

The Port Kembla Ski Club

Illabunda Lodge

Operation Manual



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1.0 INTRODUCTION

1.1 General

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

The intent of the Manual is to clarify what is expected of Full Members, Guests, and Lodge 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 Managers, Lodge Captain, or Guests at any given time, hence the Operation Manual.

Equally, it is recognised that no Manual can account for every circumstance, and that the particular needs of Full Members and 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 Members and Guests have access to the same information.

This manual, in its present form, has evolved through more than thirty years of experience in managing the current building. However, the Club recognises that no such document can ever be regarded as complete or final, and that changing circumstances, ideas or priorities will demand that modifications be made.

Mark ups of the manual may occur, these will be signed and dated by a member of the committee. These changes will be incorporated in the next revision of the Manual.

If you would like to suggest a change to the Manual, please email 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 (usually depending on snow conditions), the Club may extend its "Winter" to align with the Resort operations.

Note: Winter services provided by Kosciusko National Park or the Resort (ski lifts, restaurants, bars) and over snow transportation may not be available during the extension.

During Winter, Illabunda is a managed lodge, with 3 meals a day and many other services provided by the Lodge Managers.

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 & alarm system, fire extinguishers and fire hoses. A fire blanket is located in the kitchen. Emergency exits are identified by illuminated signs. There is a fully equipped fire station in Perisher Valley, which is staffed during the Winter.

2.1.2 Managers' Responsibilities

During Winter the Managers undertake the role of "Fire Warden and additionally are responsible for keeping all exits from the lodge clear of snow.

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 leaving the room;
- 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";
- Gather Guests at the evacuation area & perform headcount;
- Direct Guests to shelter, if necessary;
- Wait for Fire Officer and 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 in the Dining Room (adjacent to the kitchen entry door);
- A First Aid Kit is in the Ski Workshop.

If you use items from the First Aid Kit inform the Lodge Captain so that restocking can be arranged.

During Winter a Medical Centre and Chemist are 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 (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
- The Full Member nominating the Ordinary Member is responsible for the Ordinary Member

3.1.3 Associate Membership

- All guests 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
- The Full Member nominating the Associate Member is responsible for the Ordinary Member

3.1.4 Children

- Children (including babies and pre-schoolers) attending school are categorised under their accompanying parents membership
- Any child unaccompanied by a parent or guardian must nominate a Guest in the Lodge to be responsible – the nomination needs to be provided to the booking officer by the Guardian

Note: All tertiary students, and teenagers who have left secondary school, are classed as adults.

3.2 Winter Booking Applications

3.2.1 Full Member Applications

Booking applications from Full Members (must not owe the Club money) shall be considered on or after 1st March with the exclusivity finishing on 31st March.

3.2.1 Non – Full Member Applications

Booking applications from “Non – Full Members” can be submitted from 1st April.

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 (during school holiday periods);
- The number of Full Members on the booking application; and
- The number of applications made for the season (or missed out on last season).

Full Member bookings always have priority over Non-Full Member bookings and this is provided through the exclusivity booking window.

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 (without sacrificing the rights of Full Members).

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 of a booking through the online Booking Application Form or by mailing/faxing the Booking Request Form. The form is available on the Club website www.illabunda.com.au .

3.2.4 Booking Length

The club operates on full week (7 day - Sunday to Sunday or Friday to Friday), mid-week (5 day – Sunday to Friday), and weekend (2 day - Friday to Sunday) bookings.

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

3.2.5 Bed Allocation

Guests 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 of the invoice.

Applications will be cancelled if full payment is not received by the due date.

Cancelled bookings will be offered to those on the Booking Officer Waiting List.

Guests will be advised the combination code for the door locks 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 those people are authorised to stay at the Lodge. Any requests for substitution of Guests must be made through the Booking Officer. Any payment changes need to be settled 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 Guest 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 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 Snowsports promotion.

Booking applications from Full 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 advised each year on the notices and online Booking Application Form. The rates are reviewed 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 or Guests arrive after 8:00pm on the Friday, they receive a discount on the basis they will not receive any meals on the Friday.

The Committee may offer other discounts (i.e. to stimulate occupancy) 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 rate) 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.

3.8 Summer Booking Applications

Applications are prioritised in the order of Full, Ordinary and Associate Members;

- Booking Applications are accepted from 1st August;

Special consideration is provided to:

- Club Committee Members;
- Working Bee Participants;
- Families of school age children (during school holiday periods);
- 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.

