

ILLABUNDA LODGE OPERATIONS MANUAL



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1.0 INTRODUCTION

1.1 General

The purpose of the Manual is to provide Members, Guests and Managers with the Official Rules for the Lodge, and to define its operational procedures. The Manual is, in effect, the complete and only statement of the Lodge Rules.

The intent of the Manual is to clarify what is expected of members, guests, and Managers, and what is optional or subject to discretion. Our overriding philosophy in the preparation of the Manual is that the rules and procedures will reflect the most common values and wishes of the Full Members of the Club. It is inevitable that these values and wishes will sometimes differ from those of the appointed Lodge Managers, Lodge Captain, or guests at any given time, hence their documentation herein.

Equally, it is recognised that no Manual can account for every circumstance, and that the particular needs of guests and groups of guests differ considerably. Therefore, we have attempted to confine the “rules” to important matters, and leave as much scope for discretion as is possible.

We see that the greatest value in presenting the Operations Manual in this form, is that all persons involved have access to the same information.

This manual, in it’s present form, has evolved through more than twenty years of experience in managing the current building. However, the Committee recognises that no such document can ever be regarded as complete or final, and that changing circumstances, ideas or priorities will certainly demand that modifications be made. With the need for this Manual to be accordingly “organic” in mind, alterations and additions not authorised have no force, unless they clearly reflect urgent circumstances and are signed and dated by the person making the change. Such amendments will be followed up by formal authorisation.

At all times, the Club will consider proposals and suggestions from any person regarding the contents of this Manual. These should be forwarded, preferably in writing, to any one of the Committee, which are listed on the club website at Illabunda.com.au, or can be emailed direct to admin@illabunda.com.au.

1.2 Winter and Summer

The Illabunda “**Winter**” commences on the Friday night of the June long weekend, and ends on the Monday of the October long weekend. These times correspond to the period that Winter services and restrictions apply in the resorts and the Kosciusko National Park.

On occasions (depending on snow conditions), the Club may extend its "Winter" by 1 week until Sunday of the weekend after the October long weekend, corresponding to the end of the NSW School Holidays. (Note that Winter services provided by the KNP, and resort facilities such as ski lifts and over snow transportation may not necessarily be available during the additional week.)

During Winter, Illabunda is a managed lodge, with 3 meals a day and many other services provided by the Lodge Managers. The responsibilities of the Guests and the Managers are defined in this Manual.

The remainder of the year is referred to as “**Summer**”. In Summer, there are no Managers, and only limited facilities are provided.

2.0 SAFETY

2.1 In Case of Fire

2.1.1 General

The lodge is equipped with a fire detection and alarm system, fire extinguishers and fire hoses. A fire blanket is located in the kitchen. The fire hoses should generally only be used by fire officers to minimise unnecessary water damage to the lodge. Emergency exits are identified by illuminated signs. There is a fully equipped fire station in Perisher Valley, which is manned during the Winter.

Illabunda has a direct link “Back To Base System” between the lodge fire alarm and the fire station.

2.1.2 Managers’ Responsibilities

During Winter:

- The Managers are responsible for keeping all exits from the lodge clear of snow;
- Act as Fire Wardens.

2.1.3 Guests’ Responsibilities

Guests are responsible for:

- Familiarising themselves with the Fire Procedure on the rear of their bedroom door;
- Familiarising themselves with their nearest lodge exits;
- In case of fire, following directions of the Fire Warden;
- Ensuring the fire in the fireplace is under control, and has the screen in place before leaving it unattended, such as before retiring to bed;
- Not smoking in the lodge, other than at Winter entrance (outside the building);
- In summer, performing the duties of the Fire Warden.

2.1.4 Fire Warden Responsibilities

- Try to locate source of fire;
- Direct efforts to contain fire with portable fire extinguishers;
- If the fire cannot be contained, or if there is a lot of smoke, direct guests to evacuation area outside the Summer Entrance to the lodge;

- Ring emergency number 000 & advise “Fire at Illabunda Lodge, Perisher Valley”;
- Marshall guests at evacuation area & perform headcount;
- Direct guests to shelter, if necessary;
- Wait for Fire Officer, & direct to source of fire.

**The over-riding responsibility of Fire Wardens is to save lives,
Property comes second.**

2.2 First Aid

Two first aid kits are located in the lodge:-

- A first aid kit is located in the Dining Room;
- A second first aid kit is located in the Ski Workshop.

During Winter a professionally staffed & equipped medical centre is located at the Perisher Valley Ski Terminal.

3.0 BOOKING APPLICATION RULES

3.1 Membership

There are 3 classes of membership.

3.1.1 Full Membership

The club has 100 Full Members each of whom owns a debenture issued by the Club.

3.1.2 Ordinary Membership

Eligibility to this status is as follows:

- All adult children of Full Members;
- One person may be nominated as an Ordinary Member per each Full Member in each calendar year (Application nomination must be made by the Full Member on the Booking Application Form).
 - The Ordinary Member is confirmed on payment of their Lodge accommodation.
 - The Ordinary Membership is valid for the duration of that calendar year.

3.1.3 Associate Membership

All persons not qualifying as Full or Ordinary Members become Associate Members when they pay for their Lodge accommodation. The Associate Membership is valid for the duration of that calendar year. Associate Members must be referred by a Full Member when making an application on their own.

3.1.4 Children

Children (including babies and pre-schoolers) attending school are categorised under their parents or accompanying adult guests membership. All tertiary students, and teenagers who have left secondary school, are classed as adults.

Any child unaccompanied by a parent or guardian must nominate a person resident in the Lodge to be responsible. The parent/guardian must supply a signed authorisation for any medical assistance if this becomes necessary, and include a Medicare card (or number) and an emergency contact number.

3.2 Winter Booking Applications

3.2.1 Full Member Applications

Booking applications from Full Members who must be financial shall be considered on or after 1st March and their exclusivity finishes on 31st March. All other booking applications can be submitted from 1st April. Each Full Member booking application is able to include one Ordinary or one Associate Member.

