



We would like to take this opportunity to say welcome and trust that you will enjoy your stay with us. Please make yourself at home and enjoy all that makes the mountain so magical and breathtaking throughout the year.

This compendium includes details of your apartment and other information that may be useful during your stay. If an item is not listed, please let us know, we would be more than happy to assist.

Should you require any assistance during your stay, please contact our guest services on 0407 670 940.

Once again, we hope you enjoy your time in Falls Creek and we sincerely hope you enjoy your stay with at Alpine Woodsmoke.

Warm regards

Mark & Jayne

Alpine Woodsmoke

0407 670 940

[bookings@woodsmoke.com.au](mailto:bookings@woodsmoke.com.au)  
[www.woodsmoke.com.au](http://www.woodsmoke.com.au)

## Contents

CONTACT DETAILS.....	3
MOVING AROUND FALLS CREEK.....	4
HITTING THE SLOPES.....	5
YOUR APARTMENT.....	6
DEPARTURE.....	7
EATING OUT.....	7
EMERGENCY PROCEDURES.....	8
RESORT INFORMATION AND SERVICES.....	9
ACTIVITIES – ON THE SLOPES & AROUND THE VILLAGE.....	9
MASSAGE & DAY SPA.....	10
SUMMER IN FALLS CREEK.....	10

## CONTACT DETAILS

### Address

Bogong High Plains Road  
Falls Creek Victoria 3699

### Guest Services

0407 670 940

### Bookings

0407 670 940

[bookings@woodsmoke.com.au](mailto:bookings@woodsmoke.com.au)

### Web

[www.woodsmoke.com.au](http://www.woodsmoke.com.au)

**WiFi Password**    screentime20

## **MOVING AROUND FALLS CREEK**

### **Walking**

Please consider that you are in an alpine environment and the temperature is often below zero. Ice can form in a layer on top of the snow and black ice can form on exposed road and concrete surfaces. This creates a very slippery surface that is difficult to see. We suggest you wear shoes with a sturdy sole and take extra care in the mornings and evenings.

Snow collects on roofs and icicles can form on building over hangs. The snow and ice may fall to the ground at any time. When entering and exiting buildings, always be aware of the potential for falling snow and ice - **LOOK UP!**

### **Village Shuttle**

The Village shuttle service provides FREE transport around the village between the hours of 8.30am and 5.30pm. It operates on the same route around the village. The shuttle passes each stop approximately every 15mins and extra services operate during peak times.

The service utilises cameras to monitor guests waiting at shuttle stops. Please wait at shuttle stop. The Village shuttle vehicles have the ability to carry skis and poles.

### **Ski-In, Ski-Out**

When there is snow cover on Snow gums Lane and Wombats Ramble ski area, you can ski-in, ski-out from Alpine Woodsmoke.

From Alpine Woodsmoke, you can ski down Snow gums Lane to the base of Halley's Comet Chair at Slalom Plaza.

From the ski area, head down Wombats Ramble beginner trail to the corner where the snow fence starts and access Alpine Woodsmoke from above. Or you can ski down to the base of the Halley's Chair and walk approx 120m up to Alpine Woodsmoke.

## HITTING THE SLOPES

### Have you got your snow pass?

The Snow Pass is a fully automated, reloadable RFID access card for all your lift ticket, lesson and equipment hire purchases. Your Snow Pass card is just \$5 and is available from the Falls Creek Ticket Offices and Falls Rental outlets. The Snow Pass be loaded and reloaded in store or online with all your snow needs.

Your Snow Pass works at Hotham and Falls Creek, giving you access to two resorts and 775 hectares of terrain.

Your Snow Pass gives you the power to reload your lift pass online, bypass ticket queues and get on the snow faster.

If your Snow Pass is lost or stolen, it can be replaced with a new Snow Pass loaded with everything your Old Snow Pass had on it for only \$5

### Equipment Rental

Alpine Woodsmoke recommends our preferred rental provider **Central Snowsports** located at Winterhaven.

**Central Snowsports** have a great range of quality equipment and offer a free delivery and pick-up service to Alpine Woodsmoke.

For more details and pre-orders go to [Central Snowsports Falls Creek](#)

## **YOUR APARTMENT**

### **Children**

Alpine Woodsmoke is a family friendly facility and children are welcome. Please let us know if you require a cot or highchair in your apartment - All items are subject to availability.

