



# OPERATIONAL GUIDELINES

## PERISHER

2024

### Contents

- Accommodation Transfer Services
- Accommodation Transfer Pricing Schedule 2024
- Weekend Luggage Storage
- Freight Terminal Operations
- Freight Pricing
- Laundry
- Fuel Operations



Distributed to Lodge Owner, Managers, and Relevant Mountain Staff.

# Introduction

We would like to start by thanking the Perisher community for a warm welcome to the valley in 2023. Low snow and a steep learning curve for our operations. We have done an extensive debrief on last season operations and wish to inform you of some changes based on your feedback and our operations to better improve our services to this mountain.

*Following the distribution of this document we will distribute an information document that can be published and placed in lodges for guests.*

## Accommodation Transfers

Accommodation Transfers will remain the same for the 2024 season. Online Booking of services will not be available for the 2024 season. We are actively working with developers of systems to introduce a pre-booked online system for future winter seasons. There has been a price increase in all services to the mountain in alignment with current CPI and operational costs, please refer to "Accommodation Transfers Pricing" below for details.

### Operational Hours

- 7.00am -10.00pm. Daily during declared snow season
- First accommodation transfers from 7.30am.
- No after-hours services.

### Contact

- Phone - 02 6412 2244 (Active from 5th June)
- Email - perisheradmin@4siteaustralia.com

### Operations

Guest Procedure, (unchanged)

1. When you arrive in the Ski tube building, attend the 4Site Perisher Guest services desk and organise/pay for your oversnow transfer.
2. At this point we will book in a Return Date and Pick Up time that suits you and our availability in our online calendar system.
3. We will then arrange for you to get onto the next available oversnow vehicle to your lodge.
4. Your ticket will be the receipt our guest services give you. This must be shown to the driver when loading.
5. On Checkout day we will send an Oversnow Vehicle to your lodge to pick you up at the scheduled time, depending on the number of people our drivers may do several pickups on the way. We work in 30-minute blocks. E.G a 10.00am booking may not arrive at your lodge till 10.15 am.

## **Notes For Lodge Managers**

- For lodges that have oversnow transport included in their accommodation charges - We will add this transfer to your account. We will still give guests a printed receipt with their pickup time.
- We request you share with us a document via email of who you are expecting each week. This can be organised with our guest service team from 5th June.
- Luggage Storage services will only be available on weekends, Please see “Weekend Luggage Storage” for details.

## **Snow Skier Special ( Skis Only, No Luggage)**

- Operational hours for this service will be: 8.00am - 9.30am and 3.30pm - 5.00pm daily, as well as Tuesdays and Saturdays when night skiing is on.
- Luggage transfers will take priority during these times
- Pricing - Adult - \$17.00 pp  
Children - \$11.00pp

## **Taxi Service (On Demand)**

- This service is for guests wishing to book a taxi service, for example, “a dinner reservation at another lodge or venue ”. To book please contact our Guest services team on 6412 2244.
- Please note, The last taxi service will take place at 9.30pm and no luggage is allowed with this service.
- Luggage transfers will take priority during these times
- Pricing - Adult - \$22.00 pp one way  
Children - \$17.00 pp one way
- Payment can be made over the phone prior to transfers or at 4Site Guest Services.

## School Groups Luggage Transfers

For lodges that host school groups (16yrs & under) 4Site will offer a “Luggage Only” transport option to your Lodge. We ask that this is booked in with our Guest Services team before they arrive at Perisher so we can ensure a smooth experience. Schools are welcome to contact our Guest Services at their earliest convenience. We ask teachers and students to assist at both loading and unloading of vehicles at each end.

This is the only service that can be booked prior to arriving at Perisher. When arriving at Perisher we ask one staff member to attend the 4Site guest services desk to organise loading procedures.

Luggage Only (Per Vehicle)	One Way	Return
Any Location	150.00	\$200.00

Approximately 40 Ski bags or Suitcases per vehicle.