3.2.2 Booking Priority

Special consideration is provided to:

- Club Committee Members;
- Working Bee Participants;
- Racing Participants & Racing Officials (on Training and Race days);
- Families of school age children in school vacations;
- The number of full members on the booking application and;
- The number of applications made for the season (or missed out on last season).

Booking allocation commences as soon as practical during the month of April. Additionally, the Booking Officer has discretion to enable maximum occupancy to be achieved.

3.2.3 Booking Availability

Booking availability (updated in May) can be found on the Club website www.illabunda.com.au .

Phone or email enquiries may be made to the Booking Officer. However, booking requests can only be confirmed following submission through the online Booking Application Form or by mailing/faxing the PDF Booking Requests Form which is available on the Club website www.illabunda.com.au

3.2.4 Booking Length

The club operates on full week (7 day - Sun to Sun or Fri to Fri), mid-week (5 day – Sun to Fri), and weekend (2 day - Fri to Sun) accommodations.

Shorter booking applications can only be made if vacancies exist within 28 days of the stay or to fill a cancellation.

3.2.5 Bed Allocation

Members book beds, not rooms. **You may be asked to share your room with other guests, the Booking Officer will liaise with you if this occurs.**

3.3 CONFIRMATION, PAYMENTS AND CANCELLATIONS

3.3.1 Booking acceptance

Acceptance of your booking application will be notified by an emailed invoice from the Booking Officer, full payment is due within 14 days of receipt.

Applications will be cancelled if full payment is not received by the due date, and offered to guests on the Booking Officer Waiting List.

Guests will be advised of the combination number for the door locks applicable during their stay prior to their arrival at the Lodge.

3.3.2 Unsuccessful Application

If a booking application is unsuccessful, the Booking Officer will notify by email or phone and refund any advance payment.

3.3.3 Confirmed Guests

Names of confirmed guests appear on the bed allocation sheets at the Lodge, and only these people are authorised to stay at the Lodge. Any requests for substitution of guests on the Booking Application Form must be made through the Booking Officer. Any payment changes need to be paid prior to the stay at the Lodge.

3.3.4 Cancellations

If at the time a cancellation is received, there is a replacement application immediately available (which is taken up immediately) then the person making the cancellation will receive a 90% credit for the cancellation. There is a minimum cancellation fee of 10% from the time of invoicing. In such a situation, the booking officer's waiting list has priority over other requests.

If no replacement application is immediately available, the following refund formula will apply:

- 75% refund on application if application cancelled at least 28 days prior to first accommodation day commencing;
- 50% refund if cancellation 7 to 27 days prior;
- 25% refund if cancellation 1 to 6 days prior;
- Nil refund if cancelled on or after first day of accommodation commencing.

3.4 Club Racers

In Winter the club has nominated race days and training weekends/week to support ski promotion. Booking applications from members that indicate their interest to race for the club, or to act as officials and who are approved by the Club Captain will receive priority during these times.

3.5 Babies

All children must be included in the Booking Application Form, even if they only occupy a cot & do not require Lodge meals. The rate is the applicable child's rate.

3.6 Rates

The rates are as advised each year on the notices and online Booking Application Form, and the base rates are revised annually by the Committee. The season is currently divided into two periods – peak and shoulder seasons, with a base rate for each.

One discount formula currently applies:

- Late Arrival Weekend: If members & guests apply to arrive after 8:00pm on the Friday, they receive a discount on the basis they do not receive any meals on the Friday.

The Committee may elect other discounts as required and Full Members will be notified of these.

Additionally, the Committee may elect to provide a discounted accommodation rate (not lower than the equivalent Full Member rates) to Individuals that have provided outstanding service to the Club on a voluntary basis.

3.7 Refused Bookings

The club reserves the right to refuse bookings without explanation and these rules may be changed from time to time as determined by the committee.

3.8 Summer Booking Applications

The same conditions as previously outlined apply in summer with the following changes:

- Booking Applications are accepted from 1st August;
- Applications are prioritised in the order of Full, Ordinary and Associate members;

Special consideration is provided to:

- Club Committee Members;

- Working Bee Participants;
- Racing Participants & Racing Officials (on Training and Race days);
- Families of school age children in school vacations;
- The number of full members on the booking application and;
- The number of applications made for the season (or missed out on last season).

Additionally, the Booking Officer has discretion to enable maximum occupancy to be achieved.

- Lodge capacity increases to 22 when the Managers Room becomes available. However, that room is only available if the full 22 beds are booked for a period. In that case the door lock combination for the Managers room will be provided with the booking confirmation;
- A successful booking application for 16 or more people ensures exclusivity of the lodge.
- Booking applications may be applied for any period during the summer; however, minimum overall Lodge occupancy is 2 people (or payment for 2);
- Successful booking applications from Ordinary and Associate members without a Full Member attending will require the signing of a guarantee form by a representative of the group, to ensure those guests understand their responsibility and liability in using the Lodge;
- During summer no bed allocations are made, even though all beds may be booked. It is the guests' responsibility to organise rooms and beds during their stay to best suit the group or groups;
- Details of Lodge operation as well as door lock combinations will be provided with the booking confirmation after payment;
- **No linen or food is provided during the summer period.**

4.0 CHECK IN AND CHECK OUT TIMES

4.1 Check In

Normal check in time is 12 noon on the day of arrival, and guests do not have access to the bedrooms or upstairs common areas before this time. However, guests arriving early may leave their luggage in the Rumpus room if they wish. Note however that no access will be permitted to any area of the Lodge by incoming guests prior to 8 am, to prevent disturbing the current guests.

4.2 Check Out

Check out time is 10 am on the day of departure. By this time all guests must have vacated their bedrooms, and stowed their dirty linen in the laundry bag which will be left in the stairwell near the upstairs foyer by the Lodge Managers.