- 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 (and deposit of \$250);

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

Check in time is 12 noon on the day of arrival. 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.

No access will be permitted to the upstairs 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 placed dirty linen in the laundry bag (located adjacent to the summer entrance door.).

Departing guests may leave their luggage in the Rumpus room 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

"Late arrival booking" Guests are not eligible for either lunch or dinner on the Friday; as this rate is intended for Guests that arrive at the Lodge late on Friday evening.

If "Late Arrival Guests" arrive early, they may have lunch and/or dinner (but need to pay the gap) subject to agreement of the Lodge Managers (i.e. to insure sufficient meals can be catered for).

5.0 LODGE CAPTAINS

5.1 Appointment

Lodge Captains are appointed by the President, or by the Booking Officer on his behalf, to be the “Head Guest” at the Lodge for the nominated period. In Winter, Lodge Captains will usually be, but not necessarily Full Members. The most important attribute is that the Lodge Captain has been a frequent visitor to the Lodge, is familiar with its operational procedures and 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 Lodge Captains, as described below, are more limited.

5.2 Duties - Winter

The essential role of the Lodge Captain is that of liaison between the Lodge Managers and the Guests. In one sense, the Lodge Captain represents the President during their stay at Illabunda.

The Lodge Captain duties are:

- Undertake a “Welcome Speech” at the first night dinner, welcoming/introducing Guests, Lodge Managers, 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 to assist the Lodge Managers in running the Lodge;
- Manage sales of soft drinks and the release of Guests own wine and beer supplies;
- Undertake any other actions which may arise because of extraordinary circumstances or behaviour during their stay;
- Complete a Lodge Captains Report and email to admin@illabunda.com.au. The Lodge Captain’s Report is available on the website.

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

5.3 Welcome Speech

New Guests to the Lodge may not know how the Lodge operates; consequently the Lodge Captain may be called upon to give advice to these Guests. However, all Guests, even the most regular may need to be advised how the Lodge Captain plans to administer their responsibilities.

Accordingly, it is suggested that the Lodge 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;
- Introduction of Lodge Managers;

- 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 they will be available to open the Drinks Locker;
- **Informing XC Tourers, Snow Shoers, Back Country Skiers, Skiers and Snowboarders to indicate their intentions on the map at the Winter entrance if they are intending to leave the ski resort boundaries. Once returned you must remove your name.**

5.4 Guests Responsibilities

Guest responsibilities are defined elsewhere in this Manual, however it is up to the Lodge Captain to ensure Guests comply. The Club views Guests Participation in these activities as important to maintaining the Club spirit.

Most Lodge Captains have found it convenient to use a pre-printed Roster form which is posted on the Notice Board and indicates 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 in the Void. The guide-lines on how it is managed are contained 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 Lodge Captain can obtain the key from the Managers.

5.6 Extraordinary Circumstances

While this manual defines the rules and operating procedures of the Lodge, not all circumstances can be anticipated, and situations will arise that have not been predicted. If the Lodge Captain must deal with an unusual problem they should:

- Attempt to interpret the Manual in accordance with its spirit as well as the actual wording, and in a way consistent with the Lodge Captain's understanding of the values and standards of the Club and the Full Members, rather than the Lodge Captain's own view;
- Consult with another Full Member Guest;

- Contact one of the Club Committee as listed on the club website at Illabunda.com.au;
- Consult with the Lodge Managers, who may have experienced a similar situation previously;
- Detail the unusual circumstances and outcome in the Lodge Captains Report, so that if further action can be taken if necessary; which may include modifications to the 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 Committee the condition of the Lodge and any matters requiring attention and any consumable items (toilet paper, hand towels, detergent, soaps, etc.) that need replenishment.

6.0 MEALS

Guests and the Lodge Managers cooperate in the serving of meals and in cleaning up afterwards. In general, the Lodge Managers prepare the meals while Guests assist by carrying out the minor chores allocated by the Lodge Captain and shown on the 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

The Clubs' has found that these times suit most people. If on a day or week, most guests consider it would be sensible to adjust these times, the Lodge Captain can negotiate with the Lodge Managers to change the time. In most cases the Lodge 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 (however, if the Lodge Managers agree the meal can be set aside). 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.

