

Welcome

Welcome, and thank you for choosing to stay with Alpine Woodsmoke.

We hope your time here is relaxing, comfortable, and filled with everything that makes Falls Creek so special. Whether you're here to explore the mountain, unwind by the fire, or simply take in the alpine surrounds, we invite you to settle in and make yourself at home.

This guest guide contains helpful information about your apartment, the property, and local services to make your stay as enjoyable as possible. If there's anything you can't find, or if there's something you need, we're always happy to help.

For assistance during your stay, please contact our team on **0407 670 940**.

Thank you for staying with us. We hope you enjoy every moment of your time in Falls Creek and leave with wonderful memories of your alpine escape.

Warm regards,

Georgie, Greg and the Alpine Woodsmoke Team

0407 670 940

bookings@woodsmoke.com.au

www.woodsmoke.com.au

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Guest Services

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Bookings

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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 overhangs. 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 15 mins 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 Come Chair at Slalom Plaza.

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, suitable for intermediate/advanced skiers/boarders. 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 \$6 and is available from the Falls Creek Sports outlets. The Snow Pass be loaded and reloaded in store or online with all your snow needs.

Your Snow Pass gives you thr 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 \$6.

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.

Ph: 03 5758 3500

For more details and pre-orders go to Central Snowsports Falls Creek
<https://falls creek.central snowsports.com.au/>

Equipment rental is also available nearby in Slalom Plaza on the ground floor of the St Falls Resort at Falls Creek Sports Slalom Plaza <https://www.skifalls.com.au/lessons->

[rentals/equipment-rental/falls-creek-sports-slalom-plaza](https://www.skifalls.com.au/lessons-rentals/equipment-rental/falls-creek-sports-slalom-plaza)

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 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.

Clean BBQ if used during your stay.

Drying room / laundry

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 which is set on a timer. 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.

Do not set heat high as it will overheat the apartment and you will need to open windows to cool it down again.

Rubbish

In the kitchen, the rubbish bin is located under the sink. Rubbish can be taken to the rubbish bins located in the Alpine Woodsmoke car park on the ground floor.

There are several waste streams now in Falls Creek. It would be great if you could use them

- Waste, Glass Recycling, Recycling & Organic (FOGO).

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.

WiFi

The Wi-Fi password is falls3699

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 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.

your preferred dining options and times as there will be high due to venue capacity.

FALLS CREEK DINING GUIDE

We recommend the following:

Nearby at Slalom Plaza:

Slides or 1550 Café - coffee & lunch

Snownuts - donuts and snacks

The Spud Shack - breakfast, lunch & snacks The Last Hoot - breakfast, lunch & dinner
1550 at St Falls Resort - breakfast, lunch & dinner

A little further:

Sorella at Elk - breakfast, lunch & dinner

Huski Kitchen - dinner

Astra - Apres & dinner

Someplace Else - dinner

Frying Pan Inn - 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. Open Daily from 8am - 7pm for Winter season.

For deliveries, please order online, fees and charges apply.

<https://foodworkshighcountry.com.au/falls-creek-deliveries>

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 - Winter Only

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

10am-5pm 7 days

Emergency Services

On call service available 24/7 for emergencies only. Always call 000 first.

Walk-ins only

For non-urgent care, we recommend visiting as early as possible (before the centre gets busy with on-snow related incidents).

GP Appointments

For regular and scheduled GP appointments, please use online/telehealth appointments with alternative doctors or contact the Mount Beauty Medical Centre.

For emergencies dial 000.

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

Resort Management - Information 03 5758 1202

ATM's

There is an ATM located at Foodworks Supermarket

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 highest 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.