Departing guests may leave their luggage in the Rumpus room if they prefer, for later pick up.

4.3 Lunch

Bookings include lunch on both the day of arrival and the day of departure.

4.4 Late Arrival Booking

The only exception to 4.3 is a “late arrival weekend booking” where guests are not eligible for either lunch or dinner on the Friday, as this rate is intended for people who travel to the Lodge on Friday evening. This booking commences 8pm on Friday evening and this start time will be strictly enforced at the Lodge.

5.0 LODGE CAPTAINS

5.1 Appointment

Lodge Captains are persons requested by the President, or by the Booking Officer on his behalf, to be the “head guest” at the Lodge for a particular period. In Winter, Lodge Captains will usually but not necessarily be Full Members. The more important criteria is that the Lodge Captain has been a frequent visitor to the Lodge, is familiar with its operational procedures and basically supports the policies of the Club.

Lodge Captains are also appointed during Summer. In Summer, it is more difficult to meet the above criteria, and the role and duties of Summer Captains, as described below, are more limited.

5.2 Duties (Winter)

The essential role of the Lodge Captain is that of liaison between the Managers and the other guests. In one sense, the Lodge Captain represents the President during his or her stay at Illabunda. The Lodge Captain is requested to:

- Undertake a “Welcome Speech” at the first night dinner, welcoming/introducing guests, highlighting the emergency exits, lodge rules and guest duties;
- Be familiar with the Lodge rules and operating procedures as described in this manual, and be prepared to advise or instruct other guests on these matters;
- Coordinate the responsibilities for carrying out the duties, (as detailed in this manual and mentioned in examples below) which are required of the guests to assist the Managers in running the Lodge;
- Control sales of soft drinks to all guests, and the release of Members’ own wine and beer supplies;
- Undertake any other actions which may be necessitated by extraordinary circumstances or behaviour during his or her stay at Illabunda;
- Complete a Report and submit it to the President after his or her stay or email to admin@illabunda.com.au. The Lodge Captain’s report sheet is available on the website.

Being Lodge Captain is a responsible position, and one vital to the successful operation of the Lodge. All Captains are requested to take their role seriously, and to fulfil it conscientiously, and with discretion.

5.3 Welcome Speech

Newcomers to the Lodge may not have any idea as to how the Lodge operates, and the Captain will occasionally be called upon to give advice to such guests. However, all guests, even the most regular ones, need to be advised how the Club Captain plans to administer his or her responsibilities. Accordingly, it is suggested that the Captain takes the first opportunity (eg. the first meal when all guests are present) to outline the following:

- Safety - what to do in case of a fire, and location of first aid kits;
- Introduction of Guests;
- Guests responsibilities - who is going to do what and when;
- Mandatory hand washing rules upon entering the kitchen;
- Meal times, and check out times;
- Telephone/Internet procedures;
- Requirement to complete Guests Register;
- When the Captain will be available to open the Drinks Locker;
- **XC Tourers, Snow Shoers, Back Country Skiers and Snowboarders to indicate their intentions on the map at the Winter entrance.**

Additionally, the Lodge Captain should ensure that the Guests Register has been completed.

5.4 Guests Responsibilities

Guests' responsibilities are defined elsewhere in this Manual, however it is up to the Lodge Captain to ensure guests comply. Most Lodge Captains have found it convenient to use a pre-printed Roster form which is posted on the Notice Board and indicates clearly the guest's duties (task & time) such as:

- Setting tables and serving meals;
- Building the fire
- Emptying the deck bins;
- Flag raising and lowering.

5.5 Drinks Locker

The Drinks Locker is located in the Void, with the specific guide-lines associated with this facility detailed in Section 19. While all Full Members have access to the Void area, only the Lodge Captain is authorised to access the Drinks Locker.

The Captain can obtain the key from the Managers.

5.6 Extraordinary Circumstances

While this manual defines the rules and operating procedures of Illabunda Lodge, not all circumstances can be anticipated, and situations will arise that have not been predicted. If the Lodge Captain has to deal with any unusual problem which arises, he or she should:

- Consult with the Managers, who may have experienced a similar situation previously;
- Attempt to interpret the manual in accordance with its spirit as well as actual wording, and in a way consistent with the Captain's understanding of the values and standards of the Club and its membership, rather than the Captain's own;
- If necessary, contact one of the current Club Committee as listed on the club website at Illabunda.com.au;
- Detail the unusual circumstances and outcome in the Report to the President, so that any further action necessary can be taken, which may include modifications to our rules & procedures, in this Manual.

5.7 Duties (Summer)

During Summer, the main role of the Lodge Captain (as distinct from the responsibilities of all Summer guests as detailed in Section 20) is to report back to the President the condition of the Lodge and any matters requiring attention or action.

6.0 MEALS

Guests and the Managers cooperate in the serving of meals and in cleaning up afterwards. In general, the Managers prepare the meals while guests assist by being there promptly at meal times and by carrying out the minor chores allocated by the Lodge Captain and shown on the guests duty roster.

6.1 Meal Times

Meal times are as follows:

Breakfast	7.45 am for cereals with cooked breakfast commencing at 8.00 am
Lunch	12.30 - 1.30 pm
Dinner	7.00 pm

Our experience has been that these times suit most people. If on a particular day or week, most guests consider it would be sensible to adjust these times the Lodge Captain may be prepared to negotiate with the Managers to set an altered mealtime. In most cases the Managers will be receptive to these requests but changes are entirely at the Manager's discretion. Note that the Lodge Captain may also use his or her discretion to decide whether there is sufficient support for, or significant opposition to the proposed change.

Meal times are fixed at the agreed time. If a guest is not there at the appointed time then the food may be discarded. Guests may not ask for their meal to be served late or early. Illabunda is run as a relatively low cost operation and we do not budget for hotel standard service and our accommodation rates reflect this approach. Please bear this in mind when planning outings and let the managers know early enough to avoid waste of food if you do not expect to be present at mealtime.

