

# Merriment Alpine Club Co-operative

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**Lodge Procedures**

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## 0.0.1 Merriment Lodge Procedures

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Connect to WiFi



Lodge Captain Report  
Arrival



Lodge Captain Report  
Departure

## 1. Checklists

### 1.1 Lodge Captain

You are responsible for ensuring that:

- All occupants are competent in understanding the Fire and Safety Rules and the location of all exits, hoses and extinguishers.
- Garbage is placed for collection in the box room adjacent to the front door airlock. Collection is daily in the AM.
- Used linen is placed for collection in the airlock under the window (not the box room) Collection is BEFORE 8.30 am Monday, return is Friday.
- When the clean linen is returned on a Thursday, the linen is unpacked and stored neatly in the linen cupboard. Cross-check quantities of linen against the previous linen form, which should accompany the returned linen. If there is a discrepancy, contact Oxygen linen - Jindabyne.
- Bed allocations are determined prior to arrival
- All Arriving and Departing checklists are followed and adhered to.
- The Lodge Captain Report must be submitted on arrival and the second section on departure - See QR codes or Bookings Page at Merriment website.

### 1.2 Fire and Safety

- The Perisher Valley Fire Station is manned **ONLY** during the ski season.
- At all other times there is **NO Fire Brigade or any fire protection service in Perisher Valley and calls will be forwarded to the mobile on duty.**
- The bedroom smoke alarm detectors are very sensitive. When showering, keep bathroom doors closed and the extractor fans turned on, when using the sauna keep the door closed, otherwise the alarm **WILL** go off.

**If the fire alarm sounds and is NOT a false alarm:**

- **Call 000 (Note the alarm is not connected back to base)**
- Check the safety of children and other occupants of the lodge
- Determine the cause of any fire and extinguish the fire if possible
- If you do have to evacuate the lodge, try to ensure that everyone is wearing shoes to avoid frostbite.

**If the fire alarm sounds and IS a false alarm:**

After investigation and confirmation that the alarm is a false alarm then and **ONLY** then:

- Call the fire brigade to organise a reset at the board
- There is no cost for this service
- The Perisher Fire Station No. is +61 2 6453 4726

**At night:**

- Put the fire-guard on the fire

**When the lodge is not occupied:**

- Put the fire-guard on the fire
- Turn off all electric blankets in the bedrooms.
- Turn off all heaters
- Turn off the drying room heaters

**At ALL times:**

- Keep **CLOTHING** and **CURTAINS** clear of all **HEATERS**
- Keep **ALL DOORWAYS** and **EXITS** clear of **ALL OBSTRUCTIONS** and **SNOW** to allow for emergency exit
- Keep the **DECK** clear of snow to prevent overloading

**1.3 Arriving**

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- Check-in time is **14:00 Sunday**, during the Winter season.
- **Oversnow transport is provided by 4Site. Please follow their procedures for accommodation transfers:**
- When you arrive in the Ski tube building, attend the 4Site Perisher Guest services desk and organise/pay for your oversnow transfer.
- At this point they will book in a Return Date and Pick Up time that suits you and their availability in their online calendar system.
- They will then arrange for you to get onto the next available oversnow vehicle to Merriment
- Your ticket will be the receipt their guest services give you. This must be shown to the driver when loading.
- On Checkout Day they will send an oversnow vehicle to Merriment to pick you up at the scheduled time, depending on the number of people they may do several pickups on the way. They work in 30-minute blocks. E.G a 10.00am booking may not arrive at your lodge till 10.15 am.
- **DO NOT ENTER VIA THE FRONT DOOR WEARING SKI / SNOWBOARD BOOTS. USE THE BACK DOOR WHERE YOU CAN REMOVE YOUR BOOTS.**
- Please do not move in until the cleaners have cleaned, otherwise it will be difficult for the cleaners to clean thoroughly. If the cleaners have not cleaned when you arrive after 2.00pm, please call the Booking Manager.
- If not already on, turn on main switches for Light, Power and Heating at the **INTERNAL** switchboard.
- Brief all occupants on all items of Fire and Safety checklist and the location of all exits, hoses and extinguishers.
- Complete the "Arrival" section of Lodge Captain's report and submit.