As a courtesy, if you do not expect to be present at a mealtime let the Lodge Managers know so they can adjust the number of meals prepared.

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 person is expected to do. The duties are not onerous but make conditions more pleasant for everyone. Other Guests are welcome to assist the rostered Guests if they like.

The Guest's responsibilities are different for each meal:

6.2.1 Breakfast Duties

- The rostered Guests set the table (preferably the night before);
- From 7.45 am onwards guests help themselves to cereals;
- From 8:00 am, the rostered Guests serve the hot breakfasts.

After Guests have finished eating, the rostered Guests 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 Lodge 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 Lodge 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

The rostered Guests set the table (preferably before the snacks);

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 and place cutlery and waste in the bins.

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 clean up after themselves.

6.3 Duties of the Lodge Managers

The Lodge Managers are responsible for:

- 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 Lodge Managers present the meal on plates at the servery for the Guests on roster duty to serve.

In the case of Lunches the Lodge Managers prepare food and inform the Guests on the roster how to prepare and serve the food.

Since the Lodge 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 Lodge Managers also provide Pre-dinner nibbles at 6:00 pm.

The Lodge Managers keep supplies of fruit, biscuits, tea, coffee and cordials available for Guests at other times.

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

6.4 Inviting Friends for Lodge Meals

Guests often have friends staying in the mountains at the same time. Guests friends are welcome, however because the facilities of the lodge are limited visitors can only be invited if there is sufficient food (e.g. if only 20 racks of lamb are in stock then there will be none available for visitors) or space at the meal.

Generally, the Lodge Managers can arrange the food if they are given sufficient notice (at breakfast, or better, the day before).

Consequently, it's best to ask the Lodge Managers if it is convenient to invite visitors (specifying which meal(s) and 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.

If you have approval, you must prepay the amount that the Lodge Managers request.

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 welcomed. Visitors are not permitted to use lodge recreational facilities (spa & sauna, showers, ski maintenance or storage). A cup of coffee in the lounge or a chat on the sundeck is the type of activity envisaged.

Casual visitors should not 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 for other Guests.

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 the routine cleaning chores during the winter season.

7.1.1 Lodge Manager Responsibilities – In Season

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);
- Empty garbage bins 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 Lodge Manager Responsibilities – End of Season

The Managers are required to:

- Develop a list of items (if any) that they believe will improve the operation of the lodge;
- Develop a list of “repairs”(if any) required;
- Develop a list of glassware/crockery/cutlery/cooking utensils that require replacement;
- Undertake a stock take and arrange a “summer order” to ensure there are sufficient consumable items (toilet paper, hand towels, detergent, soaps, etc.) in the lodge to make it through summer;
- Undertake a “spring clean” of the lodge;
- Remove their personal items from the lodge.

7.1.3 Guests’ Responsibilities – Winter

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
- A spilled drink;
- 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, so it is incumbent on the Guest responsible to clean it 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 and sauna (Section 14).

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

7.2 Guests Responsibilities - Summer

All of the cleaning in summer is the responsibility of the Guests as detailed in Section 20 Summer.

8.0 GUESTS BEHAVIOUR

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

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

Guests are required to follow the guidelines contained in this manual, and all instructions by the Lodge Captain and/or the Lodge Managers.

In the interests of security and to protect Full Member and Guest possessions, doors and windows must not be left open or unlocked.

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

Guests must complete the Guest Register (Accommodation Register – Lease Clause 6.2), it is a condition of the Clubs lease and non-compliance could result in a breach of our lease.

The Club is conscious of the Environment and as such requests 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 Guests are skiing is costly and will have to be paid for by all users through increased booking rates.

As considerable time, effort and money was spent by Full Members in building and maintaining the Lodge, Guests are reminded that any person found wilfully damaging the Lodge, Equipment, or belongings will be personally liable for the cost in repairing, replacing equipment 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 Full Members, and has been the only Lodge Operations matter which has been subject to an opinion poll amongst the Full Members.

The policy has gradually evolved to the following:

Smoking is NOT permitted in the lodge on balconies or the 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;
- Due to some past problems, we reluctantly advise that no children under 6 are permitted in the spa;
- Parents must supervise older children when using the spa or sauna.

The rumpus room contains various facilities such as TV, video, DVD, Austar, radio, table tennis and toys available for your children's enjoyment.