6.2 Guests' Responsibilities

For all sorts of reasons it is desirable for guests to assist in the operation of the lodge, particularly at mealtimes. The Lodge Captain specifies what each guest is expected to do. The duties are not onerous but make conditions more pleasant for everyone.

The guest's responsibilities are different for each meal:

6.2.1 Breakfast Duties

From 7.45 am onwards guests help themselves to cereals. Those on duty set the table (preferably the night before) and serve the hot breakfasts from the servery from 8.00 am. After they and the

other guests have finished eating, they clear and wipe down the dining tables and the bench top from which cereals and beverages were served.

6.2.2 Lunch Duties

This is a more casual meal. The Managers prepare food for the rostered guests to serve, food handling and hand washing guidelines must be followed.

After lunch is finished, all guests should take their plates, cutlery and other utensils to the kitchen servery. Guests rostered on lunch duty are required to clear up any remaining food and wipe clean the dining tables and other surfaces. The lunch debris should be put in the kitchen so that the servery door is closed, and the dining room is left clean and tidy.

Since lunch has a duration of one hour it is possible that some guests will still be eating at 1.30 pm. If this is the case the rostered guests should put away any leftover food, clear those tables that are unoccupied and proceed as specified above. The guests still eating then become responsible for cleaning up after themselves, also as specified above.

The concept behind this procedure is that the rostered guests should be able to finish shortly after 1.00 pm. If other guests choose to have a late lunch then those on duty should not be penalised.

The managers are responsible for cleaning up the kitchen, and washing up and putting away all cutlery, crockery and cooking utensils.

6.2.3 Dinner Duties

As each course is ready, the Managers open the servery door and those rostered serve meals to the tables. Later, as each course is completed, they then return the dirty plates to the servery.

At the end of the meal the rostered guests clear the tables and wipe them clean. However, rostered guests should be mindful of people wishing to linger over their meal - they will be only too happy to clear up after themselves.

6.3 Duties of the Lodge Managers

The Managers duties include ordering, storing and management of food supplies. Preparation of meals, washing up cutlery, crockery & cooking utensils and putting them away.

In the case of Breakfast and Dinner the Managers present the meal on plates at the servery for the guests on roster duty to serve to guests. In the case of Lunches the Managers prepare food and instruct the guests on roster duty how to further prepare and serve the food. Since the Managers do not control the serving of Lunch, it is necessary that they provide enough food for all guests, no matter what time during the lunch period they arrive.

The Managers aim to have meals ready at the appointed times. They are not required to keep or serve meals to individuals outside the agreed hours.

The Managers also keep supplies of snack foods (fruit, biscuits) and beverages (tea, coffee, cordials, soup) available for guests at other times, and they provide pre-dinner nibbles.

6.4 Inviting Friends for Lodge Meals

Guests often have friends staying in the mountains at the same time that they are at Illabunda. The Club wishes to provide a service to its guests by permitting them to invite their friends to the lodge for meals. Since the facilities of the lodge are limited visitors can only be invited under strictly controlled conditions.

There are two particular considerations, the availability of space and the availability of particular foods (eg. if only 20 racks of lamb are in stock then there will be none available for visitors). The Managers can arrange the food if they are given sufficient notice (at breakfast, or better, the day before). The Managers also decide whether your visitors can be accommodated (difficult if there is a team of racers expecting showers and a meal that night).

The correct procedure is to first ask the Managers if it is convenient to invite visitors. Specify;

- Precisely which meal(s);
- Who you would like to invite (eg 2 adults, 1 child).

Usually, the Managers will be able to advise you immediately. Sometimes they may want to check with the Lodge Captain before confirming that visitors can be accommodated.

Assuming that you have approval you must prepay the amount that the Managers ask.

Any visitor, adult or child, who is present during mealtimes in the area that food is being served to other guests is to pay the amount.

In the case of dinner, the visitors may also use the spa and sauna, subject to the rules detailed in Section 14 Spa & Sauna.

6.5 Casual Visitors

Casual visits to the lodge by friends of guests are quite acceptable. In general these visitors are not permitted to use lodge recreational facilities (spa & sauna, showers, ski maintenance or storage, etc). A cup of coffee in the lounge or a chat on the sundeck is the type of activity envisaged.

Casual visitors should not usually be in the lodge at mealtimes because this is the time when there is maximum demand for lodge facilities and is normally the least convenient time from the viewpoint of other guests in residence.

Frequent visitors or long visits are not encouraged. The principle is that paying guests should not be unreasonably inconvenienced by visitors. Good sense dictates that a certain amount of flexibility be used. Circumstances can be envisaged where both considerable latitude or, on the other hand, strict exclusion of visitors could be appropriate. The Lodge Captain should be consulted as the referee on any question concerning visitors.

7.0 LODGE CLEANING

7.1 Winter

Managers carry out most of the routine cleaning chores during the winter season.

7.1.1 Manager Responsibilities

The Managers are required to:

- vacuum the common areas (usually daily);
- tidy and vacuum bedrooms (each changeover);
- clean the bathrooms (daily);
- scrub the shower recesses (at least weekly);
- wash the pots and pans, and dish wash (3 times a day);
- take out the kitchen garbage (at least daily);
- check bathroom garbage bins daily & empty as required;
- dispose of the boxes in which food is delivered;
- clean the spa and sauna areas (as required);
- clean windows (as required);
- clean the kitchen (constantly);
- clean the fireplace and set the fire (daily).

7.1.2 Guests' Responsibilities

In general if you (or your children) make a mess, then it is your job to clean it up. Some examples include:

- after playing card games or "Monopoly";
- children's toys left around the place;
- a spilled bowl of cereal at breakfast, or a spilled drink;
- returning audio tapes that have been taken out of the cabinet;
- the various types of mess that babies make regularly;
- Messy basins or water spilled on bathroom benches, or similar.