**1.4 Departing**

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- Complete the "Departure" section of the Lodge Captain's Report and submit before leaving the lodge.

**1.5 Winter Season**

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- Check-out time is **10:00 Sunday**, during the Winter season.
- Professional cleaners will clean the lodge.
- Cleanup the kitchen, turn the dishwasher on and vacate the kitchen by 09:00. No dirty cups or cutlery should be left anywhere in the lodge or kitchen.
- Do not leave any food **AT ALL** in the refrigerator or pantry.
- Wipe out the oven, refrigerator, freezer and bin cupboards (internals).
- Clean the coffee machine and toasted sandwich maker.
- Strip beds (including doona covers) and place used linen in the laundry bags. Leave doonas on the bed with the pillows.
- Place all dirty linen (sheets, pillowcases, towels, doona covers, tea towels etc) into green linen bags. Fill out the laundry form located in the linen cupboard downstairs. The laundry form should be pinned to the top of the green bag. Once dirty linen is inside the green bags, place inside the front airlock under the window (not the garbage room) for collection by 4Site Oversnow. Do not overload linen bags (use more than one if required).
- Leave all beds in the single configuration (except for the beds in "Northcote").
- Remove personal rubbish from bathrooms and bedrooms, including emptying all individual rubbish bins.
- Fill wood storage boxes on either side of the fireplace with wood split into burnable sizes and enough kindling to start two fires. **DO NOT LEAVE LOGS THAT NEED TO BE SPLIT.**

- If required, leave a new packet of firelighters and matches on the mantle.
- Ensure all coals in the fireplace are fully extinguished. Dispose of excess ash and/or burnt wood in the garbage. Do not dump ash and/or burnt wood in the bushes.
- Clean the barbeque.
- Put all playing equipment away in the cupboard drawers.
- Place garbage bags in the box room adjacent to the front airlock. Do not leave ANY loose cartons, bottles or bags of rubbish IN the lodge or OUTSIDE the lodge when vacating.
- Turn off all power points (except refrigerator), heaters and lights.
- Ensure the drying room heaters are turned off at the power points.
- Close and lock all windows.

## 1.6 Outside of the Winter Season

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### 1.6.1 Winter Season Checklist PLUS:

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- The Lodge must be left spotless - there is no professional cleaning unless separately organised.
- Close the fireplace damper (push fully back towards the wall) to keep flies and weather out.
- Bring gas bottle from the barbecue inside and store in the wood room.
- At the **INTERNAL** switchboard in the downstairs bedroom adjacent to the back door airlock, turn off all switches **EXCEPT** for the ones labelled “**Main Switch Light Power**” and the 2 breakers labelled “**Light - PLEASE LEAVE ON**”, which are required to charge the batteries in the fire exit signs.
- Ensure the fridge and freezer doors are kept open to prevent mould.

## 2. Details

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### 2.1 Internet (Wi-Fi)

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- Wi-Fi Password is: Merriment
- Merriment provides Wi-Fi throughout the Winter season via Starlink.
- The modem is located in the loft and there are extender nodes in both the main living room and games room
- **PLEASE DO NOT SWITCH OFF THESE POWERPOINTS**
- If there are any issues with the connection, please contact the Booking Manager

### 2.2 Check In

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- Bags and skis may be left in the downstairs airlock should you arrive early.
- Entry is via a keypad, the code will have been given to you by the Booking Manager.
- Entry and exit with ski gear should always be via the back door and air lock (facing the creek).
- Skis and poles should be stored in the ski room.

### 2.3 First Aid

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- A first aid kit is kept in the kitchen cupboard above the fridge. Please place a note in Lodge Captain Report for any items used.

