

## FAQs

### Perisher

THERE IS NO OVERNIGHT PARKING AT PERISHER OR AT MATTERHORN LODGE.

Where do I park my car?

There is no parking at Matterhorn Lodge as we are snowbound and the roads are closed. NPWS do not allow overnight parking in the main carpark at Perisher and issue fines for vehicles that do not comply with this and other directives. Where you park will depend on how you decide to get to Perisher. Vehicles can be left at the Skitube terminal at Bullocks Flat for those using Skitube. Those using other transfer services to arrive at Perisher may use Bullocks Flat, Sawpit Creek, Snowline boat ramp, or other locations, depending on the arrangements made with transfer providers.

How do I get to Perisher?

If you are staying

Skitube return tickets are required per adult and per child for children 5 -14 years. Some guests would reduce this expense by driving first to Perisher and dropping the family there then returning to Bullocks Flat

For info about Skitube railway operations between Bullocks Flat carpark and Perisher , including tickets and timetable of services, please click [here](#).

How do I get to Matterhorn Lodge from the Perisher Skitube Terminal?

Upon your arrival and departure (only), 4-site Australia will provide oversnow transfers to and from the Skitube terminal between 7.30am - and 8.30pm each night (10.30pm on Friday, Saturday and Tuesday). There are no oversnow servi outside of these hours.

When you arrive at the Perisher Skitube Terminal please report to the 4-site desk and book your transfer to Matterhorn Lodge – at the same time you will be asked to book your departure/return trip.

Matterhorn does not provide any mid-stay oversnow transfers - 4-site can provide transport at your own expense around Perisher, should you require it, and can be contacted on 02 6412 2244

How do I get lift tickets?

- Lift tickets, lessons, equipment hire and Skitube tickets can be purchased from [www.perisher.com.au](http://www.perisher.com.au). While these can also be purchased from outlets on the mountain, it is much easier (and cheaper) to purchase ahead of time.

Perisher contact details are:

Website: <https://www.perisher.com.au/tickets-passes/snowsports-school>

Phone: 1300 655 822

Email: [info@perisher.com.au](mailto:info@perisher.com.au)

Can Matterhorn package or gear hire with our accommodation?

No, however, our agency partners ON SNOW RESERVATIONS have some great deals for all your ski and snowboard hire at a couple of independently owned hire outlets, and the savings are significant. Not all prices offered by On Snow are available in store so be sure to contact them to prebook 7 or more business days in advance of your arrival. On Snow Reservations contact details are:

Phone: 1800 008 838

Email: [info@onsnow.com.au](mailto:info@onsnow.com.au)

What are my options for ski/board/gear hire from?

- Through our agency partners ON SNOW RESERVATIONS have some great deals for all your ski and snowboard hire at a couple independently owned hire outlets. See info in the previous question about packaging gear and accommodation.
- Whilst you do have the option of hiring from a Perisher owned outlet by booking online with Perisher, the savings are significant when hiring from an independently owned outlet. For Perisher see the previous question about lift tickets.
- There are plenty of ski-hire outlets that you will pass on your way – and a large range of pricing, special deals and gear quality – in Cooma, Berridale and Jindabyne or Leesville.

Do I need lessons? Do my kids need lessons?

Lessons are a must for those who are beginning and will make the snow experience much better, help you feel more confident to move around the resort and help keep you safe. Even for repeat visitors lessons are recommended to improve skills, stop bad habits and access more of the resort. Helmets are compulsory in lessons. Lessons can be booked/added on the Perisher website or via your Perisher account.

Is it mandatory to wear a helmet?

Helmets are a great idea and are compulsory in all Children's lessons at Perisher. Matterhorn Lodge and Perisher recommend wearing a helmet certified for snowsport activities to keep you safe on the ice and snow, from falls and collisions.

You wouldn't ride a bike, motorcycle or horse without one so please use one when skiing/boarding or heading out on icy and snowy surfaces.

Skiers and snowboarders are encouraged to educate themselves on the benefits and limitations of helmets. The primary safety consideration, and obligation under the Alpine Responsibility Code, is to ski and ride in a controlled and responsible manner.

See [www.lidsonkids.org](http://www.lidsonkids.org) for useful information on snowsports helmets.

What time can I arrive for check-in at Matterhorn Lodge?

Rooms are generally ready for check-in at 4pm, but you can arrive earlier and wait or leave your gear (there is no secure lock up area – it will just be somewhere in the lodge; there is no staff to monitor unattended baggage).

You leave items on an “all care, no responsibility basis” – DO NOT LEAVE VALUABLES. Matterhorn Lodge accepts no responsibility for loss or damage).

What time are meals served?

Breakfast is available between 7:30-8:30am daily, Barista coffee is also available for purchase in the mornings. Dinner will be served in the restaurant promptly at 6:00pm every evening.

The Dining Room is not open for lunch. There are lunches available at numerous outlets across the valley with the closest restaurants being next door at The White Spider/Eiger Chalet, or a little further down at The Man From Snowy River Hotel.

What facilities are in the guest rooms?

There are towels, soaps, and shampoo available. Hair dryers are available for loan at reception.

There are no refrigerators, microwaves, food preparation surfaces or tea and coffee making facilities in rooms. There is a tea and coffee station in the dining room available for use at most times.

If you have a requirement to refrigerate something you could discuss it with lodge manager Jacqui on 02 6457 5842 ahead of your arrival or once there.

Is there a Laundry that guests can access?

The guest laundry is located on the first floor near reception and is open daily until 9pm. There is a washing machine that is \$3 per load (3 x \$1 coins) and washing powder can be purchased for \$1 per packet from reception during opening hours. The dryer is complimentary.

Can we bring our own alcohol?

NOT FOR CONSUMPTION IN THE LICENSED AREAS, such as the Bar/Lounge or the Dining Room. These areas fall under the control of the licensee who must ensure the Responsible Service of Alcohol.

Is there Wi-Fi in the lodge?

There is a limited free wi-fi service in the lounge area which may work in some rooms. We encourage a DEVICE FREE DINING ROOM AT MEAL TIMES. The log-in details for wifi are provided to you at check-in.

There are alternative, private 'pay for use' services available in the Perisher Valley area.