There is a multitude of things to do and events specifically suited to children. Please check the [What's On Guide](#) or alternatively please contact guest services for recommendations and or suggestions.

### **Cleaning**

All apartments are cleaned and serviced at the beginning of each stay. Upon check out, please ensure all dishes are cleaned or placed in dishwasher and towels are left on floors in bathrooms ready for collection. Please clean out your fridge. You can leave rubbish in the apartment for housekeeping to collect or take to the waste bins located in the car park.

### **Drying Room or Cupboard**

Each apartment has a laundry with washing machine and tumble dryer. The laundry also functions as a great drying room (with the hot water service located here). Please use this area to store all of your wet gear - jackets, gloves, walking boots and wet clothing.

Your skis and poles or snowboard can be stored in the secure ski/board area on the mid level of the stairwell, where the ski entrance is located.

Please do not rest or store skis and snowboards against walls inside the apartments.

### **Heating**

All apartments have in-floor heating. The temperature is controlled by a thermostat and will automatically turn off when the nominated temperature has been reached. We recommend that the thermostat is set to between 15 and 20 degrees Celsius. The thermostat is located in the hallway and/or lounge and bedroom areas.

### **Rubbish**

In the kitchen there is a garbage drawer with two bins, recycling & rubbish. Rubbish can be taken to the rubbish bins located in the Alpine Woodsmoke car park on the ground floor.

## **Television**

Your television has been tuned to all available local stations. Mountain and weather conditions do affect reception from time-to-time. Please do not adjust the tuning of your set. Contact guest services if you require assistance.

## **Wi-Fi**

The Wi-Fi password is **screentime20**  
During peak periods in the resort, internet speed can be affected.

## **Smoking**

Please remember that all of Alpine Woodsmoke is a non-smoking facility and we have sensitive smoke alarms. Smoking anywhere inside the building is strictly forbidden. Any evidence of smoking in apartments will incur significant cleaning fees to remove the residual odour.

## **DEPARTURE**

Check out is strictly 10:00am.  
This is to enable the apartment to be prepared for the next guests arrival.  
Upon check out, please ensure all dishes are cleaned or placed in dishwasher and towels are left on floors in bathrooms ready for collection. Please clean out your fridge. You can leave rubbish in the apartment for housekeeping to collect or take to the waste bins located in the car park

## **EATING OUT**

We are spoilt for choice for excellent dining options. We recommend booking to secure your preferred dining options and times as there will be high due to venue capacity restrictions still in place.

### [FALLS CREEK DINING GUIDE](#)

We recommend the following

Nearby at Slalom Plaza  
The Pass or FIXX – Coffee  
Snownuts – donuts and snacks  
The Last Hoot – Breakfast, Lunch & Dinner  
Bazaar – Dinner

A little further  
Elk – breakfast, lunch & dinner

Huski Kitchen – Dinner  
Astra – Apres & Dinner  
Some Place Else – Dinner  
Frying Pan Inn – Breakfast, Lunch & Dinner  
Cloud 9 – on mountain, coffee, brunch & lunch.

### **Supermarket**

Foodworks Supermarket is located near Halley's Comet chairlift. From Slalom Plaza, follow the stairs down and turn left or walk down the Bogong High Plains Road. Foodworks provides a great range of products including a good selection of wine and beer. If your order is over \$100 they can deliver to your apartment door.

For deliveries, please phone Foodworks direct on 03 5758 3009.

## **EMERGENCY PROCEDURES**

Please read the Evacuation Procedures located on the back of your apartment door.

Make sure you are familiar with the layout and location of your apartment in case of an emergency.

In the event of a fire call 000

### **Medical Centre**

The Falls Creek Medical Centre is located on the Bogong High Plains Rd, close to the bottom of the Gully Chairlift. You can contact the centre by calling (03) 5758 3238.

The Medical centre is staffed by experienced doctors for general practice consultations and snow sports injuries. X-ray facilities are also available. Patients are seen in order of arrival and medical priority so appointments are not made.

### **Opening Hours**

The Medical Centre is open every day during the snow season during the below times:

- 10.00am – 12.30pm
- 2.00pm – 5.30pm

During winter a doctor is available at all times for urgent problems. All after hours phone calls are directed to a mobile number; be prepared to write down instructions. An ambulance is available on the mountain (ambulance insurance is recommended for all visitors and mountain staff).



