

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 web and at the Lodge.

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Before You Arrive

- Payment for your booking must be made before your stay - except for last-minute bookings. In this instance payment can be made by 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 when booking what your requirements are.

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 can be purchased at the Information Centre in the Village.

On Arrival

- Parking in Lodge driveway is only permitted whilst you load & 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.
- Limited overnight parking is available along the Alpine Way (towards Khancoban) or down at Friday Flat, behind the Leisure Centre.
- 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 keys.

Catered Periods

- Catered periods are ski season and school holidays 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 7.00am to 8.30am in winter and 7.30am to 9am in summer – please order your cooked breakfast 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 at breakfast 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.

Non-Catered Periods

- Continental breakfast only is available from 7.30am to 9.00am.
- 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 & hot chocolate at any time, located by the sink in the dining room.
- 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 BYO.

Etiquette

- Please keep noise to a minimum in the Lodge and driveway – sound travels in the mountain air.
- As we all 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 may cause to others.
- 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.

Showers & Heating

- 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

- Located on the ground floor opposite room 1, with a washing machine, drier, iron and ironing board. Please follow rules posted in the laundry.

Linen & towels

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

Sauna & Spa

- The sauna & spa are open 2pm to 7pm daily.
- Children must be supervised - 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, 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 if you have time.
- 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.

Emma & Julian