

# Pinnacle Ski Club: Whakapapa Lodge Guide

Welcome to Whakapapa Lodge, located at Iwikau Village on the Whakapapa Skifield, Mt Ruapehu. This guide compiles all essential operational rules, member responsibilities, housekeeping duties, and emergency procedures to ensure a safe, cooperative, and enjoyable stay.

As a traditional, community-run alpine club, every resident plays an active role in maintaining the lodge through rostered duties, respecting quiet hours, and adhering to strict fire and volcanic safety protocols.

## Essential Guest Information & Arrival

- **Lodge Authority & Access:** You must bring your Lodge Authority Invoice with you, as it contains the current security door combination number. If it is missing, contact the Booking Officer before departing.
- **What to Bring:** You must bring an operational torch (essential if the power fails), your own lunch, snack foods, fresh milk, pillows, sleeping bags/linen, and personal toiletries.
- **Food & Meals:** Breakfast and dinner food items are supplied by the club during the winter ski season and prepared by an on-residence custodian. Guests are entirely responsible for getting their own lunch, supplying their own fresh milk, and washing their own dishes. Advise the custodian of any leftover food you are leaving behind for general use.
- **Bunk Allocations:** Check the lobby noticeboard immediately upon arrival for your specific bunk assignment. Bunkroom consumption of alcohol is strictly forbidden.
- **Children:** Must be aged 5 or over to visit the Whakapapa lodge. Children under 14 must be supervised by at least one parent/caregiver.

# Location, Parking & Alpine Access

Whakapapa Lodge is located directly on the mountain field, and cannot be reached by standard vehicles, especially in winter. Arriving guests must carefully observe alpine transit regulations:

- **Overnight Parking:** All guest vehicles must be left in the public overnight parking zones designated by the Department of Conservation (DOC) and Whakapapa Holdings Ltd at Iwikau Village. No vehicles are permitted to drive directly to the lodge doors. During peak winter windows, parking and road restrictions apply; ensure you monitor official ski field reports for road closures or shuttle updates before driving up the Bruce Road.
- **Winter Transit (Via Chairlift):** During lift operating hours in the winter ski season, you can transport your gear up the mountain via the Rock Garden chairlift line. The lodge is uniquely positioned right on the slopes directly underneath/adjacent to this lift.
- **Summer & After-Hours Transit (Via Walking):** If the chairlifts are closed, or if you are visiting during the hiking and rock-climbing season, the lodge is accessed via an alpine walk from the Iwikau Village base/car park areas.

# Housekeeping & Duty Roster

The smooth running of the lodge relies entirely on mutual cooperation. All residents are allocated a daily job according to the Duty Roster posted on the noticeboard. Typical daily duties include:

| Duty Category        | Specific Responsibilities                                                                                     |
|----------------------|---------------------------------------------------------------------------------------------------------------|
| Kitchen Assistance   | Helping the custodian with dinner prep, loading/unloading the commercial dishwasher, and wiping down benches. |
| Ablution & Bathrooms | Cleaning of toilets, showers, and vanity areas to maintain hygiene standards.                                 |

| Duty Category       | Specific Responsibilities                                                                                                                                      |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Common Areas</b> | Vacuuming the lounge, tidying up the common areas, emptying community bins, taking any rubbish back down to the disposal shed in the Top Of The Bruce carpark. |
| <b>Drying Room</b>  | Ensuring gear is neatly hung. All dry clothing and boots must be promptly removed and kept alongside your bunk to keep the drying room clear.                  |

## Lodge Leader Responsibilities

If you are designated as the Lodge Leader on your Lodge Authority, your decisions are binding on all residents during your stay. Your administrative and managerial duties include:

1. **Welcome Address:** Address all members and guests at the first available opportunity regarding duties, security, energy conservation, rubbish, and evacuation routes.
2. **Roster Management:** Ensure the Duty Roster is filled out completely and coordinate with the Cook/Custodian regarding any scheduling changes or days off.
3. **Booking Verification:** Cross-reference the latest booking chart on the noticeboard against actual residents. Request a Lodge Authority Invoice if any discrepancies arise, and report issues to the Committee.
4. **Enforce Club Rules:** Act as the primary authority to ensure the smoking ban is respected and that alcohol consumption is kept strictly out of the bunkrooms.

