

# 2024 SNOW SEASON INFORMATION

# RESORT ENTRY PRICES

## CAR ENTRY

**\$64.00**

*Vehicles up to 8 seats.*

## BUS PASSENGER ENTRY

*When entering the resort in any vehicle over 8 seats or in a commercial bus.*

## ADULT

**\$20.50 PP**

## CHILD (Under 5yrs)

**\$11.00 PP**

## SENIORS CAR ENTRY

**\$30.00**

*Vehicles up to 8 seats. Must show a valid seniors card upon entry.*

## HOW DO I BOOK RESORT ENTRY?

### AT THE GATE ON THE DAY

You may purchase your resort entry ticket at the gate on the day via EFTPOS if there are tickets available. Tickets are available to purchase from 8am-3pm.

### PRE-PURCHASE ONLINE

You can pre-purchase your resort entry ticket online via our website prior to arrival. The benefit of pre-purchasing online is that it alleviates the risk of missing out on the day if we are 'sold out' once the carparks have been filled. If pre-purchasing online, you will be emailed your resort entry ticket which you must show upon entering on the day.

*(It is best to download your ticket or screenshot it as there is no phone reception at the resort entry gate)*

## WILL THERE BE ANY CAPACITY LIMITS THIS SEASON?

The only capacity limits in place are those of the carparks available. The resort has experienced 'sold out' days over the weekends in the June/July Victorian school holiday period, where the online entry tickets have been sold out in the morning or night prior. In these circumstances, those without a pre-purchased ticket may wait at the gate on the day to purchase a resort entry ticket once they become available however, this process can involve a several hours wait, as it is based on a 1 in 1 out system. Therefore, we highly recommend pre-purchasing resort entry tickets to ensure entry on the day.

# **WHEEL CHAINS**

## **DO I NEED WHEEL CHAINS FOR MY CAR?**

Here at Lake Mountain, snow or wheel chains are not required unless it has been declared a "chain day".

For declared chain days, all 2WD vehicles must carry chains until advised to fit by Lake Mountain staff. Those entering the resort in 4WD or AWD vehicles do not require wheel chains however, you must know how to engage the 4WD or AWD setting if required.

Any guests hiring a vehicle to enter the resort must understand if it is a 2WD, 4WD or AWD and if wheel chains are able to be fitted to the vehicle as per the hiring terms and conditions set by the car hiring business.

## **HOW WILL I KNOW IT IS A CHAIN DAY?**

If a declared chain day has been announced, this information will be available on the header of our website, along with yellow traffic signs as you enter into the town of Marysville on the day.

## **WHERE DO I GET THE WHEEL CHAINS FROM?**

Wheel chains must be hired in town prior to entering the resort. If it is a chain day and you arrive in a 2WD without wheel chains, you will be turned around at the resort entry gate.

Wheel chains are available for hire in Marysville, Narbethong and the Black Spur, at the various hire shops. It is extremely important that you understand how to fit the wheel chains prior to arriving to the resort, as Lake Mountain staff are unable to assist with the fitting process.

# OPERATING DAYS

The declared 2024 snow season is June 8th to October 6th.

Every day, the resort gate will open at 8am, with all facilities on resort open by 8am also. Tickets will stop being sold at 3pm, no entry allowed after this time, as all resort facilities will be closed by 4pm. Visitors must leave the resort by 4pm before the gate closes at 4.30pm.

Compared to previous years, Lake Mountain will be **closed to the public every Tuesday and Wednesday** outside of the Victorian School Holidays, as outlined below:

## OUTSIDE OF VICTORIAN SCHOOL HOLIDAYS

8th June to 28th June & 15th July to 20th September 2024

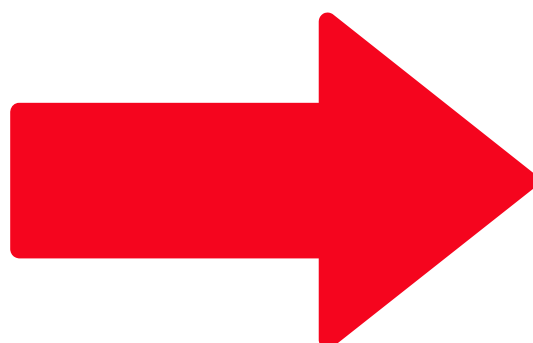
Monday, Thursday, Friday, Saturday & Sunday, 8am to 4pm.

