

HAHNENKAMM CHALET LIMITED

A.C.N. 003 590 903

P.O. Box 68, HUNTERS HILL, N.S.W. 2110



Hahnenkamm June newsletter and COVID - 19 update

The Board has been working over the past several weeks with our Managers, Melanie and Peter, to develop and put in place protocols and procedures around the opening of the Lodge and attendance by Members and Guests. It is essential that we comply with the strict regulations put in place by various regulatory bodies and to ensure a relatively smooth operation of the Lodge. Current procedures are outlined below, however given the rapidly changing situation the Board notes that all protocols and procedures are subject to revision throughout the ski season, and members will be advised accordingly.

The Board request that all members and guests who visit the lodge this season exercise a high level of patience and consideration for not only their fellow guests and staff in the lodge, but also those on the mountain. These are very unusual times and they will all be under a lot of pressure.

This newsletter comprises of two parts, general information and the latest COVID - 19 update.

BOOKINGS

All bookings for the season are now required to be paid in full. For those who elected to pay by credit card, payments will be taken by 22 June.

ACCOMODATION – enquiries

These are to be directed to our lodge managers Mel and Peter at info@hahnenkamm.com.au

ACCOMODATION - availabilities

Rooms are available in the following weeks starting:

28 June; 5 July; 26 July; 2 August; 23 August; 30 August; 6 September; 20 September.

Please contact Mel and Peter should you want to make a booking.

ACCOMODATION – cancellations / refunds

Hahnenkamm's 4-week cancellation policy will continue to apply. For those who have been unable to purchase lift passes for the accommodation period that they booked, please contact our lodge managers as soon as possible to cancel your accommodation.

SEPTEMBER SPECIALS

These will commence the week starting 6 September 2020.

2020 “Shoulder Season Special Rates” for Members and Guests

	Member	Accompanied Guest	Unaccompanied Guest
Weekends 5 to 6, 12 to 13 and 19 to 20 September (2 nights):			
Adults	\$230.00	\$270.00	\$310.00
Children 2 to 17 years	\$115.00	\$135.00	\$155.00
(includes dinner on Saturday and breakfast on Saturday and Sunday)			

Weekdays 5 September to 28 September (5 nights):			
Adults	\$520.00	\$620.00	\$720.00
Children 2 to 17 years	\$260.00	\$310.00	\$360.00
(includes dinner, except Wednesday, and breakfast)			

Long Weekend 25 to 28 September (3 nights):			
Adults	\$340.00	\$400.00	\$460.00
Children 2 to 17 years	\$170.00	\$200.00	\$230.00
(includes dinner on Saturday and Sunday, and breakfast Saturday to Monday)			

HAHNENKAMM COVID -19 UPDATE

HAHNENKAMM COVID – 19 declaration

A COVID – 19 declaration will be sent out to all members and guests prior to their arrival to the lodge. It is very important that this declaration is read and signed. This declaration will be available in a newly created COVID – 19 folder in the members’ area of the website shortly.

HAHNENKAMM COVID – 19 SAFETY PLAN

The Directors have created a COVID – 19 safety plan. This will be available for your perusal in a newly created COVID – 19 folder in the members’ area of the website. This declaration will also be available in the COVID – 19 folder in the members’ area of the website. A copy of the plan will also be available at the lodge.

ACCOMODATION - GENERAL INFORMATION

Capacity: we are now in stage 3, so the lodge is able to run at full capacity, as per NSW Health guidelines. Hahnenkamm Chalet will be able to accommodate 27 guests, but social distancing will need to be enforced at all times.

Numbers in rooms: 3 to 4 guests may occupy a room if a family. No more than 2 per room for nonfamily occupants.

PRIOR TO ARRIVAL

Communications will be sent to Members and Guests prior to arrival. These will include information on Lodge protocols, notices in the Lodge, rules around social distancing in the Lodge and a COVID - 19 declaration. If you or any of your family or travel group are unwell before you leave for your holiday to Thredbo, you must cancel your trip.

CHECK IN / CHECK OUT

Check-in at the Lodge is strictly no earlier than 3pm. Members and Guests must not arrive at the Lodge before this time as the Managers will be cleaning and disinfecting the Lodge with commercial grade cleaning products prior to this time. On arrival, members and guests will be required to check in with Lodge managers, have temperature checked, sign visitor's logbook, waiver and declaration.

