

BRINDABELLA SKI CLUB



LODGE OPERATIONS GUIDE – WINTER 2019

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 the Administration Manager on admin.mgr@brindabellaskiclub.org.au. Contact details for Committee members are available in Christie or from the Club website.

1. BEFORE YOU LEAVE FOR THE MOUNTAINS

1.1 FOOD

- The Club provides certain pantry items for all lodges. See attached pantry list.
- 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.

The Club no longer provides cooked 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 and/or the Provisioning Officer via the vp.management@brindabellaskiclub.org.au email on your return from the mountains.

1.2 TRIP LISTS

- On the Thursday morning prior to your stay you will receive a ‘Triplist’ email containing lodge access codes. The email will contain a link to the Club website to look up the bed allocations for your lodge, access the Lodge Operations Guide and guide for the use of the Oversnow Vehicle, access to the Guthega overnight parking form and Lodge Leader’s report and any special information relevant to your booking.

1.3 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 (as you need to lug the provisions from the car park to the lodges).

If you are able to take provisions, please contact the VP Management on vp.management@brindabellaskiclub.org.au ASAP after receiving the trip list email. Your email will be passed on to the relevant lodge Provisioning Officer. Provisions are generally collected from Jindabyne or Canberra.

- 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 4:00pm on Friday. The approximate time MUST be confirmed with the Provisioning Officer.
- Provisions are collected from Jindabyne or Canberra, with the location to be confirmed by contacting the Provisioning Officer.

1.4 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. 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.

1.5 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.

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.

Tiobunga

In Tiobunga Room 13 has a double bed. Room 5 has a double bed and a king single. All other beds are king singles (L203cm x W106cm) so normal single sheets do not fit well (flat double sheets are better). Note that 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).

Kyilla

In Kyilla Room 4A has a double bed. Rooms 2 and 3 have a bunk with a 7/8th single on the top and a king single underneath, and two queen singles that may be joined. All other beds are singles.

Waragun

In Waragun (Thredbo), **Rooms 3 and 4 each contain 3 beds** (1 bunk and one single). All other rooms contain two split king beds (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). You will have difficulty finding a sheet to fit so flat sheets are recommended (no fitted sheets).

1.6 TELEPHONE (AND FAX)

There is NO OUTGOING LONG DISTANCE TELEPHONE SERVICE. All mobile, ISD and STD calls are barred from telephones in the lodges.

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 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 0481 135 685 - Winter Only	(02) 6457 5511
Waragun (Thredbo) - Winter Only -	(02) 6457 7370	
Thredbo Manager	(02) 6457 7369 0439 444 116	(02) 6457 7370

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.

1.7 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 limit downloads and uploads. This service is provided for light usage such as e-mail and web browsing. We have a limited data plan as the service provider that we use offers no unlimited plan, and heavy use can consume all of our quota before the end of the month. Please minimise 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. Excessive use will be investigated.

At Guthega ADSL is not available. Optus has a base station in Guthega so broadband wireless internet connectivity is possible using Optus and Optus resellers, with your own service plan and equipment. Some members have had limited success with Telstra NextG.

1.8 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.

1.9 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.

2. 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 AND FOOD IN THE CAR.

If you arrive early to ski, 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.

Congestion at changeover times can be an issue. There is limited day luggage storage at Tiobunga (Guthega) and Waragun (Thredbo). There is no storage at Kyilla (Guthega).

You may leave food in a fridge in the luggage room in Waragun and use the club facilities.

In Guthega please leave your Esky outside in the snow until it is time to move in, crows will eat your food if it is not adequately packaged.

In Tiobunga you can leave your luggage in the day store room in the downstairs foyer or the garage which stays nice and cold.

In Kyilla leave your luggage in your car and food in your Esky outside until it is time to move in.

THE DEPARTURE AND ARRIVAL TIMES HAVE BEEN STAGGERED SO AS MOVING OUT AND MOVING IN CAN BE ACHIEVED WITHOUT UNDUE CONGESTION.

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

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).**

3. TRANSPORT FROM CAR PARK TO GUTHEGA LODGES

During the Winter season Mt Tate Road is closed from just beyond the car park.

The options of moving gear and food the next 150-200 metres to the lodges are:

- carry in all items
- use Club toboggans as available
- make use of the Club's new Over Snow Vehicle (OSV) as, and if, available.
- **Please note: Self-drive of the OSV** is only possible if you have previously obtained a licence. Otherwise, another member who is licenced may be able to assist.
Refer to the separate document on the Club's **Lodge Operating Procedures and Information** webpage for more detailed information about the OSV and about obtaining a licence.

4. 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.

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

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.

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 opening and closing each of our lodges is provided at Point 6.

5. 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!

5.1 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 Waragun (Thredbo), in addition to your rostered duty, you are also required to clean your bedroom and en-suite.

5.2 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.
 - Refer to the Club's Code of Conduct '10 Commandments' on website and in Lodges for further information about appropriate lodge behaviour

5.3 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.