### 2.4 Snow Clearing

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- When clearing snow from the deck, take care not to smash the living room windows with the shovel!
- **ONLY USE THE PLASTIC SNOW SHOVELS WHEN CLEARING SNOW FROM THE DECK**

### 2.5 Garbage

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- Garbage is collected daily in the AM.
- Store garbage and recyclables prior to collection in the box room, adjacent to the front airlock.
- Garbage and recyclables will be collected from the box room.
- Use “FOOD ORGANICS” bags provided by NPWS for all food waste, including meat and bones. No liquids or sea shells.
- Use GREEN MESH bags provided by NPWS for clean glass, metal and rigid plastic containers. Remove lids. No broken glass or crockery, light globes or fluorescent tubes.

- Flatten paper and cardboard and tie together or store within another box. No waxed paper or cardboard. String is located in the kitchen.
- Use BLACK or GREEN (heavy duty) BAGS provided by Merriment for all other general waste.
- The bags are usually found in the box room adjacent to the front door airlock.
- Black kitchen garbage bin bags are also provided (also kept under the microwave) and should be used to line the garbage bins in the kitchen.
- Do NOT leave garbage bags outside as the birds will tear the bags apart and scatter the garbage.
- If at any time, garbage has not been collected as scheduled, contact 4Site Oversnow.

## 2.6 Linen Service

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### 2.7 Winter Season

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- Linen service is provided by Oxygen Linen, Jindabyne
- The lodge provides the following items:
  - One towel per person
  - One bath mat per bathroom
  - One pillowslip and two sheets per bed.
  - One doona cover per bed
- If extra sheets are needed for children, then you must provide the extra linen. Please do not use extra linen provided by the lodge, as this will leave the following parties short.
- Clean linen will be left in the box room adjacent to the front door airlock each Thursday. It is the Lodge Captain's responsibility to ensure that the clean linen is placed neatly in the downstairs linen cupboard and that the inventory sheet is checked off. Should there be any discrepancies in the linen received against the inventory sheet, contact Oxygen Linen.
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- Store dirty linen prior to collection inside the front airlock under the window (not the garbage room), using the following guidelines from Oxygen Linen:
  - Do not fold dirty linen, this wastes our time and yours
  - Please place sheets and towelling in separate bags
  - Your linen should NEVER be used for cleaning or mopping up spillage. Chemicals used in cleaning are too harsh for linen and often the stains cannot be removed. We have rags available for cleaning purposes.
  - Ensure that all laundry is placed in plastic bags and then into the laundry bags. If the Freight Shed is wet, this will prevent concrete stains, which are impossible to remove.
  - Any wet items of linen, such as bath towels or tea towels, need to be placed in a separate plastic bag from other linen. If coloured the dye could run. If wet linen is placed in the bottom of a laundry bag without plastic it will draw concrete and dirt through the bag, staining the linen.
- Use a knife to cut the plastic bags that your clean linen comes in so that the bags can be reused either for dirty linen or leave them next to your pick up and we can do our bit for the environment and recycle them.
- All tea towels are washed in a pool system. This means that all tea towels are placed in a central bin and washed together. When tea towels are returned to you, you will get back the same quantity that you sent in although they may not necessarily be the exact tea towels you sent in.
- If at any time laundry is not collected as scheduled, contact 4Site Oversnow.

### 2.8 Summer Season

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- Linen service is provided by Oxygen Linen, Jindabyne, however:
  - There is no automatic pick up
  - Call Oxygen Linen to arrange pick up at the end of your stay.
  - The cost of this service will be included in summer rates to stay at the lodge.

### 2.9 Electricity

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- The main switches for Light & Power and Heating are located in the internal switchboard, found in the downstairs bedroom (Twynam) adjacent to the rear door airlock. There are other main switches in the internal switchboard and these must remain ON at ALL times (clearly marked) as they include the power for the fire panel.