10.2 Babies

Your babies are welcome at the Lodge, but remember they must be booked in.

Facilities available 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;
- Baby bath;
- Washing machine and clothes dryer;
- Microwave and refrigerator (located in the dining room).

Due to the catering arrangements, we regret that the Lodge Managers cannot provide special food. 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 Lodge 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, 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. 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 by Guests staying at 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 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 same age and supervision requirements of Child Guests.

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;
- For safety reasons, no glasses or bottles can be taken into the spa/sauna area, use plastic;
- Parents or guardians are responsible for supervising their children;
- Users must not contaminate the spa water with “foreign” materials;
- Replace cover on spa after use - the high price of electricity means we want to be as efficient as possible;
- The last user of the spa must mop 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;
- In the event of an obvious or apparent fault, leave the spa/sauna and notify the Lodge Managers.

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 Full Members and Guests. Because the workshop contains tools and equipment that are potentially hazardous, safety is the major issue for all users as such children must be supervised by an adult.

It is quite easy to damage your valuable ski gear by the incorrect use of maintenance equipment. Please be sure that you understand the tools 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

Guests using the Maintenance Workroom are responsible for their and others safety. If you do not know how to use the equipment, ask another Guest, they will be willing to help.

The following list is a guide to make a safe workplace:

- Children under 16 are permitted to use the workroom under the supervision of an adult;
- If you haven't used or are uncomfortable to use equipment – DON'T - if in doubt ask;
- Tools and equipment can only be removed from the workroom with the agreement of the Lodge Captain and must be replaced immediately after use;
- After using the workroom replace tools in the appropriate places and clean up the floor and workbench.

16.0 RIGHTS OF FULL MEMBERS & GUESTS NOT BOOKED IN

16.1 Winter

16.1.1 Check out Day

Full Members and Guests - checkout day:

- Vacate their room(s) by 10.00am;
- May store their luggage in the Rumpus room for later collection;
- Have access to day areas including Showers, Drying Room, Workshop but not the Sauna or Spa;
- Full Members (**but not Guests**) have access to void.

16.1.2 Full Members Visiting the Lodge

Full Members visiting the Lodge that aren't Guests should not spend too much time at the Lodge to ensure they are not in the way of the Guests. Full Members have access to:

- Void;
- Workshop and Day Areas;

Full Members **Do Not** have access to:

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

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

Full Members cannot camp in snow caves or tents near the Lodge.

16.1.3 Friends of Guests

Guests may invite friends to view the lodge and to socialise. A drink would be in order but their stay should not be of a length which inconveniences other Guests. Showers, Sauna & Spa, TV & Video are not available the friends.

16.1.4 Race Competitors and Race Officials

Competitors racing for the Club or race Officials must be booked into the lodge as Guests.

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

In the event of very bad weather or another emergency, Lodge facilities should be made available as necessary. Advise the Lodge Captain if possible.

16.2 Summer

In summer Full Members may visit the lodge without being booked in if they have:

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

17.0 CLUB SNOWSPORTS & COMPETITION PROGRAM

17.1 Aim

The aim of the club's Snowsports program is to "Promote the sport of Snowsports and to improve the skills & enjoyment of all members' Snowsports".

The Club achieves this by:

- Supporting nominated Snowsports races (Junior & Senior) – detailed in Section 17.2;
- Providing Snowsports training days (Junior & Senior);
- Providing a rebate to Full Members for a Snowsports lesson;
- Providing donations (accommodation or funds) to assist State/Australian Representatives and Charities to advance Snowsports;
- Providing donations to other Snowsports Organisations (i.e. Perisher Cross Country).

The Club has a long and successful history of competition. This includes members representing Australia and NSW across all disciplines (Alpine, Snowboard, Cross Country and Biathlon). Additionally, the Club has won the Illawarra Interclub Races in Juniors and Seniors, with Members winning the Combined and Individual Champion awards in the Junior, Seniors and Masters categories. Further, our Junior Members compete in the Interschool Competition and have successfully won Regional, State and Australian races.

If you would like to join our Teams or would like to assist in the organisation please contact the Club Captain (details at www.illabunda.com.au).

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;
- Interschool, Regional, State or National Snowsports Competitions;
- Or other races nominated by the Club Captain.

