

Dear Guest

Welcome to the Falls Creek Hotel.

Thank you for choosing to stay with us here at the Falls Creek Hotel. We are dedicated to making your ski holiday delightful and unforgettable.

The hotel has many guest facilities including our ski shop, swimming pool, spa, guest lounge and laundry. We also provide our guests with free Wi-Fi and movie channels for your entertainment.

Our restaurant is open for Lunch daily between 11.30 & 2.30pm with a delicious a la carte menu that you must try. Dinner is exclusive to houseguests and served between 7pm & 9pm. If you have not pre-paid for dinner and would like to dine please book a table at reception earlier in the day. Houseguests are welcome to invite friends to join them.

For your convenience all your rental equipment can be picked from our ski shop **Snowrider Rentals** and your personal ski locker is located in the foyer. The shop also sells a range snowsports equipment including ski boots, ski poles, helmets, gloves and goggles and if you are having any problems with your personal gear, we also provide a range of ski tuning and boot fitting services.

The Swimming Pool & Spa is located on 1st floor and is open from 12 noon to 6pm. Pool towels are located on the first floor.

If you are dining with us on Monday night, we would like to invite you to **Welcome Drinks** in the guest lounge at 6pm. Have a glass of bubbles or beer on us and get to know your fellow house guests.

On Tuesdays and Thursdays from 3.30pm to 4.30pm don't miss our infamous **Happy Harvey Hour**, a Falls Creek tradition where you can enjoy live entertainment and a jug of Harvey Wallbanger or two.

Our customer's satisfaction is very important to us, so please let us know if you have any concerns. We hope you enjoy your stay with us and should you require any further assistance please contact reception or ask one of our friendly staff.

Lisa & Damien Allport

Internet	We provide free WI-FI for Hotel guests. No password is required. Name: FCH Guest
Reception	To speak to Reception dial 9
Accommodation Transfer Service (ATS)	Your return journey back to the car park must be pre booked at least 24 hours before departure. To book call 5758 1203 or see reception.
ATM	ATM machine is located at Foodworks, Slalom Plaza. Cash may also be withdrawn at the hotel bar when making a transaction on request.
Balcony	Guests are welcome to use the balcony outside your room. Access through the bedroom window, please take care not to slip as there may be a layer of water, ice or snow.
Bar	The Hotel bar is open from 11am to 11pm for houseguests. The general public have access from 12pm to 6pm. We also sell takeaway and you are welcome to take alcohol to your room. To speak to the Bar dial 252.
Breakfast	Breakfast is served between 7.30 & 9am in the restaurant. Take a seat and one of our wait staff will come and take your order for cooked breakfast.
Check In/Check Out Times	Check In Time 2.00 pm Check Out Time 10.00 am If you are not leaving immediately you may leave your bags in the guest lounge and we are happy to look after your smaller personal items in our safe room. If you would like to shower after check out you are welcome to use the bathroom in the pool area.
Chemist	Foodworks has a small selection of basic pharmaceutical supplies. Other items must be ordered from Mount Beauty pharmacy and will be sent up the next day. Please see reception for assistance.
Cleaning	Guest rooms are serviced daily from 9am. If you do not want your room serviced, please place the NO SERVICE REQUIRED card on the outside of your door.

Credit Cards	We accept Visa, AMEX and Mastercard.
Dietary Requirements	If you have any dietary requirements, please let us know in advance so our chefs can prepare special meals for you. Dietary Requirement forms are available from reception.
Dinner	Dinner service is between 7pm & 9pm . If you do not have dinner included in your tariff and would like to eat in please book a table at reception by 11am on the day. Cost is \$45 per adult for 2 courses or \$60 for 3 courses.
Drying Room	Located on 2 nd floor opposite Room 22.
Falls Creek App	The Falls Creek App provides up-to-date information and current data including; <ul style="list-style-type: none">• Live snow reports• Lift status• Terrain open• Trails groomed• GPS lift and run tracking
Free Toboggan Hire	Houseguests can rent a toboggan from Snowrider Rentals free of charge at any time.
Happy Harvey Hour	Happy Harvey Hour starts at 3.30pm Tuesdays and Thursdays during July & August and is a Falls Creek Hotel tradition. Enjoy live music while sipping on a jug of Harvey Wallbanger.
Heating	To switch off, turn the knob clockwise, to switch on turn anticlockwise. Windows may be left open for fresh air.
Hot Water	If your hot water runs cold please leave it running for a minute or two. If you still experience problems please contact reception.