# Accommodation Transfer Pricing 2024

See Map for Pricing Zones ( no changes from 2023)

Smiggins 4x4		Purple Zone	
Adult One Way	\$33.00	Adult One Way	\$20.00
Adult Return	\$62.00	Adult Return	\$35.00
Child One-Way	\$19.00	Child One-Way	\$11.00
Child Return	\$33.00	Child Return	\$20.00
Family* Return	\$157.00	Family* Return	\$90.00
Orange Zone		Green Zone	
Adult One Way	\$30.00	Adult One Way	\$35.00
Adult Return	\$55.00	Adult Return	\$66.00
Child One-Way	\$17.00	Child One-Way	\$20.00
Child Return	\$30.00	Child Return	\$35.00
Family* Return	\$140.00	Family* Return	\$167.00
Extra Bags \$10.00	\$10.00	Oversized Bags	\$10.00

\*Family Tickets include 2 x Adults & 2 x Children Return  
 \* Child (5-16 yrs) must be accompanied by an Adult

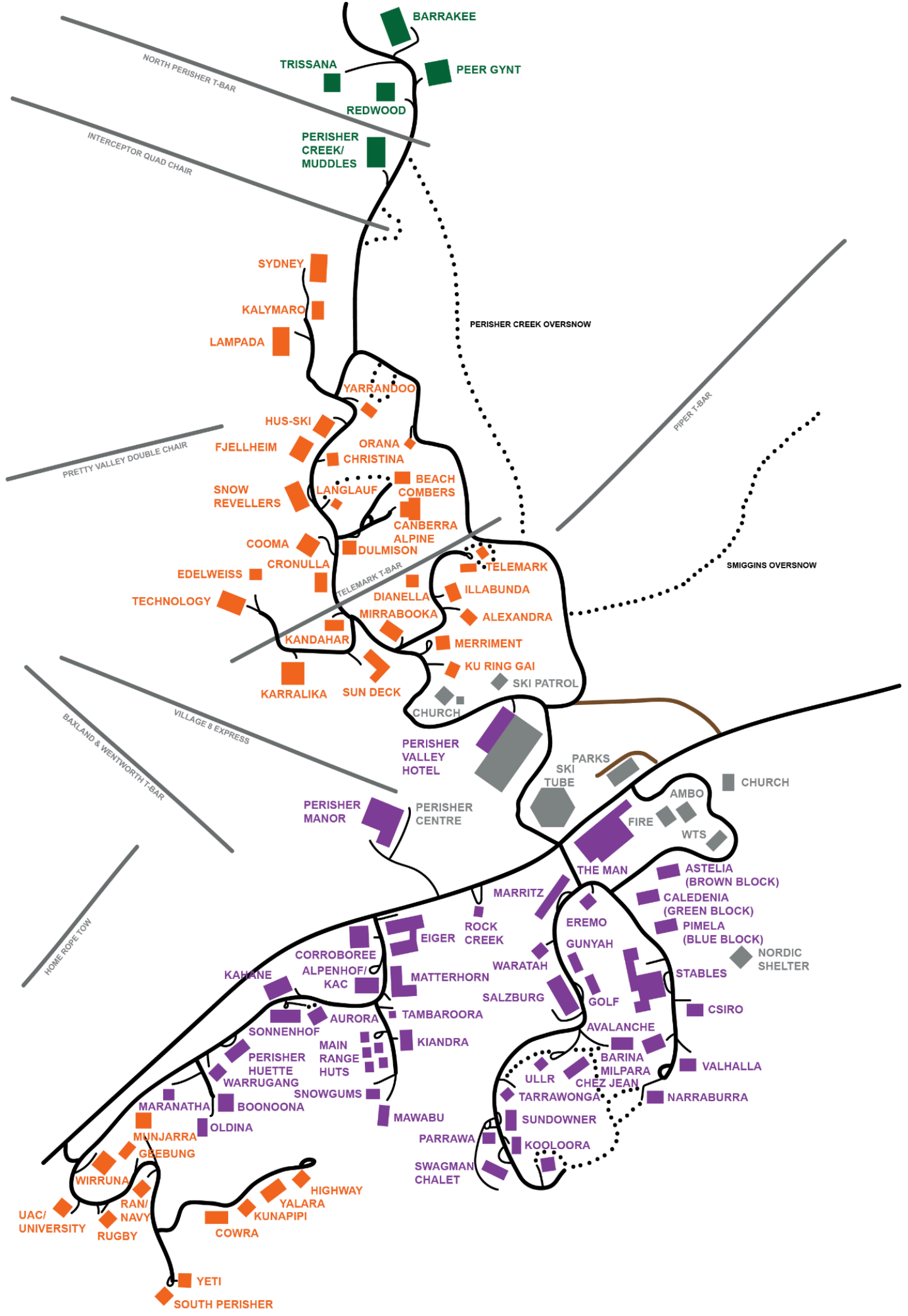
Prices will remain unchanged if oversnow vehicles are not in use