## DURING VICTORIAN SCHOOL HOLIDAYS

29th June to 14th July & 21st September to 6th October 2024

7 days, 8am to 4pm

## SNOW SEASON OPERATING CALENDAR



# LAKE MOUNTAIN 2024 SNOW SEASON

## OPERATING DAYS

### June 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8 Official snow season opening
9	10	11 CLOSED	12 CLOSED	13	14	15
16	17	18 CLOSED	19 CLOSED	20	21	22
23	24	25 CLOSED	26 CLOSED	27	28	29 Victorian school holidays begin
30	1	2	3	4	5	6

### July 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14 Victorian school holidays end	15	16 CLOSED	17 CLOSED	18	19	20
21	22	23 CLOSED	24 CLOSED	25	26	27
28	29	30 CLOSED	31 CLOSED	1	2	3

### August 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30 CLOSED	31 CLOSED	1	2	3
4	5	6 CLOSED	7 CLOSED	8	9	10
11	12	13 CLOSED	14 CLOSED	15	16	17
18	19	20 CLOSED	21 CLOSED	22	23	24
25	26	27 CLOSED	28 CLOSED	29	30	31

### September 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 CLOSED	4 CLOSED	5	6	7
8	9	10 CLOSED	11 CLOSED	12	13	14
15	16	17 CLOSED	18 CLOSED	19	20	21 Victorian school holidays begin
22	23	24	25	26	27	28
29	30	1	2	3	4	5

### October 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6 Victorian school holidays end. Official end of the snow season	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

# **TOBOGGAN PARK ACCESS TICKETS**

## **WHAT IS IT?**

The toboggan park access ticket will provide you with all day access to the Village toboggan and Mini toboggan runs, which includes the use of the magic carpet. These two toboggan runs will be maintained with artificial snow throughout the season if the natural snow is not ideal.

**Tickets are required for anyone wanting to participate in tobogganing on these two toboggan runs. All children under the age of 5yrs are FREE when accompanied by a full paying adult.** Each toboggan park access ticket is \$20.00 pp, valid for one day. Tickets will be available to purchase on the day at the resort, there is no pre-purchase option online. Some days, either of the Village or Mini toboggan runs may not be open or available due to weather, condition of the run, ski school lessons or lack of snow.

Guests with toboggans and a ticket will be allowed inside the fenced off toboggan runs. Spectators will not be allowed on the toboggan runs however, there are plenty of viewing areas along the runs where you can watch and capture the experience!

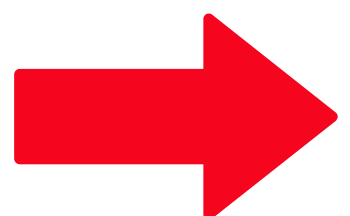
## **WHAT IF I DON'T WANT TO PURCHASE A TOBOGGAN PARK ACCESS TICKET?**

If you do not have a toboggan park access ticket, you will not be able to access the Village toboggan or Mini toboggan runs. You will still have access to Koala Creek toboggan run (if open based on natural snow), along with the rest of the resort and the designated snow play areas.

## **UNDERSTANDING THE SNOW FOOTPRINT AT LAKE MOUNTAIN.**

Pictured on the following page are two images outlining the snow coverage dependant on artificial and natural snow. Sitting at approximately 1,300 feet above sea level, Lake Mountain is not always fortunate to receive generous amounts of natural snow.

Knowing this, we have the means to produce artificial snow at the resort however, due to the financial and environmental impact of this process, we must be diligent when allocating this resource at the resort.



# ARTIFICIAL SNOW FOOTPRINT



## POOR SNOW COVERAGE DAYS

Illustrated in the 'Artificial snow footprint' image, is the reality of the resort when we do not receive any natural snow fall. In this circumstance, the Mini toboggan run, Village toboggan run & snow play area will have artificial snow coverage, whereas Koala Creek toboggan run will not. The artificial snow coverage may be limited at times or poor if the weather does not allow for optimal snow making conditions therefore, coverage in these areas is not guaranteed.

