

Important Notices and Guest Obligations

Please read and abide by all safety notices in and around the apartment building.

Children must be supervised at all times in the apartment and whilst playing outside the apartment in both summer and winter.

Please remove wet shoes and ski boots before entering apartment.

Please store skis, boards and boots and all wet gear in the entrance area of the apartment.

Please do not leave wet clothing on furniture or beds and refrain from hanging clothing, bedding or other articles from the windows, balconies or on the outside of the apartment.

Please do not obstruct or permit the obstruction of the pavement, entry, corridors, passages, halls, stairways, fire doors or escape doors and allow for easy access.

Please do not use chemicals, burning fluids, acetylene gas or alcohol in lighting or heating the apartment, nor in any other way cause or increase the risk of fire or explosion. Refrain from any act whereby any policy of insurance on the Building or any part thereof may become void or voidable.

Please respect other guests in the apartment building by leaving and returning home quietly – especially after 10pm and early morning.

Please respect the other occupants and families in the apartment building by keeping noise to a reasonable level. No loud parties.

Please do not inscribe, paint, display or affix any sign advertisement, flag or notice on any part of the building.

Please do not throw, or allow to fall out of the windows, doors, light areas, passages or stairwells any materials or liquids. Please ensure all wastepaper, rubbish or liquid is placed in the proper receptacles or drains.

Please do not use any method of lighting, cooling or heating other than as prescribed and fixed in the apartment.

Please secure and lock all doors and windows if the apartment is to be left unoccupied.



Bonds for Private Apartments

As already arranged with you we are holding your credit card details as a pre-authorization for the **security bond of \$1000—\$2000**

Bond Refund

- The bond pre-authorization will be removed from your card once an inspection of the apartment by Mt Buller AMS staff has been completed and after we have collected all keys given to you.
- The inspection will be carried out prior to the next guest arriving.

Basic Conditions

NO SMOKING – In the apartment nor in the building—Penalty will be loss of full bond.
Smoking not permitted on Balcony.

KEYS - On departure leave all keys given to you on the kitchen bench.
Lost or not returned keys will incur a \$100 per key fee.

CLEANING - Leave the apartment in an acceptable condition, ie. Wash all dishes, pots & pans and put them away neatly in the cupboards and clean any excess spills or cooking mess. Dirty dishes & excess cleaning will be charged at a minimum rate of \$70 plus \$65 per hour thereafter.

RUBBISH - Remove all rubbish and bottles and place in Garbage Huts provided. Please refer to the green Waste Management brochure in this folder for the location of your nearest hut. **Please do not put used oil down the sink—put in old bottle and put out in general waste.**

CARE - Please respect this property as if it were your own, no muddy boots, ski equipment and wet gear in storage areas only and please take care of the furniture and fittings.

DAMAGE - Please report any accidental damage or carpet spills immediately so we can avoid any permanent damage.

EXTRA GUESTS – Charges apply for extra guests over and above the apartment's maximum occupancy.

DEPARTURE - Depart your apartment by the scheduled checkout time of 10am : delays to cleaning staff due to late checkout will be charged a minimum fee of \$200 (\$75 per hour thereafter)



Transport

Free Village shuttle

Operates from 8am to 6pm **daily**—check in the What's On for special events. Buses travel approximately every 15 minutes.

Pick up points are located on the Mt Buller Village maps. Luggage is not permitted on the Village Shuttle except 1 set of skis/board, boots and poles. Buses have light displays to advise passengers of the next destination:

Blue Light — Summit Road

Orange Light — Stirling Road & Chamios Road

Red Light - The Avenue/Ski School

Ride Share Service

Ride share services operate daily between 7am and midnight on and around Mt Buller during the snow season and caters for guest movement around the village, to and from the carparks—with or without luggage and skis/boards.

Tickets are available at the Resort Entry point, online or from the driver.

For your return trip to the car park – a booking is necessary and can be made on the Mt Buller Transport App - **book at least 24 hours prior to achieve the 10am checkout.**

During peak times please allow up to 1 hour for travel within village.

2023 Ride Share Prices

Operating: Monday—Sunday 7:00am—midnight

To/From Car Park to apartment	Online	On Arrival
• Adult (return)	\$33.60	\$38.60
• Child (3-17) (return)	\$16.80	\$19.30
• Infant Under 3	Free	Free

Scheduled Bus Service

Mansfield Mount Buller Buslines operate daily scheduled bus services between Mansfield, Merrijig, Mirimbah and Mt Buller. Book online at www.mmbll.com.au or visit the Mount Buller Terminal in the Village Plaza to book, pay and check in for your travel.

Private Transfer Services

If you would like a private transfer service rather than the ride share option, there are two operators authorised to transport guests within the village and overnight carparks.

Double Black Alpine—1300 322 574

Mt Buller Snow Gum Xpress—0467 258 553



Emergency & Other Contacts

Medical & Emergency

Ambulance	Ph: 000
Fire	Ph: 000
Police	Ph: 000
Lost Children	Ph: 5777 7808
Mansfield Hospital	Ph: 5775 8800
Mt Buller Medical Centre	Ph: 5777 6912
Mt Buller Ski Patrol	Ph: 5777 7808
Mt Buller Towing	Ph: 0458 077 572
RACV	Ph: 13 7228
Physiotherapy/Massage	Ph: 5777 6000

Information

Buller Ski Lifts	Ph: 5777 7800
Mt Buller Resort Management	Ph: 5777 6077
Mt Buller Guest Services	Ph: 5777 7855

Freight & Transport

Buller Freight	Ph: 5775 1828
Ride Share Service	Ph: 5777 6158
Mansfield Mt Buller Bus Lines	Ph: 5775 2606