\*Child (5-16yrs)  
 \* 4 Years and under travel free

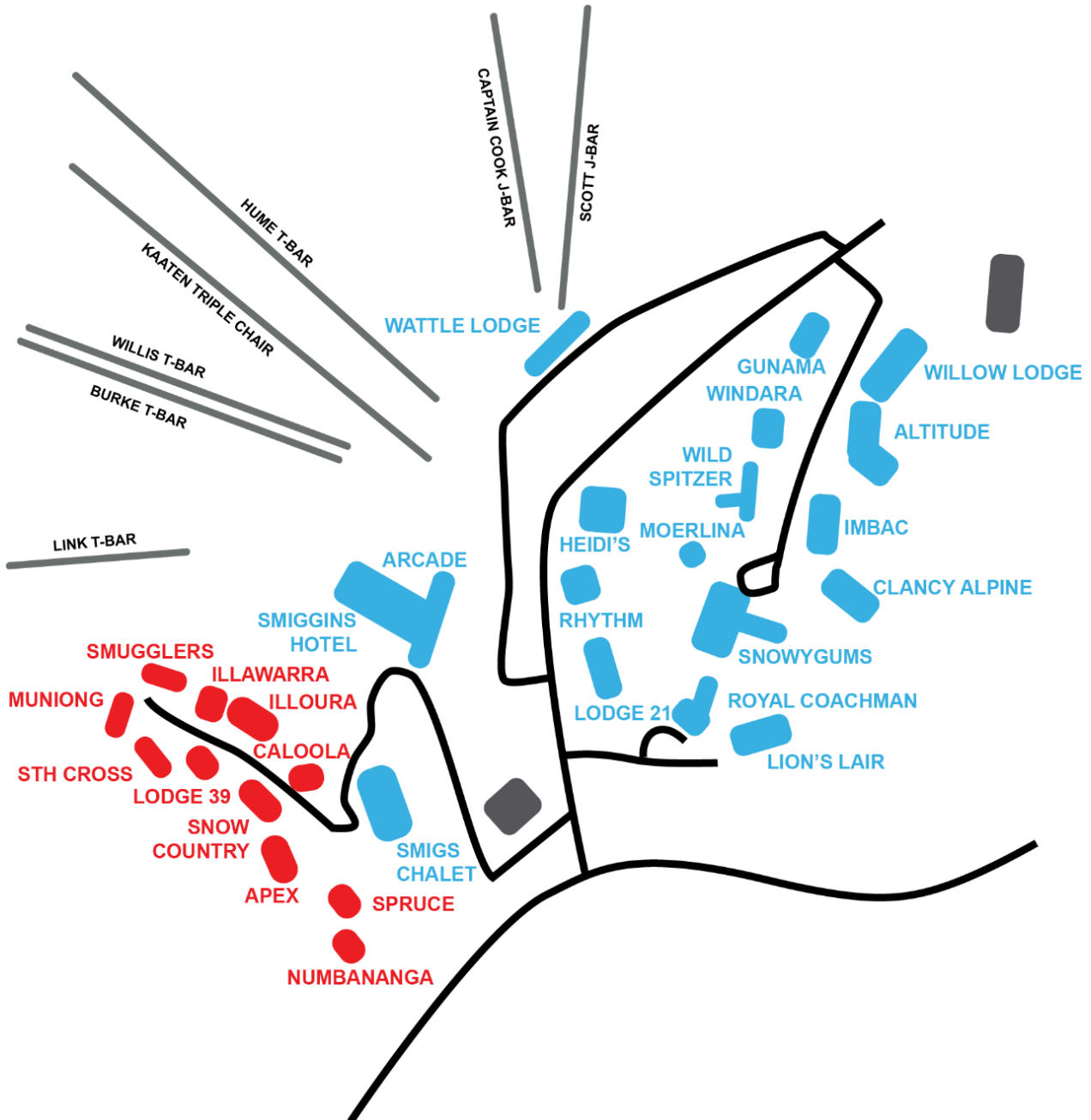
## Snow Skier Special

Operated 8.00am -9.30am & 3.30pm - 5.00pm Daily  
 Skies and Snowboards Only - No luggage