17.3 Eligibility to Race and/or Train with the Club

Anyone (that does not owe money to the Club) is eligible to compete in our races, but to be eligible for team selection and to win Club Awards you must fit into one of the following categories:

- 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).

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

17.4 Events which Decide Club Awards

The following Male and Female Champions are awarded (you must be competing for The Port Kembla Ski Club to be eligible):

- Combined Open Champions - Perisher Cup/Plate or Illawarra Interclub Races if no Team entered in the Perisher Cup/Plate
- 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 – Illawarra Interclub Races (50 years & over on 1 January)
- 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 race is not held, then awards dependent 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 Senior Races.

17.5 Race and Training Fees

If you are racing or an official for the Club, then the Club will pay the team entrance fees and lift tickets on the race day.

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 their absence the President before submission 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. Access is through the door opposite the double doors in the rumpus room. Entry to the void is via a 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

Maintenance equipment and materials are stored in the void area. This equipment and material is under the control of the Lodge Maintenance Officer.

18.3 Drinks Locker

Access to the drink’s locker is only available in Winter and is managed by the Lodge Captain (see Section 19 Drinks Locker).

18.4 Storage of Full Members Snowsports Equipment

The southern wall of the void is fitted with storage racks for the storage of Full Members Snowsport equipment. Each Full Member is entitled to store four (4) sets of Snowsport equipment, 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. If

Member’s skis and equipment are stored at the Full Member’s own risk. The club is not responsible in any way for any equipment stored in the Void.

To ensure the void does not become a dumping ground, all equipment is taped annually. If the tag has not been removed in two years’ time then they are placed in the storage area under the

lodge. If the equipment has still not been collected after another two years then it is taken to the tip.

19.0 DRINKS LOCKER

The drinks locker is only accessible in Winter and is managed by the Lodge Captain. Drinks may only be taken from the locker in the presence of the Lodge Captain.

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 Lodge Managers or Lodge Captain.

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

Drinks CANNOT be stored in the locker after the ski season and it is up to Full Members to remove any left overs by the end of the season, OR it will be gratefully used by the thirsty hard working, working bee.

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
- Bar fridge in the dining room;
- Gas BBQ on the sundeck;
- Ladies and Gents bathrooms, with a total of 8 showers and 6 toilets;
- Sauna (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 anything you borrow.

20.2 Guests Need to Bring

- Linen (all beds are single but can be zipped together to form a queen size) 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

Mountain weather is extremely variable, it can snow and may be cold at any time. Only limited central heating is available in summer, so anytime in summer bring warm clothing and don't forget the winter pyjamas. 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, clean;
- Maintain bedrooms, bathrooms, living areas in a clean and tidy state during stay, (vacuum, mop, wipe as necessary);
- Clean fireplace if used;
- Water the indoor plants and the outdoor trees and shrubs;
- Ensure that the 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, in the kitchen and in the kitchen pantry. 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.

If supplies are running low, notify the booking officer so that arrangements can be made to re-stock, so the next Guests aren't caught short.

20.6 Lodge Captain

A Lodge Captain will be appointed to represent the President at the Lodge. The Lodge captain should coordinate Guests' activities to maintain the condition of the Lodge. Each captain will be asked to report on the state of the Lodge at the beginning of their 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 (Starting up the Lodge)

The Lodge is in shutdown mode so you will need to turn the power on, adjust the hot water (if you have more than 6 guests), turn on the gas and turn on the fridges.

The steps to follow:

