is appointed by the Club for every stay.

The Lodge Leader is responsible to the Committee (through the Vice President, Management) for the management of the lodge for the period indicated on the trip list.

The role of Lodge Leader is to ensure the lodge operates smoothly and to facilitate your enjoyment of a happy, relaxed atmosphere in the lodge. The Lodge Leader will assist you by answering questions and addressing concerns.

Information for Lodge Leaders is found on lodge notice boards and in the lodge club drawer in the kitchen or the club locker.

The Lodge Leader:

- Confirms your safe arrival.
- Introduces themselves to you.
- Acts as host for Saturday pre dinner nibbles and Monday après ski nibbles and drinks get-togethers.
- Is not authorised to change bed allocations shown on the trip list. This is a safety issue in case of lodge evacuation.
- Ensures lodge duties are performed. According to specific requirements at the time, Lodge Leaders may adjust lodge duty roster or request additional duties. The Lodge Leader role is considered a duty itself, so Lodge Leaders are not required to undertake an additional duty from the roster.
- Completes the Lodge Leader report.
- Performs the role of Fire Evacuation Warden.
- Addresses situations involving unsuitable behaviour or where lodge rules are contravened. Reports these situations to the Committee via Membership Officer – Margaret Grist (membership.officer@brindabellaskiclub.org.au)
- Is responsible for the lodge being left clean and secure.

Enjoy your time in the Lodge

Happy Boarding, Skiing, Snowshoeing, Mountain Biking, Walking...

OPENING & CLOSING OF LODGES

TIOBUNGA

To Open Tiobunga

1. Gain entry via the main southern door that has a combination lock fitted.
2. The downstairs switchboard is located in the short corridor to the workshop on your right hand side after you have passed through both glass doors. Follow the switch instructions found inside the switchboard. If required, use the torch nearby.
3. The upstairs switchboard is located in the pantry corridor, opposite the kitchen. Follow the switch instructions found inside the switchboard.
4. Do NOT touch the switchboard found outside the lodge

To Close Tiobunga

1. Ensure the lodge is clean
2. Ensure all doors and windows are locked and the curtains are closed
3. Fridges are left ON
4. Follow the switch instructions found inside the switchboards. First turn off the switches as directed in the Pantry switchboard. Then do the same in the switchboard in the workshop area. Leave the HOT WATER switch ON unless trip list instructs otherwise
5. Take all recycling and garbage out and dump at dumpsters at car park.
6. Do not leave ANY of your unused food in the lodge.

KYILLA

To Open Kyilla

1. Gain entry via the main door that has a combination lock fitted. It helps to pull the door towards you when turning the latch (as it takes pressure off the bolt).
2. The switchboard is located above the bench (to the left) in the ski area
3. Turn MAIN SWITCHES "one" and "two" ON
4. Turn HOT WATER switch ON – located outside the power board on its right hand side

To Close Kyilla

1. Ensure the lodge is clean
2. Turn thermostat in lounge to OFF position
3. Ensure all doors and windows are locked and the curtains are closed
4. Leave fridges ON and closed
5. Leave HOT WATER switch ON unless trip list cover sheet instructs otherwise
 - a. Ensure all circuit breakers are left ON
 - b. Ensure entrance and ski room lights are ON
6. Turn OFF electricity at the MAIN SWITCHES (switches "one" and "two")
7. Take all recycling and garbage out and dump at dumpsters at car park
8. Do not leave ANY of your unused food in the lodge.

THREDBO LODGE

To Open Thredbo Lodge

1. Gain entry via the main door that has a combination lock fitted.

To Close Thredbo Lodge

1. Ensure the lodge is clean
2. Ensure all doors and windows are locked
3. Ensure all towel rails are switched off.
4. Leave fridges ON and closed
5. Ensure all lights (and even the entrance light switch) are turned OFF. (The entrance light will still turn on for arrivals as it has a motion detector)
6. Place all recycling (except paper) and garbage in the BSC Bin Enclosure (adjacent to the Car Park on the river side of the lodge).
7. Ensure paper recycling is removed from the workshop and taken for recycling. Thredbo does not provide a paper recycling collection service, so this should be taken home and added to your recycling.
8. Do not leave ANY of your unused food in the lodge.

Available Pantry Items – All Lodges

There has been some attempt to provide some gluten free products, but these MUST be checked by the users.

Some products contain nuts. It is the responsibility of users to check the suitability of the product.

In winter, please let the Lodge Manager know if any pantry items need replacing. In summer, contact the provisioning officers at provisioning.officer@brindabellaskiclub.org.au or on 02 6286 4008.

coffee – ground	salt
coffee – instant & decaf	pepper ground black
tea – leaf	pepper whole black
tea – herbal	garlic minced bottled
tea – teabags – Twinings selection	ginger minced bottled
tea – teabags – Regular	spice – bay leaves
drinking chocolate	spice – chilli powder
cordial – lemon	spice – cinnamon ground
cordial – orange	spice – cinnamon sticks
sugar – brown	spice – caraway seeds
sugar – white	Spice – cumin
sugar – icing mix	spice – mixed spice
vanilla essence	spice – nutmeg
cereal – muesli (various mixes)	spice – oregano flakes
cereal – cornflakes	spice – paprika sweet
cereal – weetbix	spice – parsley flakes
cereal – quick and traditional oats	spice – tarragon
margarine	spice – turmeric
honey	stock cubes – beef (some Massell)
jam –flavours will vary from time to time	stock cubes – chicken (some Massell)
peanut butter – crunchy	mustard – Dijon or Australian
peanut butter – smooth	mustard – hot English
vegemite	mustard – seeded
arrowroot	sauce – BBQ
baking powder	sauce – sweet chilli
bicarb soda	sauce – soy
cocoa (baking)	sauce – Tabasco
flour – cornflour (some White Wings)	sauce – tomato
flour – plain	sauce – Worcestershire
flour – self raising	aluminium foil
gelatine	baking paper
gravy mix – chicken	greaseproof paper
gravy mix – meat (some GF)	oven bags
oil – olive	plastic wrap
oil – vegetable	tissues – for living areas only
vinegar – balsamic	tooth picks
vinegar – cider	matches
vinegar – white	