These types of problems impact on fellow guests, or even on you if someone else is the culprit. The Managers are often seen rushing to help to clean up after "disasters" but they are

not responsible to do so. The Managers are not always present when the mess is made or they may be busy doing something else. Anyway, how would you feel if every time someone made a mess, accidentally or otherwise, you were the bunny who had to clean up?

There are some specific tasks which are included in the duty roster that involve cleaning up. For example:

- cleaning up after meals (Section 6);
- emptying upstairs drinks bins into the re-cycling bags;
- mopping up after using the spa (Section 14).

Smokers are required to use, empty and wash their ashtrays (Section 9).

7.2 Summer

All of the cleaning in summer is up to guests as detailed in Section 20 Summer.

8.0 GUESTS BEHAVIOUR

At all times members and guests are to respect the Lodge and to respect the rights of their fellow guests.

All members and guests are required to keep an acceptable and reasonable noise level at all times, and after the hours of 11.00pm the noise level is expected to be kept to a minimum and should not interrupt the sleeping habits of members and guests.

Members and guests are required to follow the regulations contained in this manual, & all instructions by the Lodge Captain and/or the Lodge Managers.

In the interests of security and to protect members' and guests' possessions, doors and windows must not be left open or unlocked.

Do not divulge the access codes to anyone who is not a guest.

Members and guests must at all times obey the regulations of the Kosciusko National Park. Signing the Guest Register, completing the Cross Country Ski Register are regulations which the National Park Authority demand to be kept up to date. Non compliance with the regulations could result in termination of our lease.

The Club is conscious of the Environment and as such requests Members and guests to assist in running the lodge in an economically and environmentally friendly manner. Leaving lights on unnecessarily, lighting the fire during the day whilst all members/guests are skiing is a costly waste of resources which ultimately will have to be paid for by all users through increased booking rates.

As considerable time, effort and money was spent by members and some non-members in building and maintaining the Lodge, members and guests are reminded that any person found wilfully damaging the Lodge, equipment, property or belongings will be personally liable for the cost in repairing, replacing equipment, property or belongings.

9.0 LODGE SMOKING POLICY (WINTER & SUMMER)

The issue of whether smoking should be permitted in the lodge, and, if so, what controls should be applied, has caused considerable contention amongst the Members, and has been the only Lodge Operations matter which has been subject to an opinion poll amongst the Members.

The policy has gradually evolved to the following:-

- Smoking is NOT permitted in the lodge, balconies or Summer Entrance;
- Smoking is only permitted outside on the Winter Ski Entrance Deck;
- Smokers using this area are required to be considerate of the wishes of other guests;
- Smokers are responsible for the safe and tidy disposal of their litter, (butts, ash, matches etc.)
This includes using, emptying & washing ashtrays.

10. 0 CHILDREN & BABIES

10.1 Children

To enhance everyone's enjoyment of the facilities, the following guidelines have been developed with respect to children at the Lodge:

- Parents must accept responsibility for their children's behaviour to ensure it does not exceed community standards and adversely affect other guests enjoyment or the Lodge facilities;
- Parents are responsible for cleaning up after their children as required;
- Due to some past problems, we reluctantly advise that no children under 6 are permitted in the spa;
- Parents are responsible for ensuring supervision as required when older children use the spa or sauna;

The rumpus room contains various facilities such as TV, Video, DVD, Austar, Radio, Table Tennis, toys available for your children's enjoyment.

10.2 Babies

Your babies are welcome at the Lodge, but remember they must be booked in, as they take one of the number of guests permitted under the terms of our lease.

Facilities applicable to cater for babies are as follows:

- 2 fold up cots, please advise when booking if you wish to use a cot;
- 2 baby chairs;
- A baby bath and clothes dryer;
- A microwave for heating formula & baby food, as well as a refrigerator for storage is provided in the dining room for Guest use.

Due to the catering arrangements we regret that the Managers cannot provide special food. So if your child has special dietary arrangements (formula, etc) you are responsible for providing these. If you have a requirement to use some kitchen facilities to modify the available food to suit your child, this should be organised through the Managers in advance to minimise disruption to their food preparation activities.

11.0 TELEPHONE & INTERNET

The Lodge fixed line operates as follows:

- All local calls are free;
- Direct dialled STD calls are barred.

Wireless Broadband is provided in Winter, see Lodge Manager for Access.

12.0 SKI GEAR and BOOT DRYING ROOM

The drying rooms main purpose is for drying ski gear overnight to provide you with dry, warm ski gear the next morning.

In periods of full occupancy it should not be used for general clothes drying as it is not large enough. A clothes dryer is provided in the laundry for this purpose.

All ski clothing left in the drying room should be removed when dry, or at least the next day.

Ski boots must be left orderly in the boot drying room and arranged so that clear access to the Clothes Drying Room and Exits is available.

All guests must remove gear from these rooms when checking out of the Lodge.

13.0 GUESTS SKI ROOM (Winter Entrance)

The guests ski room (otherwise known as the Day Ski Storage area, just inside the back door) is for use only by guests booked into the lodge. Visitors must leave skis outside the door.

All guests must remove gear from this room when checking out of the Lodge.

14.0 SPA & SAUNA

14.1 Who Can and cannot use the Spa and Sauna

14.1.1 Adults

- Adult guests booked into the lodge are entitled to use the spa & sauna;
- Adult visitors to the lodge cannot use the spa and sauna unless they are booked in for dinner at the lodge and only then when they are accompanied by their hosts, ie. the guests who invited them to dinner.

14.1.2 Children

- Due to some past problems, under no circumstances can children under 6 years of age use the spa;
- Other than the above, children who are guests at the lodge may use the spa & sauna but only under the supervision of their parents or guardians. Children under the age of 13 must be accompanied by their parents or guardians.
- Children who are visitors to the lodge are subject to the age and supervision requirements, listed here, as well as the rules for adult visitors.

14.1.3 General

For health reasons, persons suffering any infectious or contagious condition cannot use the spa & sauna facilities.

