



the silver brumby
T H R E D B O

Lodge etiquette & FAQs

The Silver Brumby Lodge
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This useful information is for lodge Members and their guests – please forward to guests prior to their stay at the lodge.

This information is also available on the web and at the lodge.

Before you arrive

- Emergency contact information is as above.
- Payment for your booking must be made before your stay – with the exception of last minute bookings. In this instance, payment can be made by cheque, credit card (Visa or MasterCard) or EFTPOS at the lodge.
- We are happy to cater to special dietary or other requirements if possible. Please advise of your requirements when booking.

Getting to the lodge

- Abide by weather warning and snow chain signs on entering the National Park.
- National Park fees are payable per night and each vehicle must display the appropriate sticker or ticket. If the Park entrance is unattended, tickets can be purchased at the information centre in the Village.

On arrival

- Parking in the lodge driveway is only permitted whilst you load and unload your car, or if you arrive late at night (please move it first thing in the morning if this is the case) – there are NO exceptions to this rule.
- Check-in time for daily arrivals at the lodge is 2pm.
- Permanent parking is available along the Alpine Way towards Khancoban or at Friday Flat.
- The office is located next to the kitchen on the right. The notice board outside the office will list guest names with room numbers and the key.



Catered periods

- Catered periods are the ski season, NSW school holidays, and event weekends (e.g. Blues Festival, Jazz Festival) or can be arranged for large parties visiting the lodge in summer on prior request.
- Meals provided during catered periods are breakfast and dinner.
- Breakfast is from 7am to 8.30am in winter and 7.30am to 9am in summer – please order your cooked breakfast from the kitchen each morning.
- Children's meals are at 6pm. Adult meals are at 7pm. We assume all children 14 years and under will have children's meals. Please advise at breakfast if children would prefer to eat at 7pm.
- Meals are self-service – please set your own table, clear plates, rinse and stack them at the sink, and wipe down your table. Volunteers are requested to help with serving meals.
- During your stay, if you decide to 'dine out' one evening, please kindly inform the managers as early as possible.

Non-catered periods

- Continental breakfast only is available from 7.30am to 9am.
- You may use the kitchen to prepare your own food during non-catered times only. Please clean and wash up when you have finished.
- Please do not use any food from the Brumby kitchen and take care with utensils. Please store your food in the guest fridges located in the dining room.

Refreshments

- Please help yourself to tea, coffee and hot chocolate at any time. These are located by the sink in the dining room.
- All cups and mugs etc. are in the cupboards by the sink and milk is in the right hand fridge door. Please provide your own milk for children to drink.
- There is a soft drink machine at the entrance to the lodge. To avoid accidental damage to furniture and carpet, please remind children to drink soft drinks in the dining room only.
- This is a BYO lodge with two large fridges located in the dining room for your wine, beer, soft drink etc. To ensure there is no confusion during your stay, please mark your name clearly on all bottles.



Etiquette

- Please remember that the lodge belongs to all members equally – it is there for the enjoyment and comfort of all guests. Common areas such as lounge and dining room must remain available for all guests at all times.
- Please keep noise to a minimum in the lodge and driveway – sound travels in the mountain air.
- We know children are naturally curious so please make sure your children do not go exploring around the lodge unattended.
- If you are celebrating please be aware that there are up to 50 other guests in the lodge and be conscious of any noise and disruption you might cause to others.
- Suitable footwear is to be worn in the dining room at all times.
- All meals must be eaten in the dining room. Please do not eat meals in your room or any other carpeted area.

Smoking

- The inside of the lodge is a smoke free zone – this includes the spa, sauna and all bedrooms. Please smoke on the balcony and use the ashtrays provided. Do not flick butts off the balcony.
- Please empty and clean ashtrays when you have finished.

Showers and heating

- We have a platypus system, which conserves energy and prevents temperature fluctuations.
- Turn the hot tap full on and adjust with the cold tap.
- The radiators throughout the Lodge are individually controlled. We recommend you turn them off at night and open a window as the air is very dry.

Laundry

- The laundry is located on the ground floor under the kitchen, with a washing machine, dryer, iron and ironing board. Please follow rules posted in the laundry.

Linen and towels

- Please bring your own spa and sauna towels.
- Top sheets are available on request.



Sauna and spa

- The sauna and spa are open 2pm to 7pm during all catered periods or by prior arrangement. Instructions are posted in the sauna room.
- FOR SAFETY REASONS, STRICTLY NO GLASS BOTTLES OR GLASSES ALLOWED. Please use plastic tumblers located below the guest sink in the dining room.
- Children must be supervised – no babies allowed.
- Please follow instructions posted in the spa and sauna (e.g. all patrons must shower before using the spa).
- Please do not leave towels in spa or sauna area.

Phone calls, faxes and Internet access

- Courtesy phone – there is a courtesy phone downstairs in the entrance. Local calls are free, you will need an Access Phone Card for all other calls.
- Internet access – there is a free wireless broadband available in all areas of the lodge. We ask all users to limit their downloads to keep this service freely available to all occupants of the lodge.
- Faxes – please ask the lodge managers if you would like to send or receive a fax (\$1 per page to send and 50c per page to receive).
- Messages – there is a guest message board located outside the office, check this daily for messages you may get during your stay.

Children's services

- A Play Room for toddlers is located on the upper level – the stairwell closest to the dining room will get you there. PLEASE LEAVE THIS ROOM TIDY. Keep the toys in the playroom and put them away after use. Ensure you supervise your children and check they are not disturbing the other guests.
- Children's meals, drinks and snacks must be eaten in the dining room.

Entrance lobby, ski and boot storage room

- The code for the storage room is written on the menu board in the dining room. Please ensure the door is left locked after use.
- Please keep this room tidy and clean, and remember to remove all of your gear when you leave.
- No ski boots, boards, skis, bikes or dirty boots are permitted past the entrance. All of these should be stored in the storage room.



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Incidents and fire safety

- In the unlikely event that you or your guest should have an accident or injure yourself in any way, or if you see something at the lodge that is unsafe or in need of repair, please report the details to the manager for their action and inclusion in an incidents book which they are required to keep.
- The lodge is fitted with a fire alarm system. There are fire escape exits on each floor.
- Upon arrival, familiarise yourself with the location of the nearest exit to your room.

Leaving the lodge – your room

- On the day of departure, please vacate your room by 9am in winter and 10am in summer.
- Please strip your bed linen and leave in a pile if you have time.
- Remove any papers, magazines and food from your room (throw away or return them to where they belong).

Leaving the lodge – luggage

- You are welcome to leave your luggage in the tiled area opposite the spa and sauna, and to use the toilet and change room opposite Room 1.
- The management takes no responsibility for any luggage stored at the lodge.

We hope you enjoy your stay and have a safe and happy holiday. Come again soon.