- **SWITCHES IN THE EXTERNAL SWITCHBOARD (under kitchen window) include the two switches for the electric hot water tanks and they are only switched off at the end of the winter season.**
- Ensure all bedroom heaters are turned off when not required – they heat up the rooms quite quickly and do not need to be left on for extended periods.
- Ensure all electric blankets are turned off when not in use.

## 2.10 Kitchen Gas

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- When the kitchen gas runs out, switch to the other bottle, (located outside the kitchen window) and then **IMMEDIATELY** call the Maintenance or Booking Manager to organise having the empty bottle filled, before you forget and leave another party without gas!

## 2.11 Barbecue

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- The barbecue is on the veranda and has its own “kennel” for its protection. **Please return the BBQ to its kennel after each use. There are spare gas bottles in the wood room downstairs.**
- The gas bottles should not need to be re-filled during the winter season, however if necessary, call the Maintenance or Booking Manager to organise having the empty bottles replaced.

## 2.12 Dishwasher

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- Use only the dish washing powder/tablets and Rinse-Aid as provided.
- Close the dishwasher door, push the power button and select the program.
- Most dishes only require the economy wash.

## 2.13 Drying Room

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- The heaters and dehumidifier are thermostatically controlled.
- To turn the system on or off, use the switch on the timer.
- **DO NOT OPERATE THE SWITCHES LOCATED ON THE HEATER OR DEHUMIDIFIER THEMSELVES.**
- On arrival, set the correct time on the timer and leave all switches set to Auto.
- On departure, turn both heaters off at the powerpoint to minimise any risk of fire.

## 2.14 Fireplace

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- At the end of the Winter season, close the fireplace damper (push fully back towards the wall) to keep flies and weather out.
- Under no circumstances is the fireplace to be used for barbecuing or burning of rubbish as this can cause chimney fires.
- Put the fire-guards on the fireplace when leaving the fire unattended.
- On departure, ensure all coals in the fireplace are fully extinguished, and dispose of excess ash and wood in the garbage.
- Do NOT dump ash and/or burnt wood in the bushes.

## 2.15 Flags

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- The Australian and Merriment flags should be flown each day the lodge is occupied.
- The flags should be raised first thing in the morning and lowered at sunset.
- The Australian flag should be flown from the Eastern flagpole (the one on the right when looking at the creek from inside the lodge). And of course, as for all flags, they should never touch the ground as they are being raised and lowered.

## 2.16 Heat bank

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- The switch mechanism is on the right hand side of the unit. Do not adjust settings, except at the end of the Winter season, when the Heat bank will be switched off.
- The thermostat is on the wall and should be set at 20°C.
- The heat bank can be left turned on permanently during the Winter season as it uses little electricity and the door to upstairs may be left open occasionally to allow heat to rise.

## 2.17 Stores

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- Detergent and dishwasher supplies, toilet paper, light bulbs, foil, vacuum bags, etc are located in the cupboard under the stairs in the games room.
- Extra stores are kept in the cupboard behind the ping pong table, and there may also be extra stores such as toilet paper kept in the loft.
- If shortages are found, please replenish from Valley Store or Jindabyne and advise the Booking Officer of the cost for credit.

## 2.18 Lighting

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- Light globes are located in the stores cupboard or drawers in the games room.
- Try to use energy saving LED bulbs wherever possible.
- All lights should be turned off when not in use (particularly the bedrooms).

## 2.19 Sauna

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- Turn the thermostat outside the sauna door clockwise until temp reads approximately 90°C. It will take approximately 40 minutes to heat up and should be turned off immediately after use.
- Do not let children play in the sauna unless under adult supervision. If a child falls on the heater serious injury will be caused.

## 2.20 Security

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- Please lock the lodge during the day when no-one is "at home".

## 2.21 Telephone

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- There is no telephone supplied.
- Members and guests are to use their own mobile phones for all calls.

## 2.22 Appliance Manuals

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- Appliance manuals are stored in the bottom drawer under the cups and are also available on-line from the Bookings page of <https://www.merrimentalpine.com.au>.