Mountain Facilities

Alpine Chapel	Ph: 5777 6077
Cinema – Latrobe University	Ph: 5777 6000
Information Centre—Clocktower	Ph: 5777 6745
Buller Grocer	Ph: 5777 6133
Mt Buller Museum	Ph: 5777 7235
Post Office	Ph: 5777 6077
Sports Centre	Ph: 5777 6077



Other Contacts

Snowsports & Skiing

Buller Kids' Centre – Ski School	Ph: 5777 7857
Buller Kids' Centre—Creche	Ph: 5777 7858
Buller Sports Retail Sales	Ph: 5777 7800
Buller Sports Ski Hire	
- Central	Ph: 5777 7884
- Chalet	Ph: 5777 7882
- Freeride	Ph: 5777 7885
- Horse Hill	Ph: 5777 7880
- Ski School	Ph: 5777 7881
Half pipe, Terrain & Rail Park	Ph: 5777 7800
Snowfox Boutique	Ph: 5777 6084
Off Piste Boutique	Ph: 5777 6454
Ski and Snowboard School	Ph: 5777 7877

Leisure & Relaxation

Breathtaker Spa Retreat	Ph: 5777 6377
Information Centre at the Clocktower for activities	Ph: 5777 6745

The Village Square Plaza offers free Wi-Fi for visitors in 20minute blocks per 24 hours.



Banking Facilities

There are no public ATM's at Mt Buller. Cash out is available at the Buller Grocer located in the Village square (bottom of Athletes Walk) and Post Office located in Alpine Central.

Many premises in the village offer EFTPOS for payment of transactions such as food and beverage, lift tickets and sale of goods, there is not normally a charge applicable to these transactions but they may offer cash out with an appropriate fee.

Medical Centre : Phone 5777 6912

The Medical Centre is located on Summit Road about 100 metres up the hill from the ABOM on the right hand side. Normal hours are 9am to 5pm but a 24 hour emergency service is available.

Bulk billing services are not available, payment for consultation and medications are required at the time of consultation.

There is no chemist located on the mountain, although some medications are available at the Medical Centre. Some health care products are also available at the Buller Grocer.

Other pharmacy items can be ordered by calling Eisner's Pharmacy in Mansfield on 5775 2028. They can arrange to freight items up to Mt Buller and deliver to your apartment building.

We strongly suggest Ambulance Subscription in the event you require transport by road or air for treatment.



Drinks & Dining Out

ABOM/ Frosty Bean / Moosehead Bar	Ph: 5777 7901
Arlberg Nooky's /Bistro & Bar	Ph: 5777 6260
Birdcage @ The Chalet	Ph: 5777 7905
Black Cockatoo Restaurant	Ph: 5777 7918
Breathtaker Restaurants	Ph: 5777 6377
Burger Haus	Ph: 5777 6309
Cattleman's Cafe and Bar	Ph: 5777 6669
Chamois Restaurant @ Enzian	Ph: 5777 6996
Dolomiti Italiano	Ph: 5777 6110
Drakes Lounge Bar @ Duck Inn	Ph: 5777 6326
JD's Pizzeria @ Arlberg Hotel	Ph: 5777 6260
Kaptan's @ Pension Grimus	Ph: 5777 6396
Mt Buller Fish & Chippery	Ph: 5777 6277
Off-Piste Bar	Ph: 5777 6500
Pat's Italian Restaurant & Bar	Ph: 5777 6494
Harry Burns	Ph: 5777 6010
Spurs-Iron Maiden Smokehouse	Ph: 5777 7967
Tirol Cafe	Ph: 5777 7969
The Villager at Buller Central	Ph: 5777 6181
The Whitt Restaurant & Bar	Ph: 5777 6024



Groceries & Dining In

Buller Grocer is located on Athletes Walk near George's Ski Hire. Offering a full-service supermarket with grocery, fruit and vegetables, dairy, frozen, and 'heat and serve' meal options. There is also an extensive liquor department with a beer cool room. Open from 8am to 8pm daily.

Phone 5777 6133 to check they have what you require.

If you can't visit the store, the following Supermarkets also offer delivery to your door, with ordering available online or over the phone. Please note additional delivery charges may apply:-

Foodworks Mansfield

Telephone 5775 2255

www.mansfieldfoodworks.com.au

Marks' IGA Mansfield

Telephone 5775 2014

www.mansfieldiga.com.au



Check Out Instructions

Please note check out is NO LATER than 10am

A fee will be deducted from your rental bond for late check outs

If you wish to ski on the day of departure, we suggest you take your luggage to your vehicle prior to 10am and move your car to the Day Car Park. You can then catch the free shuttle back to the village and again when returning to your car and avoid possible delays with the taxi service. Change facilities are located in the Village Square Plaza, Skating rink and Horse Hill car park.

** Please note —the free shuttle bus will not take luggage — only ski and snowboarding equipment and passengers.*

Rubbish is to be **removed by guests** and disposed of in the rubbish hut located in various areas across the village. For your nearest rubbish hut please see the green Waste Management brochure within this folder.

You are expected to leave the property in a tidy and orderly state and report any breakages or accidents. More information regarding cleanliness of the apartments can be found in the "Bonds for Private Apartments" page in this book.

Security Bond

We will delete your credit card pre-authorisation from our computer system as soon as the apartment has been cleaned and checked for any damages.

Keys

Please leave keys on the kitchen bench and pull to lock the door behind you. Lost keys will be charged at \$100 per key.

Check the following:

- *Return hired ski equipment prior to departure - on mountain
- *Ensure phone chargers and personal effects are packed—double check cupboards and wall sockets.
- *Take rubbish to designated areas.
- *Wash dishes and replace neatly in cupboards, wipe kitchen surfaces. Report any breakages/damages or maintenance to management.

Travel home safely and thank you for staying with
AMS Mt Buller.