# NATURAL SNOW FOOTPRINT



## EXCELLENT SNOW COVERAGE DAYS

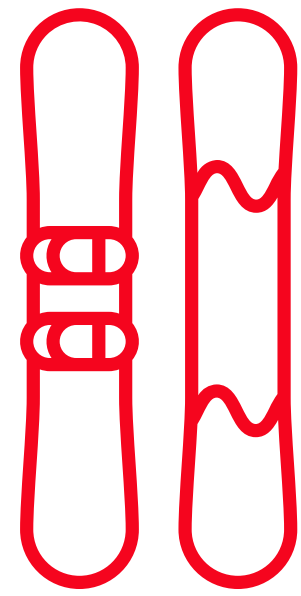
Illustrated in the 'Natural snow footprint' image, this is what the resort would look like once we have received a good amount of natural snow. These conditions will allow Koala Creek toboggan run to be open, along with offering many more areas for snow play than the designated space outlined in the image.



## NO SNOWBOARDING LESSONS

We are **no longer offering snowboarding lessons** for children during the 2024 snow season.

Snowboarding is **not allowed** at Lake Mountain as there are no dedicated areas for this activity. You are unable to use your personal snowboard on the toboggan runs, snow play areas or any other sloped areas.



## CROSS COUNTRY SKI LESSONS



Cross country ski lessons **will only be available** during the weekdays outside of the Victorian school holidays (Monday, Thursday, and Friday's). Availability will be subject to weather conditions and pre-booked school lessons.

Cross country ski lessons **will not be available** on the weekends or during the Victorian school holidays. However, ski equipment will still be available to hire during this period.

Guests will be able to book their ski lessons at the resort on the day **ONLY**, no online booking option. A schedule of availabilities will be published the week prior for the coming week.

## SNOW GROOMING

All ski trails will be groomed nightly if the snow conditions are suitable.

The Village toboggan run & Mini toboggan run will be groomed nightly.

If the snow conditions require, these two toboggan runs will also be groomed daily at 12pm-1pm (mostly on weekends & school holiday periods). During this time, all guests must exit the runs until the grooming is complete.

# RESORT FACILITIES

## AVAILABLE TO THE PUBLIC FROM 8AM-4PM

- **Public toilets** (including accessibility & a baby change room)
- **Free electric BBQ's**
- **Indoor picnic shelter** (available to guests wanting to sit out of the weather, no electrical/gas appliances are allowed in this shelter e.g. rice cookers, kettles, or gas stoves)
- **Bistro** (offering a mixture of hot food, snacks, beverages & coffee- cafeteria style service)
- **Café** (offering a mixture of pre-packaged snacks, beverages & coffee)
- **Rental Department** (providing clothing, snow boots & toboggan hire, along with storage bags for the day)
- **Snow Sports Department** (offering ski lessons (when available), along with ski equipment & express toboggan ONLY hire)
- **Retail shop** (offering a range of souvenirs, gloves, beanies, eyewear, clothing & more)
- **Information office** (a central point to provide visitor services, information & tickets required for activities, such as the toboggan runs)
- **Ski patrol centre** (offering first aid services when required)
- **Ticketed toboggan runs** (include the Village toboggan run & the Mini toboggan run which require a ticket to enter, in addition to an approved plastic toboggan)
- **Free toboggan run** (includes Koala Creek toboggan run which is available to use for free when open\*. \*This toboggan run is not maintained with artificial snow and will therefore only be open if the conditions permit)
- **Designated snow play areas** (these areas are located near the toboggan runs and are maintained with man-made snow)
- **Tube run** (is an activity where you slide down a plastic trail in an inflatable tube, tickets must be purchased for this activity)
- **Ski trails** (there are over 35-km of groomed cross country ski trails available to ski or snowshoe on, walkers are not allowed)
- **Walking trails** (we have a range of walking trails such as Leadbeater's walk or the Summit walk that are perfect for the whole family)

\*Please note that the resort does not have potable drinking water available. Water is available to purchase in the café or bistro however, it is advised that guests bring adequate water when visiting.



