

### INTRODUCTION

#### *A message from the Elouera Ski Club Committee.*

At Pygmy Possum Lodge, we rely on volunteer Lodge Captains like you to ensure everything runs smoothly during your stay. This helps us avoid the need for a full-time manager, which would reduce available beds for everyone.

We understand that managing a Lodge Wing might not be what you had in mind for your holiday, but it's essential. Lodge Captains act as liaisons, oversee operations, and keep us informed of any issues.

Following a few simple guidelines and knowing your role helps keep the Lodge running smoothly, ensuring everyone enjoys their holiday.

If you face a problem that can't be resolved, first consult the other Lodge Captain, and if needed, reach out to a designated Club Manager for assistance. Check the phone booth for the contact numbers. Thanks for your help in making our Lodge experience great!

**Thank you for assisting the Club during your stay - we hope you have a wonderful holiday.**

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### LODGE GUIDELINES

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### 1. KEYS

There are only a few keys which are needed to access almost all of the lodge.

- **Security key (PP2)** - opens the key cabinets inside the food store (one at each end). These cabinets contain spare keys to bedrooms.
- The PP2 security key is located in a key safe in the workshop. The number for opening the key safe is supplied by email to lodge captains upon completion of the online "waiver". The key is a master key and will open most of the other padlocked cabinets in the lodge.

#### **Other keys you will need to know about are:**

- **Food store key** – available in each kitchen wing for everyday use. Note that the store is to be kept locked at all times and anyone paying other than the full adult tariff is required to be accompanied in the store by an adult.
- **Bedroom Keys** - If someone locks their key in their room, the Lodge Captain will use the spare key from the key cabinet, open the room, and return the key to the cabinet.
- **Front door key** – the front door key is kept in a keysafe near the front door, this is mainly superfluous during the winter season as the door is normally left unlocked to allow members and guests to come and go easily. The front door works on a number code entry and therefore this key is for emergencies only.

If a key is lost, a \$20 replacement cost will be levied. Guests should not take keys outside; keep them secure in the Lodge, e.g., a food cupboard. Not returning keys leads to costly lock changes at season end.

***If you have difficulty with any keys or are unsure please call the Pygmy Possum Property Maintenance Manager on the free call numbers (printed in the phone booth).***

## 2. INFORMATION and NOTICES

During the winter especially it is important to note all information available to ensure to know how to act under various circumstances that may arise during your stay

- On arrival the Lodge Captain should attach a copy of the accommodation sheet to the lounge room notice board of their wing, near the Guest Register.
- The weekly Lodge Duties sheet is in the Guest Register where everyone can access it and fill in their preferred chore for the end of the week. **All adult guests must put their names on the sheet and ensure that the duties are carried out satisfactorily in addition to daily maintenance jobs.**
- Other notices regarding oversnow travel times, Chalet and village activities can be posted on wing notice boards so keep an eye on them.

## 3. FIRE ALARM

**The alarm does NOT automatically contact the fire brigade so if there is a REAL FIRE act accordingly and follow emergency procedures.**

- If the Fire Alarm sounds a Lodge Captain is to go to the main front entrance foyer and open the glass alarm panel door with the key to silence the audible alarm (the key is either in the glass door lock or hanging on a nail above the panel).
- There will be a flashing red light on the panel that indicates the area (zone) where the “fire” is located – not the actual room but the level and wing.
- Check all alarms in the indicated location (bedrooms and other areas) to ensure that there is no actual fire – the lamp on the detector will be flashing at the source of the alarm.
- Reset instructions for the alarm are printed on a notice above the alarm panel and – **reset only after the lodge has been fully checked** to ensure there is on actual fire.
- **NOTE:** Alarms will operate if guests are illegally smoking in their room or if they allow steam to escape from bathrooms.

## 4. KITCHEN - FRIDGES, FREEZERS, CUPBOARDS, etc

- The people in each bedroom are allocated a fridge space, freezer space and a food storage cupboard, as per the labels on the fridges and cupboards.
- No containers (cases of wine, beer, food, fruit or vegetables) are to be stored in the living / dining area – especially the area between the stairs and the kitchen because of fire risk.
- Guests must take coolite boxes and similar away with them as they leave or dispose of them environmentally.
- **Please follow instructions on signs in the Kitchen regarding waste handling and Food Safety.**

## 5. GAMES ROOM USAGE

- Noisy activity in the games room to cease by 10pm.
- Children in the Games room are to be supervised by adults, and very young children should not be in the room unless with their responsible adult.
- The pool table to be used responsibly. Any damage caused will need to be paid for. Lodge captains can access the balls from the Lodge Captain's Cabinet (in laundry) and the pool cues from in the workshop.

## 6. END OF WEEK ADMINISTRATION - FOOD STORE, REPORTING

LODGE CAPTAINS – END OF WEEK ADMINISTRATION DUTIES	
1.	Collect your wing food store docket and confirm with each party that they have paid online. Unpaid food store dockets please scan and email to <a href="mailto:foodstore@eloueraskiclub.asn.au">mailto:foodstore@eloueraskiclub.asn.au</a>
2.	Complete the Lodge Captain's weekly report which can be found here; <a href="https://eloueraskiclub.asn.au/lodges/PygmyPossum/LodgeManagementForms/">https://eloueraskiclub.asn.au/lodges/PygmyPossum/LodgeManagementForms/</a>  It is an online form called the "Lodge Condition Report" and is accessed under the Pygmy Possum Ski Lodge tab, Resources for Lodge Captains section of the dropdown menu. You will need to enter your booking id, booking sub id and the email address used on your booking as the identifiers to give you access to the form.
3.	Close wing (if required). Check with the Booking Officer if there is any doubt re following week occupancy.

Note that there is a "How to Use the Food Store" guide on the Pygmy Possum Ski Lodge → Food at Pygmy Possum Lodge web page. There is a link to [Food Store Shop How To.pdf](#) on that page.

## 6. RESOURCES

Copies of the following documents can be found online and operations manual hard copies should be available under the notice boards in each wing;

- Lodge Captain's Guide
- Folder including the weekly Guest Register and Lodge Duties Roster Sheet. The checklist and report forms at the back of the folder are only for use in the event that the online form cannot be completed.

Additionally:

- Lodge operating manual and diagrams – in Games Room Cabinet
- Ski touring register (1 only in the Lodge) and touring white board at entrance
- Phone contact list - in phone box (free to call out domestically)
- Environmental management – awareness guidebook in each wing