When departing, Members and Guests must strip beds and empty bins on the day of check-out as normal.

Check-out is strictly no later than 10am.

WELCOME

The traditional welcome by Managers will take a different format (including no congregating around the fireplace and no shared platters).

GENERAL PRECAUTIONS

- Hand sanitiser will be present at all entry points and in all common areas and will be expected to be used upon entry to the lodge, and prior to consumption of meals.
- Guests' temperatures will be checked on arrival and on a daily basis. Random temperature checks may also occur during the stay.
- Visitors will not be permitted entry to the lodge.
- Parents will at all times be responsible for their children.
- If any Members or Guests are exhibiting flu-like symptoms (or record a temperature above the normal temperature range) during their stay, they must immediately notify the Managers who will determine the appropriate steps to be taken (which may include requiring the affected person to depart the Lodge, seek medical attention, self-isolate, or a combination of steps).
- Notices regarding social distancing will be prominently displayed throughout the Lodge and will indicate how many people are allowed to be in particular areas at any given time.
- The lounge area will have limited numbers of people allowed at any one time. All games, books, magazines and brochures will be removed.
- The SPA, communal toilet and shower will be closed this season.
- All common areas to be wiped down and sanitised after use by guests.
- Communal fridges – please wipe down handles after use.

MEALTIMES

- Social distancing will apply at mealtimes, with breakfast and dinner being served distanced, or in 2 sittings if required
- Canapés will not be served.
- No platters of food or bowls of salads / vegetables will be served.

KITCHEN

The kitchen will be a sterile area and will be off-limits AT ALL TIMES to everyone other than the Managers.

COMMUNAL AREAS

Numbers will be limited to 20 people in the downstairs communal area, and 7 people in the upstairs communal area.

BOOT ROOM / DRYING ROOM

- No more than 2 people permitted in the boot room at any point in time, and only one in the drying room.
- The drying room must be kept in an orderly manner, and Members and Guests must endeavour to space clothing so that it is not touching other people's clothes.
- Members and Guests may wish to dry snow gear in their rooms instead of the drying room (and, if so, Members and Guests may consider bringing a second set of snow gear to alternate to assist with drying).

LAUNDRY

The washing machine and drier are to be wiped down and sanitised after use.

WEDNESDAY NIGHT

Wednesday night is the usual Chef's night-off. Restaurants in the village will be open (with many, we understand, intending to provide takeaway options). Members and Guests are strongly encouraged to book ahead for Wednesday night meals prior to arriving at the Lodge. As noted above, the kitchen will be strictly off-limits, so Members and Guests will not be able to use the kitchen facilities to prepare meals.

LIFT PASSES

Lift passes for the Thredbo 2020 season went on sale a week ago. Unfortunately, some members missed out, however we have been advised that there are some tickets available for season pass holders. Please keep updated by following Thredbo on social media and subscribing to their newsletters.

THREDBO OPERATIONS

The following changes have occurred:

- No ski school group lessons, only private lessons will be available
- No Thredboland for children.
- 2 people on a quad chair and in the gondola, and 1 person per T-bar.
- Lift lines will be single file- tip to tail- expect long queues. However, Thredbo say this will be offset due to the reduced skier numbers.
- No interschools, interclub or any group activities.
- Thredbo leisure Centre and pool will be closed.
- Mountain restaurants will be open, but capacity will be limited by the 4sqm rule. For example, Karela have indicated they will be able to seat 14 people and will require bookings.
- Keller and Schuss bars won't be open.

Thredbo's COVID – 19 policies

For any questions about lift passes, please see in the following link:

<https://www.thredbo.com.au/about-thredbo/covid-19-update/>

Hahnenkamm COVID – 19 policy

Hahnenkamm will at all times follow NSW Health guidelines. See link below:

<https://www.nsw.gov.au/covid-19/covid-safe-businesses>

Generally, each member will have to weigh up all the risks for themselves and make a decision as to whether or not they want to visit the Lodge through the 2020 ski season.

Kind regards,

Diana Wolf
Newsletter Editor | Director