# RENTING AT LAKE MOUNTAIN

The items and packages available to hire at the resort are as shown on the 2024 Pricelist. All items are for all day hire from 8am-3.30pm. We do not rent gloves, beanies or goggles due to hygiene reasons.

## WHAT DO I NEED TO RENT AT LAKE MOUNTAIN?

All visitors wanting to rent from our Rental Department or Snow Sports Department, must have a valid credit card, Mastercard, Visa card or debit card (no American Express), along with a form of ID such as a Driver's License or Passport, under the same name as the bank card

## WHERE CAN I RENT FROM?

Compared to previous years, we now have two locations where visitors can rent various items for the day, the Rental Department or the Snow Sports Department.

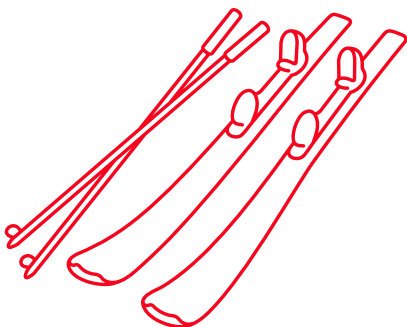
### RENTAL DEPARTMENT

Located in the building to the right upon entering the carpark, this department will facilitate all of your snow play rentals such as clothing, snow boots, storage bags and toboggans.



### SNOW SPORTS DEPARTMENT

Located in the building on the left upon entering the carpark, this department will accommodate all ski lessons, along with hiring ski equipment, snowshoes, and toboggan ONLY express hire.



## IS THE PRE-AUTHORISATION COMPULSORY?

**Yes.** The pre-authorisation is a new system that Lake Mountain has adopted to ensure that all gear is returned at the end of the day.

The pre-authorisation is a hold that Lake Mountain staff will place on your bank card whilst you are renting the gear for the day, from both the Rental and Snow Sports Department.

When returning your items, the staff member will check that all items have been returned and take off the pre-authorisation.

In the event that the rental items are not returned by the end of the day, the pre-authorisation will be charged to your bank card to reflect the cost of the missing item.

# LAKE MOUNTAIN 2024 SNOW SEASON

## RENTAL PACKAGES

<b>PACKAGE 1</b> Toboggan + Child snowsuit + boots	\$55.00
<b>PACKAGE 2</b> Child snowsuit + boots	\$45.00
<b>PACKAGE 3</b> Toboggan + outer pants + boots	\$55.00
<b>PACKAGE 4</b> Toboggan + outer pants + outer jacket + boots	\$75.00
<b>PACKAGE 5</b> Outer pants + outer jacket	\$40.00
<b>PACKAGE 6</b> Outer pants + outer jacket + boots	\$65.00
<b>SNOWSHOE PACKAGE</b> Snowshoes + boots + poles	\$50.00
<b>SKI PACKAGE</b> Skis + ski boots + poles	\$50.00

## INDIVIDUAL RENTAL ITEMS

Unisex outerwear jacket	Sizes 2XS- 4XL	\$25.00
Unisex outerwear pants	Sizes 2XS- 4XL	\$25.00
Child snowsuit	Sizes 0-12yrs	\$25.00
Snow boots	Euro sizes 21/22 - 47	\$25.00
Snowshoes	Limited availability	\$25.00
Toboggan	One size	\$15.00
Skis ONLY		\$35.00
Skis boots ONLY		\$25.00
Skis poles ONLY		\$12.00
Storage bag		\$15.00

### RENTAL DEPARTMENT

- Clothing
- Storage bags
- Snow boots
- Toboggans

### SNOW SPORTS DEPARTMENT

- All ski & snowshoe equipment
- Express toboggan ONLY hire

# GETTING IN TOUCH

We hope that this information has helped to clear up any queries or concerns for the upcoming 2024 snow season. However, if you are wanting to discuss this further, we invite you to reach out via our Admin email address to ensure we can provide you with the most up-to-date information.

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