14.2 User Instructions and Responsibilities

- All users of the spa & sauna must shower first, a health requirement;
- Users must also shower when moving from the sauna to the spa, a health requirement;
- For safety reasons, no glasses or bottles can be taken into the spa/sauna area. Only plastic cups and cans are permitted there;
- Parents or guardians are entirely responsible for the behaviour and safety of their children. Children must not use the spa & sauna facilities without the permission of their parents or guardians;
- Replace cover on spa after use - the high price of electricity means we want to be as efficient as possible;
- Users must not contaminate the spa water with "foreign" materials;
- The last user of the spa in any group must mop up the floor.

14.3 Instructions for Use

14.3.1 Spa

- Switch pump and/or blower on using push buttons beside entrance door.
- A timer will turn off the power after 20 minutes. Health authorities recommend a maximum duration in the spa of 20 minutes.
- In the event of an obvious or apparent fault, please use the “isolator” switch on the wall near the sauna door.

14.3.2 Sauna

- Turn the heater on at the control panel on the right of the sauna door. If power does not come on, make sure the timer is in the 0-8 hour time segment.
- Another timer will cut power after 20-40 minutes, but users can manually restart the heater.
- The red light inside the sauna indicates that power is on.
- There is a thermostat control inside the sauna.
- Carefully ladle water from the bucket onto the hot coals to make steam & increase humidity.

14.4 MANAGERS RESPONSIBILITIES

14.4.1 Daily Spa Operation Procedures

- Follow procedures provided.
- Complete NSW National Parks & Wildlife Service reporting requirements.

14.4.2 Weekly Spa Operation Procedures

- Follow procedures provided.
- Complete NSW National Parks & Wildlife Service reporting requirements.

15.0 SKI WORKSHOP

15.1 Introduction

The Ski Maintenance Workroom is available for the use of members and resident guests. Because the workshop necessarily contains tools and equipment which are potentially hazardous, safety is the major issue for all users. Injury to children must be avoided and to ensure that this does not occur, access to the workroom by children is limited.

It is quite easy to damage your valuable ski gear by the incorrect use of maintenance equipment. Please be sure that you understand the instruments that are kept in the workshop before you start work and if in doubt ask your fellow guests or the lodge captain for help. There is almost always someone around who is experienced in ski maintenance techniques and who will be willing to assist if you need advice.

15.2 Rules

- Children under the age of 12 years are not permitted in the Ski Maintenance Workroom.
- Those between the ages of 12 and 16 are permitted to use the workroom under the supervision of an adult.
- Inexperienced persons must read the instructions kept in the Workroom before commencing to use any of the equipment.
- Tools and equipment can only be removed from the workroom with the agreement of the Lodge Captain or Manager and must be replaced immediately after use.
- After using the workroom persons must replace tools in the appropriate places and clean up the floor and workbench.

16.0 RIGHTS OF MEMBERS & NON-MEMBERS NOT BOOKED IN

16.1 Winter

16.1.1 Check Out Day

Guests (Members &/or Non Members) leaving on checkout day:

- Must vacate their room(s) by 10.00am on the day of departure.
- May store their luggage in Rumpus room if they are not leaving the area until later that day.
- Have access to day areas including Showers, Drying Room, Workshop but not any Rumpus Room Equipment, Sauna or Spa.
- Full Members (but not Non Members) have access to void.

16.1.2 Members Visiting the Lodge

Members visiting the Lodge but not as paying or departing Guests should not spend too much time at the Lodge to ensure they are not in the way of paying guests. Members have access to:

- Void;
- Workshop and Day Areas;

Members **Do Not** have access to:

- Day ski storage area for their skis;
- Showers;
- Drying Room;
- Spa and Sauna;
- TV & Video;
- Table Tennis.

Members may stay for lunch or dinner (not breakfast), however the meal must be paid for and pre-arranged with the Managers.

Cannot camp in snow caves or tents in the vicinity of the Lodge.

16.1.3 Friends of Lodge Guests

Guests (Member and/or Non Member) may invite friends to view the lodge and to socialise. A cuppa or a drink would be in order but their stay should not be of too long a duration to ensure they are not in the way of paying guests. Showers, Sauna & Spa, TV & Video are not available to such friends.

16.1.4 Race Competitors and Race Officials

Competitors racing for the club or race Officials must be booked into the lodge as paying guests in order to stay overnight at the lodge.

Competitors racing for the club or race Officials not booked into the lodge have full use of all the facilities on the day of the race.

16.1.5 Emergencies

Lodge facilities should be made available as necessary under the joint agreement of Managers and Lodge Captain in the event of very bad weather or other emergency.

16.2 Summer

Full members may visit the lodge without being booked in, in Summer but only under the following conditions:

- Advise the Booking Officer of their intentions (& obtain the access code);
- Do not inconvenience guests staying at the lodge;
- Visit briefly, eg. for the purpose of accessing &/or working on their ski equipment;
- Do not stay overnight.

17.0 CLUB SKIING & COMPETITION PROGRAM

17.1 Aim

The aim of the club's ski program is to promote the sport of skiing and to improve the skills & enjoyment of all members' skiing. This will be achieved through supporting nominated ski races (Junior & Senior) & ski training days (Junior & Senior).

Also, the provision of other ski instruction programs to all members will hopefully improve their general skill level, & promote a stronger skiing camaraderie & Club spirit throughout the membership.

17.2 Nominated Race & Training Days

- Junior training
- Senior training
- Illawarra Interclub Races (Brian Donegan Memorial), Senior & Junior
- Boonoona Open
- KAC - Perisher to Charlotte Pass XC Race
- Perisher Cup
- Junior Races as nominated by the Club Captain

17.3 Eligibility to Race &/or Train with the Club

Anyone is eligible to compete in our races, but to be eligible for team selection & to win Club Awards you must fit into one of the following group/groups:

- Full Member;
- Ordinary Member;
- Children of Full or Ordinary Members;
- Associate members who are regular guests of Illabunda (this is at the discretion of Club Captain and President).

