

## Members and Guests Expectations

The Tyrol Lodge is a shared space. Respectful consideration for others is extremely important to the friendly family feel of the lodge. Be responsible for yourself and your family. Help others when you can.

**Check in time is 2pm. Check out of bedrooms must be complete by 12noon. (Remove all belongings)**

**Keep our floors clean and dry:** no outdoor shoes in the lodge.

**We use shared kitchens.** Each room has a designated shelf space. Use it. Fridge space is shared.

Clean up as you go: someone else may need to use the kitchen as soon as you are done cooking.

Don't leave a mess blocking up a kitchen whilst you have a meal. Recycle and compost responsibly. Clean any fridge spills. Do your dishes immediately, including drying and putting away. There is no washing-up fairy!

**We use shared tables in the dining room.** When you are finished eating or using a table, tidy everything away *immediately* so that it can be used by the next person waiting. This includes wiping down table surfaces, sweeping excessive crumbs, and cleaning and putting away any dinnerware, cutlery, glasses or games, puzzles and books. This is to be done *before* leaving to go skiing, or ski school drop off especially.

**We share the games room.** Let's keep it enjoyable. There are guest rooms below, so **games room is only open at 8am and closed at 10pm**. If you or your children are using the games room, make sure to tidy away the toys and games as soon as you finish with each item. Don't hide the balls for ping pong or table football. Don't climb on the pool table. No eating in the games room.

**We share the washrooms:** please clean up after yourself. Use cleaning brushes when needed.

**Sleeping areas are close together:** be as quiet as you can at all times. No food or drink. No partying. Be fire aware – no hair dryers or curling tongs. No clothes drying. Turn lights off and heat down when you out.

**Use your own bedding,** including sheets, on top of lodge mattress covers please.

**Indoor Fire:** If you light a fire and use the wood, please replenish the supply from outdoors.

**Quiet Time** lodge-wide, indoors and outdoors, is after 10pm.

**Children are not to be left alone** without parental or adult supervision as arranged by parents/guardians.

**Ski/board waxing, tuning and repairing** only to be done in the waxing room, with adult supervision.

**Outdoors:** If you use a sled or toboggan, store it properly after use. No sledding down the steep walking path with railings. Leave snow shovels by the front door and fire exits. No wood or charcoal campfires permitted.

**No pets. No smoking anywhere.**

For **rates, reservations and cancellations**, please refer to the current booking policy.

*Queries, complaints, compliments or suggestions can be made to the Lodge Manager, or Lodge Operations Director.*

## **Tips for packing in winter.**

**Wear snow boots** that come above your ankle – on snow days be prepared for deeper snow. On icy days, consider ‘yak-trax’ or crampons to go over your boots for extra grip, and/or ski poles for balance.

**Bring a headtorch or flashlight.**

**Pack light** – what you bring down the hill, you must bring up the hill again!

Use backpacks, or **large waterproof tubs** with lids that click, or strap shut for carrying gear down the hill.

**Use the sleds** at the top of the hill to haul your gear down. If you use the last sled from the top, please return sleds to the top of the hill again so there is one available for the next guest.

**Indoor shoes/slippers** are necessary.

**Bedding** – Bring your own and be prepared to be flexible depending on room type (queen or twin mattresses). You will need to put your own sheet or cover down on top of the white lodge mattress cover and use your own blankets and pillows. If the lodge mattress cover becomes soiled, please remove it for laundering, and replace it with one of the lodge spares.

**Valuables** – there are no locks on the bedroom doors at the lodge. Leave valuables at home. The carpark is not monitored. Leave skis/boards in/on your car at your own risk.

**Beverages:** think cans and boxes instead of heavy glass bottles when possible.

**Food:** Use sealed containers. Consider prepping meals ahead of time if possible.

**Use headphones** for your devices if using them in the shared spaces. (Even better: save the devices for your private spaces and connect with other people whilst in the lodge.). Take phone calls in private.

**Other extras:** Use ear plugs for sleeping. Bring shower shoes, a towel and toiletries.

**Drying room:** there is a drying room for wet ski gear next to the entry.

**Laundry:** Laundry is not available unless by arrangement with the lodge manager.