# Emergency & Evacuation Procedures

## Fire Safety

Fire risk is constant. Smoking is banned completely inside and around the building. If a fire occurs, immediately **dial 111** and ask for the Fire Service, giving the address as: *The Pinnacle Ski Club Lodge, Iwikau Village, Whakapapa Skifield, Mt Ruapehu*.

- When the alarm rings, immediately dress in warm, outdoor clothing and suitable snow footwear.
- **DO NOT** attempt to retrieve personal gear or boots from the drying room.
- Assemble as a group at the designated emergency exits and move down the valley together to the **Ski Racers Lodge**.
- The Lodge Leader or a delegate will retrieve the booking chart from the lobby noticeboard to conduct a full roll call. Do not use non-designated exterior doors as they may be blocked by snow or cause group separation.

## Volcanic Eruption Emergency

Mt Ruapehu is an active volcano. An Eruption Detection System operates with audible sirens and loudspeaker messages. If an eruption occurs during your stay:

- **At Night/In Lodge:** Gather critical, lightweight belongings (torches, phones, keys, medicine, wallets) and assemble quickly downstairs for a roll call by the Lodge Leader. Ensure those without children assist those with young families. The safest structural locations are buildings and ridges; stay out of the valleys.
- **During the Day:** Follow the explicit directions of the ski area or DOC staff. Move immediately out of valleys and onto high ridges, lift lines, or inside robust buildings. If in the Summit Hazard Zone, travel down the mountain strictly via the ridgelines.
- The Lodge Leader will communicate the next safe assembly point, cross-reference safety check-ins, and make their personal phone number public to track any separated members.

## "Power On" Arrival Procedure

If the Whakapapa Lodge has been empty for a period of time, the main utility systems will likely be shut off. Upon arriving, execute the following steps to restore power:

- **Entry:** Access the main entrance door by entering your unique door code combination found on your Lodge Authority Invoice.
- **Locate the Board:** Walk straight through the entranceway / workshop area to the basement door.
- **Find the Switch:** On the adjacent wall directly through the basement door, you will locate the main switch and fuse board.
- **Activate:** Locate the "Main Switch" (distinct from the Master Switch which should always be left ON). If the Main Switch lever is down in the OFF position, push it firmly up to the **ON** position.



- **Water Supply:** If the running water is switched off, follow the specific water on/off procedure checklist mounted inside the pump cupboard door (the cupboard is located directly under the stairs).

## "Locking Up" Departure Checklist (Last to Leave)

If you are the last guest or family departing the lodge, you are fully responsible for executing the lock-up routine to prevent freezing, flooding, or security breaches:

| Category                    | Action Required                                                                                                                                                                          |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Food Safety                 | Remove or dispose of all perishable food items. Leave no waste behind.                                                                                                                   |
| Waste Management            | Collect and dispose of all rubbish bags from the premises into designated mountain disposal zones.                                                                                       |
| Windows & Openings          | Securely fasten and lock all windows throughout the building.                                                                                                                            |
| Doors & Curtains            | Lock the back door and the library balcony door securely. Draw all interior curtains closed.                                                                                             |
| Appliances                  | Turn off both the electrical power switch and the main water supply valve to the dishwasher (located under the kitchen bench).                                                           |
| Main Utility Shutdown       | Locate the main switchboard in the basement hallway. Turn off the <b>Main Switch</b> by pushing the lever down to the <b>OFF</b> position.                                               |
| Final Security Verification | Close the front entrance door firmly behind you. <b>**Crucial:** Step back and physically check from the outside to guarantee the electronic door mechanism has locked successfully.</b> |