5.4 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 Waragun (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!

5.5 SAUNA

The sauna in Tiobunga is available for use by people staying in Kyilla, as well as in Tiobunga. Please consider people occupying the rooms near the sauna and keep noise down near the sauna. Appropriate attire is required at all times.

5.6 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 duties of the Lodge Manager are to:

- 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.

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.

5.7 LODGE LEADER

If Lodge Manager is in residence the Lodge Leader's responsibility is to work with the Lodge Manager to ensure the lodge operates smoothly and to facilitate your enjoyment of a happy, relaxed atmosphere in the lodge.

If Lodge Manager is NOT in residence the Lodge Leader is responsible for the management of the lodge for the period indicated on the trip list. The Lodge Leader will assist you by answering questions and addressing concerns.

The Lodge Leader reports to the Committee by completing the Lodge Leader form (included on triplist webpage) and emailing it to the VP Management and the relevant VP Maintenance Contact details are: Vice President, Management, Darren Hughes (vp.management@brindabellaskiclub.org.au); Lodge Maintenance VP details are Kyilla – Richard Radajewski(vp.kyilla@brindabellaskiclub.org.au) ; Waragun - Rob McGregor (vp.thredbo@brindabellaskiclub.org.au) ; and Tiobunga – Bruce Hartican (vp.tiobunga@brindabellaskiclub.org.au).

If the Lodge Manager is in residence the role of Lodge Leader is to:

- Introduce themselves to you.
- Act as a point of contact for any concerns when Lodge Manager is not available.
- Liaise with Lodge Manager about any issues.
- Complete and return the Lodge Leader's report to the Lodge Manager.

If Lodge Manager is NOT in residence the role of the Lodge Leader is to:

- Confirm your safe arrival.
- Introduce themselves to you.
- Act 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 except with the agreement of the Lodge Manager. This is a safety issue in case of lodge evacuation.*
- Ensure 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.
- Complete the Lodge Leader report and email it to addresses above
- Perform the role of Fire Evacuation Warden.
- Address situations involving unsuitable behaviour or where lodge rules are contravened. Report these situations to the Committee via the VP Management, Margaret Simpson.
- Is responsible for the lodge being left clean and secure.

Enjoy your time in the Lodge

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

6. OPENING & CLOSING OF LODGES

6.1 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. **Please note that isolation of the electricity shuts down the water supply to the lodge.**
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.

6.2 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 on the two MAIN SWITCHES at the top of the switchboard
4. Check HOT WATER switch is 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. Leave fridges ON and closed
4. 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
5. Turn OFF electricity at the MAIN SWITCHES at the top of the switchboard
6. Take all recycling and garbage out and dump at dumpsters at car park
7. Do not leave ANY of your unused food in the lodge.
8. Please physically check all five external doors are closed and latched. We have had cases of some of these doors being left open.

6.3 WARAGUN (THREDBO)

To Open Waragun

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

To Close Waragun

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 lodge and taken for recycling.
8. Do not leave ANY of your unused food in the lodge.

7. 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 send an email message to vp.management@brindabellaskiclub.org.au advising any pantry items that require restocking. This message will be passed on to the relevant Provisioning Officer.

Please note that in Summer minimal pantry items are provided (salt and pepper, some condiments and left over winter pantry stock, food wrapping materials and dishwashing supplies).

AVAILABLE PANTRY ITEMS ALL LODGES WINTER 2018

Coffee – Ground, Beans, Instant and Decaff	Toothpicks and matches
Tea – Leaf, Twinings Tea Bag Selection, Regular Tea Bag	Salt – Cooking and Ground
Tea – Herbal Selection	Spices - Star Anise, Allspice, Bay Leaves, Cardamom, Chilli Hot, Cayenne Pepper, Cloves, Chinese 5 Spice, Coriander Ground, Cumin Ground, Fennel Seeds, Ginger Ground and Minced, Garlic Minced, Mixed Spice, Nutmeg, Paprika Sweet, Tarragon, Turmeric, Thyme, Cinnamon – Ground And Quills
Drinking Chocolate, Cocoa	Vanilla
Cordial	Gravy Granules – Chicken, Roast Meat
Jam – Various	Arrowroot
Honey	Bicarb Soda
Vegemite	Baking Powder
Peanut Butter – Crunchy and Smooth	Stock Cubes – Beef, Chicken, Vegetable (Some GF)
Cereals – muesli, oats, weetbix and various others	Mustard – Dijon, Seeded, and Hot English
Margarine	Flour – Plain, Self Raising, Corn
Oil – Olive, Vegetable and Spray	Sugar – Brown, White, Icing
Vinegar – Balsamic, White Wine, Cider, Malt	
Pepper – Ground	
Sauce – BBQ, Sweet Chilli, Soy, Tomato, Worcestershire	
Oven Bags	
Plastic Wrap	
Alfoil	
Baking Paper	
Greaseproof paper	
Freezer bags, small	

NB SOME TISSUES ARE PROVIDED IN COMMON