All of the above categories will also be eligible to participate in the nominated training days.

17.4 Events which Decide Club Awards

- Combined Open Champions - Perisher Cup/Plate or Illawarra Interclub Races if no Team entered

- Alpine Open Champions - Illawarra Interclub Races
- Snowboard Open Champions - Illawarra Interclub Races
- Cross Country Open Champions - Illawarra Interclub Races
- Combined Over 50 Champions - Illawarra Interclub Races (50 years & over on 1 January)
- Alpine Over 50 Champions - Illawarra Interclub Races (50 years & over on 1 January)
- Snowboard Over 50 Champions - Illawarra Interclub Races (50 years & over on 1 January)
- Cross Country Over 50 - KAC Martini (50 years & over on 1 January) or Illawarra Interclub Races if no Entrants
- Junior Combined Champions - Junior Illawarra Interclub Races (less than 16 years on 1 January)
- Junior Alpine Champions - Junior Illawarra Interclub Races (less than 16 years on 1 January)
- Junior Snowboard Champions - Junior Illawarra Interclub Races (less than 16 years on 1 January)
- Junior XC Champions - Junior Illawarra Interclub Races (less than 16 years on 1 January)

If, through any circumstances, a particular race is not held, then awards depending on that race will be transferred to a similar race held during the year. Juniors are not eligible for Senior Awards, even though they may compete in the races concerned.

17.5 Race & Training Fees

If you are racing or an official for the Club, then the Club will pay the team entrance fees & lift tickets on the race day. Accommodation subsidies may also be distributed.

If you are participating in club training, all instruction fees will be paid for by the club. Lift tickets are the individuals' responsibility.

All expenses are to be approved by the club captain or in his absence the President before going to the committee.

17.6 Booking Priority

Booking applications from members that indicate their interest to race for the club, or to act as officials and who are approved by the Club Captain will receive priority for the Nominated Race and Training days.

18.0 “VOID” STORAGE AREA

The “Void” storage area is located on the bottom floor of the Lodge below the toilet/shower area, with access opposite the double doors into the rumpus room. Entry to the void is via a coded numerical lock, with the combination available only to Full Members.

Full Members must not reveal the access code to other people.

The void area is used for the following:

18.1 Control Equipment for Spa and Sauna

The power supply and control equipment for the spa and sauna are located on the left-hand wall as you enter the void. The operation and maintenance of this equipment is by the Lodge Managers or designated personnel only.

18.2 Storage of Lodge Maintenance Equipment and Supplies

Due to necessity, maintenance equipment and materials are stored in the void area. This equipment and material is under the control of the Lodge Maintenance Officer, and should only be used under his control.

18.3 Drinks Locker

Access to the drinks locker is authorised only for Lodge Captains & only in winter (see Section 19 Drinks Locker).

18.4 Storage of Full Members Ski Equipment

The southern wall of the void is fitted with storage racks for the storage of full-members ski equipment. Each Full members is entitled to store four (4) pairs of skis, and two (2) pairs of ski boots/shoes. Storage of equipment by other than Full Members is prohibited, and Full Members are required to remove any equipment they no longer use. Any equipment stored in the void by a Full-Member must occupy one (1) rack space only, and must not intrude into the access way in the centre of the void.

All ski gear stored in the void must be identified with the Full Member’s name.

Many members do not take advantage of their right to store ski equipment in the void, which gives those that do wish to do so more space. If in the future, members find that there is

insufficient space for their gear then more restrictive limits may have to be introduced and enforced. As long as members use discretion with the amount of space they occupy, the present arrangements should be able to continue.

Member's skis and equipment are stored at the member's own risk. The club is not responsible in any way for any member's or non-member's property.

19.0 DRINKS LOCKER

The drinks locker is supervised by the Lodge Captain and drinks may only be taken from the locker in the presence of the Lodge Captain, at times mutually agreed by the Captain and lodge guests.

Soft drinks are available for purchase (Only in Winter) by guests. The number of drinks taken and the total price is to be recorded in the drinks register, counter signed by the Lodge Captain.

The Club also stores bulk wine in the locker for evening meals and race week-ends. This is only to be removed by the Managers or Lodge Captain.

Full Members may store liquor in the Drinks Locker, however the club will not be held responsible for missing or short quantities.

Liquor or soft drinks CANNOT be stored in the locker after the ski season and it is up to members to remove any leftover stocks by the end of the season, OR it will be gratefully used by the thirsty hard working members of our working bees.

20.0 SUMMER

20.1 Facilities Available

- Fully furnished accommodation for 22 persons in 9 bedrooms;
- Pillows and doonas + blankets;
- Fireplace (wood is in the storeroom off the rumpus room, or outside the store room), kindling is kept in the Ski Workshop under the bench;
- Kitchen (incl. dishwasher, refrigerator/freezer, cooktop and oven, microwave and utensils). There is a bar fridge in the dining room;
- Gas BBQ on sundeck;
- Ladies and Gents bathrooms, with total of 8 showers and 6 toilets;
- Sauna (The spa is not available during Summer);
- Drying room, washing machine, clothes dryer;
- Bush walking guides and maps are in folders in the lounge room. Please return everything you borrow.

20.2 Guests Need to Bring

- Linen (all single beds sheets & pillowslips), **not** sleeping bags;
- Towels, tea towels and bathmats;
- All food and drinks (Supermarkets are in Jindabyne);
- Electric blankets;
- Sunscreen;
- The combination for front and back doors (provided with your receipt from the Booking Officer).

20.3 Weather

Weather may be cold at any time. Only limited central heating is available in summer, so anytime in summer take plenty of warm clothing + parka, warm pyjamas too. The fire will keep you warm in the lounge room.