Adult One Way	\$17.00
Child One Way	\$ 11.00



# SMIGGIN HOLES



Smiggins 4x4		Smiggins Oversnow Route	*Subject to conditions & Vehicle Availability
Adult One Way	\$33.00	*Adult One Way	\$44.00
Adult Return	\$62.00	*Adult Return	\$84.00
Child One-Way	\$19.00	*Child One-Way	\$24.00
Child Return	\$33.00	*Child Return	\$44.00
Family* Return	\$157.00	*Family Return	\$212.00

# Weekend Luggage Storage

2024 Season will see 4Site Perisher introduce a Weekend Luggage storage, Saturday and Sundays only, No long weekend Mondays. This will operate from the Perisher Freight Terminal. Access will be from inside the Ski Tube building.

## Hours of Operation

Saturday & Sunday

7.30am - 9.30pm

## Location

Upper Level Skitube Terminal, Perisher Valley

## Price

\$10 per bag, flat rate, EFT only.

## Inquiries

4Site Guest Services

Phone: 6412 2244

## Terms & Conditions

- No overnight storage
- All items must be inside a suitable bag or container ( e.g no loose ski boots)
- Day use only, All luggage must be pickup before 9.30 pm of the day it was dropped
- No Short-term holding of luggage unless paid for in full ( E.g while dropping your hire gear back to the Perisher Centre)
- 4Site Pty Ltd holds no responsibility for damage, lost or stolen luggage.
- Luggage must be dropped off and picked up by the owner of the item, No lodge staff or 3rd party can do this on the luggage owner's behalf.



# Freight Terminal Operations

Operations within the freight terminal will remain the same as 2023 season and will be a restricted access area with all freight to be counted and signed out of the freight terminal. Pickup and delivery of laundry will be outlined in "Laundry". Please note the price increase for season 2024.

## Self Collected Freight

- When you are notified by text message that your freight is ready for collection, please pick it up as efficiently as possible due to the storage available within the freight terminal.
- Please be patient with our staff on busy freight days,

## 4Site Delivered Freight

4Site provides a delivery service which can be organised with us via the QR code linked to a Jot form on page 12. Once we have received this a staff member from our team will contact you directly. If you already receive a delivery service from us we will call you to confirm this for the coming season.

## Changes (2024)

Freight delivered by 4Site will move to a Drop and Go arrangement only. 4Site will not be unloading freight into venues as done in the previous years. Freight will be dropped at a designated area outside the lodge or venue. Location will be discussed on a lodge by lodge basis. It will be the responsibility of the venues to move freight into their venue promptly. 4Site Staff will return to pick up empty pallets, kegs and milk crates. We ask Lodges & venues to ensure empty pallets are stacked neatly and pallet wrapping and rubbish to be disposed of after freight has been taken.

## Freight Suppliers Invoices/Picking Slips

It will be the supplier's responsibility to arrange a system for invoices to be supplied to their end customer directly. We recommend this to be done via email, Alternatively, suppliers can attach invoices to an item of freight before arriving at Perisher but please note *"4Site Perisher Pty Ltd holds no responsibility in supplying customer invoices from suppliers"*.

## General Notes

- All freight must be collected on the day of delivery
- Empty milk crates to be returned on **Sunday, Tuesday, and Thursday.**
- Empty Kegs to be returned **Wednesday's**
- If lodges wish to change their "Self Collect" or "Delivery arrangement during the season you must email or text the Freight manager with a start and end date of service. We ask you to do this as early as possible to ensure our services to you are as efficient as possible. If we are delivering freight you must have a person sign for delivery. If you are moving to a delivery service please be aware of the charges as layout in the "Pricing Schedule"

## Operational Hours

- 7.00am - 5.00pm, Monday to Friday
- Last Truck to be unloaded by 2pm
- Open from \*5th June 2024 ( weather and resort operations permitting)
- Closed on weekends
- After hours access will be strictly limited due to Work,Health and Safety Regulations

## Contact

Phone - Freight terminal 0459 362 865

Email - [perisherfreight@4siteaustralia.com](mailto:perisherfreight@4siteaustralia.com)

