

The Silver Brumby – Lodge Etiquette & Frequently Asked Questions

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 website www.silverbrumby.com.au

The Silver Brumby Lodge 1 Banjo Drive Thredbo Village NSW 2625

Phone	02 6457 6244 leave a message if unanswered
Managers	Alana and Massimo
Lodge Email	lodge@silverbrumby.com.au
Website	www.silverbrumby.com.au

Getting to the Lodge

- Abide by weather warning and snow chain signs on entering the 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 should be purchased ASAP at the Information Centre in the Village. Rangers patrol regularly and issue fines for no pass or out of date pass.

On Arrival

- Rooms will not be ready to occupy until 2PM. If you arrive before this time you can leave your luggage in the area outside the SPA area while you go for a walk or a ski. There are a lot of rooms to be made up and common areas to be cleaned on changeover day so please assist the staff in doing their work by not occupying the lodge until it is ready.
- Parking in Lodge driveway is only permitted whilst you load & unload your car or if you arrive very late at night (please move it before 7am in the morning, if this is the case) - there are NO exceptions to this rule.
- The main OVERNIGHT parking areas P1, P2 and P3 are sign posted and located beside and behind the leisure centre opposite Friday Flat. Do not park in the day parking lots.
- The Silver Brumby 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 your room keys.

Refrigerators

There are 2 fridges available for guest use to store personal food and beverages. As there is limited space, please consider other guests and only put drinks in the fridge for a few nights at a time and top up as required. In the winter cartons of beer can be placed on the deck near the BBQ.

Please write your name on your bottles of wine to avoid other guests mistakenly taking yours (Felt tip pens in the utensil drawer)

The fridges are emptied by the managers every Sunday morning after breakfast. Please remove all your items before then. If you are staying on past Sunday, remove your items then replace them on Sunday afternoon.

Catered Periods

- Catered periods are ski season and school holidays. Meals provided during catered periods are breakfast and dinner, nightly dinner menu will be displayed on the notice board in the morning. If you have any allergies or special dietary requirement make sure they are noted on your booking request.
- To help avoid wastage please notify the managers if you decide to go out for dinner.
- Breakfast is from 7.00am to 8.30am in winter and 7.30am to 9am in non-winter school holidays. Cooked breakfast maybe requested from the kitchen each morning.
- We assume all children 14 years and under will have children's meals. Children's meals are at 6pm. Please advise when booking if children would prefer to eat at 7pm. Adult meals are at 7pm.
- Meals are self service – please set your own table, clear plates, then rinse & stack at the sink before wiping your table.
- Try to avoid interrupting the team in the kitchen during meal preparation times.

Non-Catered Periods

- Continental breakfast is available from 7.30am to 9.00am.
- You are welcome to contact the lodge if you would like to request catering for groups, gatherings or celebrations.

Refreshments

- Please help yourself to tea, coffee & hot chocolate at any time, available in the dining room by the sink, except the coffee machines which are next to the fridges.
- All cups & 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.
- The lodge is otherwise BYO.

Etiquette

- Please keep noise to a minimum in the Lodge and driveway – sound travels in the mountain air.

- Children should be appropriately supervised while staying at the lodge. As we all know children are naturally curious so please make sure your children do not go exploring around the Lodge unattended.
- Please be aware that there are up to 50 other guests in the Lodge and be conscious of any noise and disruption you may cause to others, especially if you are celebrating and/or visiting as part of a larger group.
- Shoes are 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.
- It is expected that all members, guests and staff are courteous and polite during their time at the lodge. If there are any concerns please contact Alana at the office between 2 and 4pm during the winter period or by email at other times.

Showers & Heating

- The radiators throughout the lodge have set time periods of operation, which varies depending on the season, otherwise each radiator can be individually controlled. We recommend you turn them off at night and open a window as the air is very dry.

Laundry

- Located on the ground floor opposite room 1, with a washing machine, drier, iron and ironing board. Please follow rules posted in the laundry. Laundry powder is available free for guests.

Linen & towels

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

Sauna & Spa

- The sauna is open 2pm to 7pm daily (the spa is currently not operating).
- Children must have adult supervision - no babies allowed.
- Please follow instructions posted in the spa and sauna.
- Please note there is no alcohol in the spa or sauna area.

Children's Playroom

- A Playroom 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 that they are not disturbing the other guests.
- Children's meals, drinks and snacks must be eaten in the dining room. No food/drinks in the Play Room please!

Entrance Lobby & Ski and Boot Storage Room

- Code for the ski /bike storage room is on the menu board in the dining room.
- Please keep this room tidy & clean and remember to take all your gear from this room when you leave.
- No dirty boots. No ski boots, skis/boards or bikes are permitted past the entrance.

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 on the floor.
- Remove any papers, magazines and food from your room and throw away or return to where they belong.

Leaving the Lodge - Luggage

- You are welcome to leave your luggage in the tiled area opposite the spa & sauna and 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.

Alana and Massimo