Kids Dinner

Kids dinner starts at **6pm**. If dinner is not included in your tariff the cost is \$30 per child. Our chefs prepare healthy and child friendly meals for the kids while they are fully supervised by our kids club staff. When kids have finished their dinner they are entertained in the Guest Lounge until adult dinner is finished. Parents must remain in the building while children are at kids club.

Laundry

The Hotels commercial laundry is located on the 2nd floor opposite Room 27. If you need to do some washing you are welcome to use the domestic washing machine and dryer located at the far end after our staff have completed the morning laundry shift. Please feel free to use the commercial liquid but please note only a very small amount is required due to the soft water.

Lift Tickets

The closest ticket office is located at Falls Creek Sports in the village bowl. Another ticket office is at the bottom of Falls Express Chairlift. Tickets can also be pre-purchased in advance online at www.skifalls.com.au

Lessons

Private lessons must be booked through the Snow sports School on PH: 5758 1070

Group lessons must be purchased at the ticket office or at ski school. Lessons may also be pre-purchased online in advance at www.skifalls.com.au

Lockers

Your personal ski locker is located outside the ski shop. Room numbers are on the door and can be opened with your room key. We recommend keeping boots in your room or drying room.

Lunch

Lunch is served between **11.30am & 2.30pm** daily.

Enjoy our a la carte lunch menu in the comfort of the restaurant or if its sunny sit out on the balcony and watch skiers attempt the Summit. Houseguests are welcome to charge lunch to their room.

Meal Times

Breakfast	7.30am to 9am
Lunch	11.30am to 2.30pm
Dinner	7pm to 9pm
Kids Club	6pm dinner

Movie Channels

The movie list is located at the back of this folder. To book a movie please call the bar on 252 or see reception with the movie number.

Police

Falls Creek Police can be contacted on 5758 3424

Printing & Photocopying

If you need a document printed or photocopied please see reception.

Snowrider Rentals

Monday to Thursday	8am to 6pm
Friday to Sunday	8am to 8pm

Rental Equipment

- Skis, Poles Snowboards & Boots
- Toboggans
- Outerwear & Helmets
- Walking Boots

Other Services

- Ski & Snowboard Tuning
- Boot Fitting & repairs
- Custom Footbeds

Swimming Pool & Spa

The indoor heated swimming pool & spa are located on 1st floor. Pool towels are available on shelves located outside the pool. Pool Open Hours: **12 noon to 6pm**

Supermarket

Foodworks Supermarket is located at Slalom Plaza and has a bottle shop and ATM.

Village Shuttle

A free village shuttle service operates between **8:00am to 5:30pm** for skiers and snowboarders and comes past around every 15 minutes.

If you are not a confident skier/boarder this shuttle will take you to the bottom of Falls Express Chairlift which will take you up to the snowsports school at Cloud 9.

The closest Shuttle stop is located across the road next to the playground.

Welcome Drinks

Monday night at 6pm we invite our house guests to welcome drinks in the guest lounge. Get to know fellow houseguests and chat to hotel management and staff.

IMPORTANT NUMBERS

In House Numbers	
Reception	Dial 9 (252 if unattended)
Bar (to book a movie)	Dial 252
Guest Rooms	Dial 2 & room number (e.g. Room 1, 201)
Ski Shop	Dial 253
Outside Line	Dial 0
Village Numbers	
Accommodation Transfer Service	5758 1203
Activities Desk	1800 20 44 24
Après Taxi	5758 3285
Child Care Centre	5758 3802
Community Gym	5758 1200
Falls Creek Coaches	5754 4024
Falls Creek Medical Centre	5758 3238
Falls Creek Ski Lifts	5758 1000
Police	5758 3424
Ski Patrol	5758 3502
Snowsports School & Kids Centre	5758 1070

Telephones in guest rooms can be used to make local and in house calls free of charge.