

ELOUERA SKI CLUB
SUGGESTED GUEST BRIEFING BY LODGE CAPTAIN
(Preferably conducted around 7 pm on Sunday night)

Introduction

Welcome everyone to Pygmy Possum Lodge. Introduce yourself as the Lodge Captain for East or West Wing.

The role of Lodge Captain is voluntary, we do not employ an on-site manager like some Lodges. My role is to ensure we all know what is required to be done in a self-managed Lodge. I am also the point of contact if any of you have concerns or need guidance on what to do. There is another Lodge Captain in the other Wing. You can contact them if I'm not available.

We hope you all enjoy your time at Pygmy Possum Lodge, however since we will be sharing kitchens, common lounge and dining rooms and other facilities it is important that we all follow some basic commonsense rules. The rules are not onerous, however they have been developed to ensure we:

- Have respect for each other,
- Look after the Lodge facilities, and
- Maintain a safe Lodge for everyone.

The key rules and behaviours that we need you to follow during the week.

Duties

Running of the lodge is the responsibility of everyone. General duties include:

- All occupants need to sign in to the Club Register and sign out on departure,
- Maintain clean kitchens and common areas at all times. Cardinal rule - If you use it or dirty it clean it promptly.
- Ensure garbage is double bagged and emptied into Village garbage trailers,
- Ensure bedrooms and bathrooms are clean and tidy (especially prior to departure),
- Carry out your allocated duties during the week and prior to departure as instructed.
- Be mindful of unnecessary and loud noise, which may disturb other guests. Note that the walls and ceilings are not very soundproof. Please keep noise to a minimum after 10pm.

Safety

- The front door, rear doors and verandahs need to be cleared of snow at all times in case of emergency. Shovels are provided for that purpose only.
- Smoking is banned in the Lodge and on the balconies at all times. If you do smoke outside remember we are in a national park and dispose of butts properly,
- A Fire plan is printed on the back of every bedroom door. Please familiarize yourself with it and the location of any fire exits and equipment,
- If the Fire alarm is sounded please evacuate the whole Lodge from the top floor down. The alarm will sound on both sides. If it is a false alarm it is important to notify all guests on both wings,

- A First Aid box is located in the Game's room for major injuries. Band-Aids, etc. are available for purchase in the food store,
- If you intend to venture outside the valley, please fill out the Ski register and the white board at the front door giving details of your proposed route and departure and expected return time. This will assist in locating you should there be any mishaps. It's a good idea to advise other guests of your plans.

Children

- Adults must supervise children inside the Lodge, especially the Games room,
- Ensure children are not misbehaving, creating a nuisance or using lodge equipment inappropriately,
- Children are not permitted in the food store at any time, unless accompanied by an adult.

Lodge facilities

- Keep external doors and windows closed in winter to retain heat for the benefit of all users,
- Common areas:
 - Do not alter the Thermostat settings. Room temperatures fluctuate based on the number of people in the room, the level of cooking in the kitchen and the external temperature. Allow time for the thermostats to stabilise to new conditions e.g. fewer or more people.
 - Only soft shoes are to be worn inside the Lodge. Snow footwear, of any kind, is not permitted beyond the foyer area,
- Games Room:
 - The Pool and Table Tennis tables are for your enjoyment. Please use them properly and do not abuse them.
 - Do not alter any settings on the TV in the Games room. It specifically provides information on the Village including availability of lifts, temperatures and events in the village.
- Bedrooms:
 - Detailed notes are provided inside each room. Please familiarize yourself with these notes.
 - Key points are: keep bathroom doors closed when in use as shower steam can set off the fire alarm, sanitary items must not be flushed down the toilets and strip heaters should be brushed clean prior to use and not be left on unattended.
- Food Store:
 - A well-stocked Food store is available for non-perishable items at moderate prices. If you purchase items from the Food store during the week complete a Food docket which should be kept in the Food store.
 - Lodge Captains can provide key access to the Food store.
 - Community items are provided free of charge such as tea, coffee, sugar condiments etc. Please use in moderation. Notify the Lodge Captain if items need to be replaced.
- Wi-fi:
 - A satellite NBN connection has been installed for the winter 2018 season. This is a new service for members and guests however we have noted that the satellite service is not as reliable as we expected.

The Board are looking at ways to improve and extend the wi-fi service including logging on and sharing usage.

- o CP Village has installed a free wi-fi service if the Lodge facility is unavailable. Their password is 'cpsr 2018'

Administration

- Prior to departure hand your weekly food docket usage to the Lodge Captain. Make sure you complete the declaration and your preferred refund method. A food usage declaration is always required even if no food store deposit was charged or no food was purchased.
- Failure to complete this docket may result in the forfeit of your food deposit.
- The Lodge Captain will keep records of all breakages and events and pass these on to the appropriate Board member.

In the unlikely event of any significant disruption or abuse of Lodge facilities, the Board may take action to prevent members and/or guests from attending the Lodge. This may deprive them of future booking/s.

Conclusion

Should you experience difficulties with any issue please contact myself, the other Wing Lodge Captain or another experienced member.

If necessary the Lodge Captain can consult a Board member on the 1800 number in the telephone box.

Ask members and guests to take a few minutes, after the briefing, to introduce themselves to others who they may not already know.

HOPE YOU HAVE AN ENJOYABLE STAY