

ELOUERA SKI CLUB

SUGGESTED GUEST BRIEFING BY LODGE CAPTAIN

(Preferably conducted on Sunday night)

1. Introduce yourself as Lodge Captain and introduce other members and guests.
2. This Lodge has been operating for the past 35 years and has operated successfully with the cooperation of all the guests. The lodge captain is there to help but not to be abused. The Lodge Captain will keep records of all breakages and events and pass these off to the voluntary managers.
3. Explain that this is a **Club Lodge** without paid staff.
The running of the lodge is the responsibility of **all** occupants
Duties include:-
 - (a) Vacuuming and cleaning of the entire lodge including the foyer.
 - (b) The fire exits and verandahs are part of our safety strategy and need to be cleared of Snow at all times. Shovels are provided and should be kept for that purpose only,
 - (c) Emptying the garbage bins (double bagged) into the garbage trailers.
 - (d) If you use a stove or appliance, **you must clean it.**
 - (e) **If you soil the bed linen it has to be cleaned so that it is available for others.**
 - (f) Replace tea towels as necessary and wash before departure,
 - (g) Keep windows relatively clean,
 - (h) Keep the doors closed so that heat is retained for the benefit of all users.
4. There are notes to be read on walls and behind doors in your bedrooms. These should be read and memorized. They could save your life.
5. You must clean your bedroom and ensuite prior to your departure. You must also ensure the cleanliness of your children's room.
6. Restrict unnecessary **noise** to avoid disturbing other guests. The bedrooms directly above the lounge/dining areas are affected by noise from these areas so please be mindful of that after 10pm.
7. Children unattended by an adult **must not** be left in the lodge.
8. Ensure children in your care do not misbehave or make a nuisance of themselves to other guests, or damage the lodge or lodge equipment.
9. The Food Store Key may be made available at all times to **Adult** guests subject to arrangement with Lodge Captain. **No child is permitted in the food store at any time unless accompanied by an adult.**
10. There are community items in the store which are provided free of charge and should not be abused. If these run out during your stay let the Lodge Captain know so they can be replaced as quickly as possible. This may not be during your week if they need to come from Jindabyne.
11. Food store dockets are to be filled out correctly and left in the food store during the week. At the completion of the week hand your food docket to the Lodge Captain to enable them to process the food store usage data before your departure. **Make sure you complete the food usage declaration and preferred refund method on the back of the food store docket correctly.**
 - A food usage declaration is **always required**
 - even if no food store deposit has been charged.
 - even if food usage is zero.
 - **Failure to complete a food docket even if you have not purchased any items may result in the forfeit of your food deposit.**

12. The **CLUB REGISTER**: It is essential to sign “**IN**” on arrival and “**OUT**” on departure.
13. If you are venturing further than 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 give searchers an easier task should you run into any problems. **Always advise other guests of your departure and return**.
14. **Smoking is banned in the Lodge and on the balconies**. Should you need to smoke you must use the verandahs where containers for ash and butts are provided. **Do not throw your cigarette butts into the snow. Someone has to pick them up when the snow melts. Note verandahs are used by all lodge guests and it is necessary to ensure you ask others before smoking**.
15. Fire Equipment: Make yourself familiar with the location of all fire equipment and exits. Note there is a fire plan printed on the back of every bedroom door read it carefully.
16. The First Aid box is located in the game’s room. It is intended for **MAJOR INJURIES** when the Doctor is absent from the village. Band-Aids, etc are available for purchase in the food store.
17. **FOOTWEAR**: Only soft-shoes are to be worn on the carpeted areas. No Snow footwear of any kind is permitted above the foyer area.
18. Disposal receptacles for sanitary items are available in the Ladies toilet on the top floor of each wing. Please do not dispose these items down the toilets.
19. The room temperatures will alter during the day and the night based on the number of people in the room, the cooking in the kitchen and the heat level from outside. Give the room Thermostats a chance to stabilise after there has been a large injection of energy.
20. **Thermostats**: Do not alter the **Thermostat Settings**. Should you be experiencing difficulties with heating or hot water please consult board member on 1800 number in telephone box.
21. **Strip Heaters should not be left on unattended in bedrooms**, as they may set off fire alarms. Also to avoid setting off the fire alarm it is best to check for dead moths on top of the heaters before turning them on for the first time during your stay.
22. The fire alarm can be set off by large volume of steam from the ensuite shower or it can be set off by deodorant spray. The setting off of unnecessary fire alarms is an inconvenience to all guests and could lead to expulsion if deliberately done.
23. When the Fire alarm is sounded please evacuate the whole lodge from the top floor down. The alarm will sound on both sides so if it is a false alarm it is important to notify all guests on both wings.
24. **Games Room**. The Pool and Table Tennis tables are there for your enjoyment. Do not abuse them. Please report any abuse by other persons to the Lodge Captain or directly to the Board.
25. The TV in the games room is specifically for the village and provides information on availability of lifts, temperatures and things that could be happening in the village. Do not play around with this unit.
26. Some appliances provided for your use are coin operated. Treat them with care, they take a lot to maintain. The coin operation allows us to sustain the costs of both running and maintaining the appliances.

HOPE YOU HAVE AN ENJOYABLE STAY