**For emergencies dial 000**

## **EMERGENCY NUMBERS**

Ambulance / Fire Brigade / Police	000
Police Station	03 5758 3424
Falls Creek Medical Centre	03 5758 3238
Mt Beauty Hospital	03 5754 3500
Mt Beauty Medical Centre	03 5754 3400
Search & Rescue	03 5758 3213
Ski Patrol	03 5758 3502
SES at Windy Corner	03 5758 3432

## **RESORT INFORMATION AND SERVICES**

The following contacts may be of interest during your stay.

Falls Creek Ski Lifts	03 5758 1000
Snowsports School & Kids Centre	03 5758 1070
Cross Country Skiing Information	03 5758 3408
Falls Creek Activities	1800 204 424
Accommodation Transfer Service	03 5758 1203
Falls Creek Coach Service	03 5754 4024
RACV	13 1111
Child Care Centre	03 5758 1244
Resort Management - Information	03 5758 1202

### **ATM's**

There are 3 ATM's located at Foodworks Supermarket, the Man Hotel & Frying Pan Inn.

## **ACTIVITIES – ON THE SLOPES & AROUND THE VILLAGE**

[WHATS ON GUIDE](#)

[FALLS CREEK KIDS & FAMILIES](#)

[SKIING & SNOWBOARDING](#)

[CROSS COUNTRY SKIING](#)

[TOURS](#)

[FALLS CREEK MUSEUM](#)

## **MASSAGE & DAY SPA**

Astra Day Spa  
Altitude Physiotherapy & Massage  
QT Spa

## **SUMMER IN FALLS CREEK**

You might have been to Falls Creek in winter but have you ever seen the mountains in summer? Falls Creek is a spectacular place to visit any time of the year and we operate all year round with a massive calendar of events and activities to experience outside the snow season.

### **YEAR-ROUND RESORT**

Falls Creek is a true year-round resort with businesses operating every month of the year. This includes accommodation, dining, supermarket, gym, visitor information and even post office services. Falls Creek is a community and most of the residents are here 12 months of the year. Head up this summer and let the locals show you of some of the secrets of Falls Creek outside winter!

### **ALPINE NATIONAL PARK**

The Alpine National Park is an incredible place to experience and Falls Creek is perfect to base yourself for a holiday of adventure, activity, serenity and relaxation. Nearby, you have the incredible mountains, streams, waterfalls and rivers plus expansive meadows of wildflowers leading to historic cattleman huts that dot the region. You are also within easy reach of the peaks of Mount McKay, Nelse, Fainter and Jaithmatung plus the true icons of the region, Feathertop, the Razorback and Victoria's highest peak, Mount Bogong.

### **ESCAPE THE HEAT**

Falls Creek is based at 1600m+ above sea level. In winter, this means snow but in summer it means the temperature is around 10 degrees cooler than the valleys down below. So when the rest of the state swelters on those 40 degree days, you can relax in our comfortable climate where the average high is around 20 degrees with a historic high of just under 30 degrees. Factor in the cool blue waters of Australia's higher lake and you have the perfect spot to escape the summer heat and enjoy your active holiday.

## **SUMMER - THINGS TO DO**

### **Mountain Biking**

Falls Creek Mountain Bike Park has arrived. 40km+ of machine-built single-track winding through the serene snow gums of a brilliant alpine terrain, it is almost too good to shred. Falls Creek is the rider's mountain. All trails start and finish in the resort so matter what trail you take each descent is matched with a technical uphill to take you back to the top. Easy cruiser, fun flowing descent or all-mountain bash packed with features, we've got it.

### **Cycling**

The Alpine Loop is one of the most challenging and spectacular in the country. 235km of alpine road that takes in 4000m+ of climbing – its right here on Falls Creek's doorstep. This is the course

for the Peaks Challenge (rated one the world's top ten single day cycling events) and can be broken into a series of shorter rides in and out from the resort.

### **Walking & Hiking**

Falls Creek is set amongst the pristine environment of the Alpine National Park and have over 100km of trails that lead you into the high country's untouched wilderness. Go for an overnight camp (or glamping) hike or a short trip to some incredible look outs and local picnic spots.

### **Water Activities**

Falls Creek is home to the spectacular Rocky Valley Lake – just 2 km away from the village at the end of one of our easiest walking and riding trails. Rocky Valley Lake is huge – at 250ha and 1650m above sea level, it is easily the country's largest altitude body of water.