# Pricing Schedule 2024

Item	Price	Description
Self Collected	Free	
4Site Delivery Per Box/Item	\$8.00	Drop and Go arrangement only. 4Site will sort and build a pallet of your freight and deliver it on a pallet to your lodge
4Site Delivery Full Pallet <i>*10+ Boxes is classified as a full pallet within reason</i>	*\$120 Per Pallet	Drop and Go arrangement only 4Site receives a whole individual pallet from a supplier of your freight and does not sort it in any way.
Laundry bag delivered	\$8.00 per bag	
Laundry bag Pick Up	\$8.00 per bag	Dirty laundry pickup charges will be calculated on the amount of laundry delivered. Therefore if 4 bags of clean laundry are delivered you will be charged for 4 bags to be picked up.
Firewood Delivery	\$250.00 per Basket 2m2	Drop and go arrangement, <i>Lodges responsibility to unload</i>
Oversized ( Fridge/Freezer on a standard pallet)	\$120.00	Drop and Go Arrangement <i>Lodges responsibility to unload</i>
Empty Keg/Crate/Pallet Pickup	Free	

*\*4Site retains the right to determine what is classified as a full and freight which has arrived at our terminal which does not need to be sorted. We will always work within reason to achieve a far outcome.*

*Please Note 4Site aims to work with freight companies and suppliers to ensure as much freight comes to our terminal palletised in lodge/venue arrangement to ensure a cost-effective solution to freight deliveries. This is a working progress and in most cases is not possible.*

# 2024 Freight Customer INFORMATION Form

This form is for all lodges/venues that require a freight or laundry delivery service.

Please scan the QR code below and fill in the details. For existing customers, could you please fill in the form again this year to keep our information up to date.

This form includes Freight and Laundry.



# Laundry

Laundry services to the mountain will remain unchanged in 2024. We do ask lodge managers or club Captains to please take the time to fill out the form attached to the QR code on the previous page in "Freight Operations ". This is to ensure our services to you can be as professional and efficient as possible.

## Operations

- Clean laundry will come through the freight terminal the same as other freight and be recorded into our system,
- Dirty Laundry will operate the same as last year through the shipping container
- Lodge deliveries of clean and pickup of dirty laundry will be communicated to our team via the Form attached to the QR code. Please put as much detail into the form as possible.

## Contact

Phone - Freight terminal 0459 362 865

Email - [perisherfreight@4siteaustralia.com](mailto:perisherfreight@4siteaustralia.com)

# Waste collection

There will be a few changes to how we collect waste from lodges and venues within Perisher this year with the move to reduce single use plastic bags. In line with the details published in the Resort Roundup we are transitioning to a “Nude Recycling”.

Issue 46 of “Resort Roundup” mentioned the use of lidded tubs for co-mingled recycling, with further consultation with NPWS we are going to move away from the lidded tubs for recycling and move to a reusable netted bag. This reusable bag will be emptied by our staff and placed back into lodges waste receptacles for reuse. For venues with bins located on trailers we asked you to empty your reusable bags into the bin.

NPWS will issue lodges with the reusable bags. If Lodge’s require more reusable bags please contact the Perisher National Park Office.

Please note the requirements for waste to be collected.

All Waste bags must be Tied firmly and in

- **Black** -Garbage Bag ( General waste)
- **Orange** - Reusable or Clear NPWS Bag ( Recycling)
- **Organics** - White NPWS Organic’s bag placed in a container
- **Cardboard** - Boxes need to be flattened & neatly stack in a box or small loose cardboard placed in a orange netted bag.
- **Used Oil** - Placed in used oil drums with tightly fitted lid.



# Waste Collection

Garbage will be collected DAILY during Winter.

## From 7am Onwards

### NOTE:

It is the lodge's responsibility to make sure

- Waste huts & Garbage bins are accessible, including the driveway (Especially Snowdays).
- Bins & bin areas are clean and bags are tied up properly.

4Site Perisher

Guest Services - Ph 6412 2244

\*Lodge collection from \*5th June 2024



# Fuel Operations

## Operational Hours

- 7.00am - 5.00pm, Monday to Friday through the freight terminal

## Operations

- Fuel will be paid for everytime you fill up, similar to a service station
- No new accounts for fuel purchases
- Our staff will assist in unlocking the fuel bowser and processing your payment.
- Please note fuel accounts may not be available in 2025.

## Contact

Phone - Freight terminal 0459 362 865 (7am- 5pm Monday to Friday)

Email - [perisherfreight@4siteaustralia.com](mailto:perisherfreight@4siteaustralia.com)

Guest Services - 02 6412 2244