- 1) Enter the Lodge
 - a) Use the combination provided by the Booking Officer (the combination will open the Main Entry and the Winter Entry Doors)
- 2) Power
 - a) Turn Power On (there is a master switch located on right-hand wall of the Main Entry foyer above the fire alarm panel which turns on the lodge power)
 - b) The switch is labelled "Lodge Power"
 - i. If the red light is "on" the power is off – SWITCH IT ON
 - ii. If the red light is "off" the power is on – DON'T DO ANYTHING
- 3) Hot Water
 - a) The Lodge is set up with ONE hot water system ON which is enough for 6 people. There are three hot water systems, so if you have more guests you can turn on an additional hot water systems.
 - b) Turning ON an additional Hot Water System
 - I. Go to the Plant Room (opposite Room 2)
 - II. On the right-hand wall between the switchboards are three colour switches (blue-3, orange-2, red-1)
 - III. Switch 1 - red (Hot Water System 1) – should be ON
 - IV. There are two additional Hot Water Systems, Switch ON as many as required (i.e. Blue-3 and Orange-2)
- 4) Fridge/Freezer
 - a) Enter the kitchen
 - i. There are three fridge/freezers, numbered 1, 2, 3
 - ii. Unit 1 – Fridge
 - iii. Unit 2 – Fridge and Freezer (always ON)
 - iv. Unit 3 - Freezer
 - b) Unit 2 will be ON – this a fridge and a freezer
 - i. The temperature indicators will be on (top left and top right corners)
 - ii. The doors will be latched open – Remove latch to CLOSE the doors
 - iii. If the lights are not on, check the GPO on the left side above Unit 1, the right hand switch should be on – if not turn it on
 - c) If you need more Fridges/Freezers
 - i. Power outlets are located above the Units
 - ii. Unit 1 (Fridge) GPO is located above Unit 1 – Turn it ON
 - iii. Unit 2 – should already be ON (GPO is located above Unit 1)
 - iv. Unit 3 (Freezer) GPO is located above Unit 3 – Turn it On
- 5) Gas (two bottles and valve at stove)

- a) Gas bottles are located outside the Winter Entrance
 - i. Turn gas on at one bottle);
- b) Turn Gas on at Stove
 - i. Go to Stove in Kitchen
 - ii. Locate the valve (on the left side of the Stove at knee height)
 - iii. Turn valve ON (valve handle should be parallel to gas pipe).

The Lodge will now be in “ON” mode.

20.8 Leaving the Lodge (Shutting down the Lodge)

The aim is to leave the lodge so that the next guest has a quick and simple start-up. In effect returning it to how you found it:

The steps to follow:

- 1) Gas (two bottles and valve at stove)
 - a) Turn valve at stove OFF (perpendicular to pipe)
 - b) Gas bottles are located outside the Winter Entrance
 - i. Turn gas OFF at both bottles;
- 2) Fridge/Freezer
 - a) You are returning the fridge setup to how you found it. Enter the kitchen. There are three fridge/freezers, numbered 1, 2, 3
 - i. Unit 1 – Fridge
 - ii. Unit 2 – Fridge and Freezer (always ON)
 - iii. Unit 3 - Freezer
 - b) Resetting the Fridges/Freezers
 - i. Power outlets are located above the Units
 - ii. Unit 1 (Fridge) GPO is located above Unit 1 – Turn it OFF
 - iii. Unit 2 – leave ON (GPO is located above Unit 1)
 - The temperature indicators will be on (top left and right corners)
 - iv. Unit 3 (Freezer) GPO is located above Unit 3 – Turn it OFF
 - c) Latch all Fridge/Freezer doors open.
- 3) Hot Water
 - a) Return the Lodge to ONE hot water system ON
 - b) Turning OFF additional Hot Water Systems
 - i. Go to the Plant Room (opposite Room 2)
 - ii. On the right-hand wall between the switchboards are three colour switches (blue-3, orange-2, red-1)
 - iii. Switch 1 (Hot Water System 1) – should be ON
 - iv. Switch OFF (Hot Water System 2 - orange and Hot Water System 3 - blue)
- 4) Power
 - a) Turn Power Off (there is a master switch located on right-hand wall of the Main Entry foyer above the fire alarm panel which turns on the lodge power)
 - b) The switch is labelled “Lodge Power”
 - i. If the red light is “on” the power is off – DON’T DO ANYTHING
 - ii. If the red light is “off” the power is on – TURN IT OFF
- 5) Leave the Lodge
 - a) Check all windows, balcony doors are closed
 - b) Check the Winter Entry door is closed (pull it shut)
 - c) Pull the main Entry Door shut (test its closed)

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.

The three working bees are:

- November – Maintenance
- March – Maintenance
- May - Cleaning

They involve restocking consumables, drinks, firewood, and any other painting, repairs and modification required. 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 there nominee. The club will issue a notice letting Members know when they will be held and seeking expressions of interest. The number of members attending any working bee will depend on the work to be done, but generally is around 12.

Food for meals at the lodge is supplied 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 people attending and the equipment being transported. Members using vehicles not 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.

It is expected that all members will attempt to attend Working Bees reasonably regularly. Members and non-members who attend Working Bees obtain priority in bookings.

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 www.illabunda.com.au or email admin@illabunda.com.au.