20.4 Guest Responsibilities

There are no Lodge Managers. Guests do their own food preparation and are fully responsible for the condition of the Lodge. The organiser of each group must sign the Guest guarantee form indicating acceptance of their responsibility for the guests and the Lodge condition.

Guests must:

- Empty all bins (kitchen, bathrooms, on the deck and in the workshop) regularly and before they leave. Full garbage bags must be removed from the lodge and site.
- Clean all utensils, crockery, cutlery immediately after use - keep benches, etc., clean;
- Maintain bedrooms, bathrooms, living areas in a clean and tidy state during stay, i.e., vacuum, mop, wipe, etc. as necessary;
- Clean fireplace daily if used;
- Water the indoor plants and the outdoor trees and shrubs;
- Ensure that lodge is fully locked when all guests are out, day or night.

20.5 Provisions

Cleaning provisions are located under the benches in the bathrooms, and in the kitchen. The vacuum cleaner and sweeper are in the hall cupboard near Room 3.

Paper towels and toilet paper are stored in the hall cupboards near Room 2.

20.6 Lodge Captain

A Lodge Captain will be appointed from the guests to represent the President at the Lodge. The Lodge captain should coordinate guests' activities in maintaining the condition of the Lodge. Each captain will be asked to report on the state of the Lodge at the beginning of his/her stay, i.e., how it was left by the previous guests, and on any problems experienced during their stay. (See Section 4: Lodge Captains).

20.7 Opening the Lodge

- Turn power on in front foyer. (Wall mounted switch with red light) You don't have to open the switchboard outside;
- The combination given opens the foyer door as well as the downstairs door;
- Lodge is set up with one hot water system on (enough for 6 people. For more hot water, follow instructions in plant room, end of corridor lower level);
- Turn on fridge/freezer in kitchen;
- Turn gas on at bottles (outside Winter Entrance door);
- Water indoor plants.

20.8 Closing the Lodge

- Empty all bins, take garbage to the Waste Transfer Station;
- Vacuum living areas and bedrooms used;
- Clean bathrooms, kitchen;
- Clean and defrost fridges, and leave propped open (incl. bar fridge);
- Water plants;
- Put away balcony chairs;
- Revert to one HWS set up, if changed during stay;
- Check **all** doors and windows are closed & locked, including the wood store door;
- Lock back door;
- Turn gas off at bottles;
- Turn power off in foyer (Note: Leave fire alarm power on).

Above all, please maintain and leave the Lodge as you would like to find it when you arrive.

21.0 LODGE MAINTENANCE & WORKING BEES

From previous experience it is necessary to have three major Working Bees during the off season to maintain our lodge at its high standard. Further working bees may be organised if required.

They are held in November (Maintenance), March (Maintenance) & May (Cleaning). They involve restocking consumables, drinks, firewood, and any other painting, repairs and modification as required, or as directed by the Club. Each Working Bee normally involves travelling to the Lodge on Friday afternoon/night and returning Sunday afternoon.

Each working bee is organised by the Maintenance Officer or his nominated helper. He will request members to attend that working bee. The number of members attending any working bee will depend on the work to be done, but generally is around 12. Non-Members may be requested if they have a particular expertise or may volunteer. Full Members wishing to help at working bees should let the Maintenance Officer know.

Food for meals at the lodge is supplied free by the club and cooked by those attending.

Petrol for members' vehicles is paid for by the club. Hence the Maintenance Officer will optimise the use of vehicles for the number of persons and equipment being transported. Members using vehicles not as authorised by the Maintenance Officer will not be reimbursed for their petrol. No other vehicle expenses (other than petrol as listed above) will be reimbursed by the club.

In the event of any serious maintenance problem(s) at the lodge a special working bee may be authorised by the club and all expenses incurred by that (those) member(s) attending such a working bee will be paid.

It is expected that all members will attempt to attend Working Bees reasonably regularly. Members & non-members who attend Working Bees will be looked upon favourably when bookings are applied for.

22.0 COMMITTEE & ORGANISATION

22.1 Election of Committee

The Club Committee is elected by the Full Members at the Annual General Meeting each March. There are four “executive” positions as defined under the Club’s articles, and a maximum of 12 other Committee members.

The four executive positions are:

Ski Master (President)

Deputy Ski Master (Vice President)

Secretary

Treasurer

22.2 Additional Areas of Responsibility

The following areas of responsibility are allocated, mainly to Committee members, by the President, with the approval of the Committee:

Booking Officer

Responsible for receiving applications from members and others to stay at the Lodge, and allocating accommodation according to rules established by the Committee, and levying charges according to the current rate schedule.

Club Captain

Responsible for Club competition, including the selection of club teams, establishment of rules for club awards and eligibility to compete for the club.

Lodge Administrator

Responsible for liaison between the Club committee and the Lodge Managers, also for their appointment.

Provisions Officer

Responsible for the Lodge’s supplies of consumables (eg. paper towelling, cleaning equipment) which are outside the Manager’s direct responsibility, for both summer and winter.

Drinks Officer

Responsible for the stocking and management of the Drinks Locker in the Void area, where both Club & Members' supplies are kept.

Maintenance and Improvements Officer

Responsible for planning and organizing activities, supplies & volunteers for working bees, including supervising of the working bees, or delegating responsibility.

Membership Registrar

Responsible for maintenance of membership records and the waiting list and deals with membership transfers & enquiries.

Newsletter Editor

Publishes the Club Newsletter

Historian

Maintains and updates the club history

Delegate to Slopes & NSWSA

Represents the Club at meetings of Slopes & the NSW Ski Association

Social Secretary

Responsible for club's social functions

Club Sales Officer

Ordering and sales of items such as club jumpers, beanies, badges.

Spa Maintenance

Maintaining spa equipment & consumables in a condition which maximises "up-time", & meets necessary health standards.

Housekeeping

Works with managers to ensure furniture & housekeeping is maintained to the standard expected by guests.

22.3 Committee

For information on the Committee go to our website Illabunda.com.au or email admin@illabunda.com.au.