

Pinnacle Ski Club - First Timer Guide (Whakapapa Lodge)

How do I book?

If you're a non-member, you can [submit a booking enquiry on our website](#), or email our Booking Officer at bookings@pinnacleskiclub.co.nz or message/call 027 755 4411. You'll pay the non-member rate for your stay.

If you decide to join as a member later, fill out our [membership application form](#), and you will receive an email with login details for our [member booking page](#) for future bookings.

When you make a booking, please include the following information:

- Your name
- Your email
- Your mobile number
- Your intended arrival date
- Number of required nights
- Number of guests
- The lodge you'd like to stay at (Whakapapa or Turoa)
- Any dietary requirements (e.g. vegetarian, gluten free, allergies)
- If you require dinner on the day you arrive

Can I/my group get a bunkroom to ourselves?

If space allows, different guests/groups are welcome to occupy different rooms. However, if the lodge is full, you may have to share a bunkroom with other guests. We will try to place groups of 4 or 6 who book together in the same room.

What's included with my stay?

Your booking includes a bunk in one of our bunkrooms, cooked dinner and breakfast.

Bunk beds have a fitted base sheet, pillows, duvets and blankets, but please bring your own bedding to put on top to help us conserve power/water for laundry. This can either be a single sheet set, or a sleeping bag liner. You can also use your own sleeping bag instead of our duvets.

There are shared bathrooms separated by gender, and there is basic bodywash/shampoo combo available inside the showers.

The kitchen is fully equipped with cooking facilities, utensils, crockery and a members' fridge. Basic tea/coffee/Milo and milk (made from milk powder) is provided.

The main lounge is where members mostly hang out, with a small games room off to the side which has puzzles, board games, cards, books, and other items.

Downstairs there is a drying room, lockers for members, a workshop for ski/snowboards, and a table tennis table.

What do I need to bring?

- Pillowcase, single sheet set (top & bottom) OR sleeping bag liner, OR sleeping bag.
- Towel
- Personal toiletries
- Clothing
- Good footwear (e.g. tramping or snow boots)
- Tramping pack to carry your stuff - NO SUITCASES

Who can come to the lodge?

For safety reasons, children must be aged 5 or older to stay at the Whakapapa lodge.

While you can ride the Rangatira chair to access the lodge, we recommend good footwear and reasonable fitness in case you need to walk from the carpark area.

How do I arrive by car?

Set your navigation app to [Whakapapa](#). Make sure you check the Bruce Road conditions on the [Whakapapa Report](#) webpage, as well as the [RMCA Facebook page](#), so you don't get stuck.

The RMCA recommends that chains be carried at all times, especially if you don't have a 4WD vehicle. [Click here](#) for more.

Where do I park?

Overnight/multiday parking is free and on a first-come, first-served basis.

Between 3-4pm is a good time to arrive, when the chairs are still spinning but many of the day-trippers have left for the day.

The areas with a red number in the image below are available for lodge visitors.



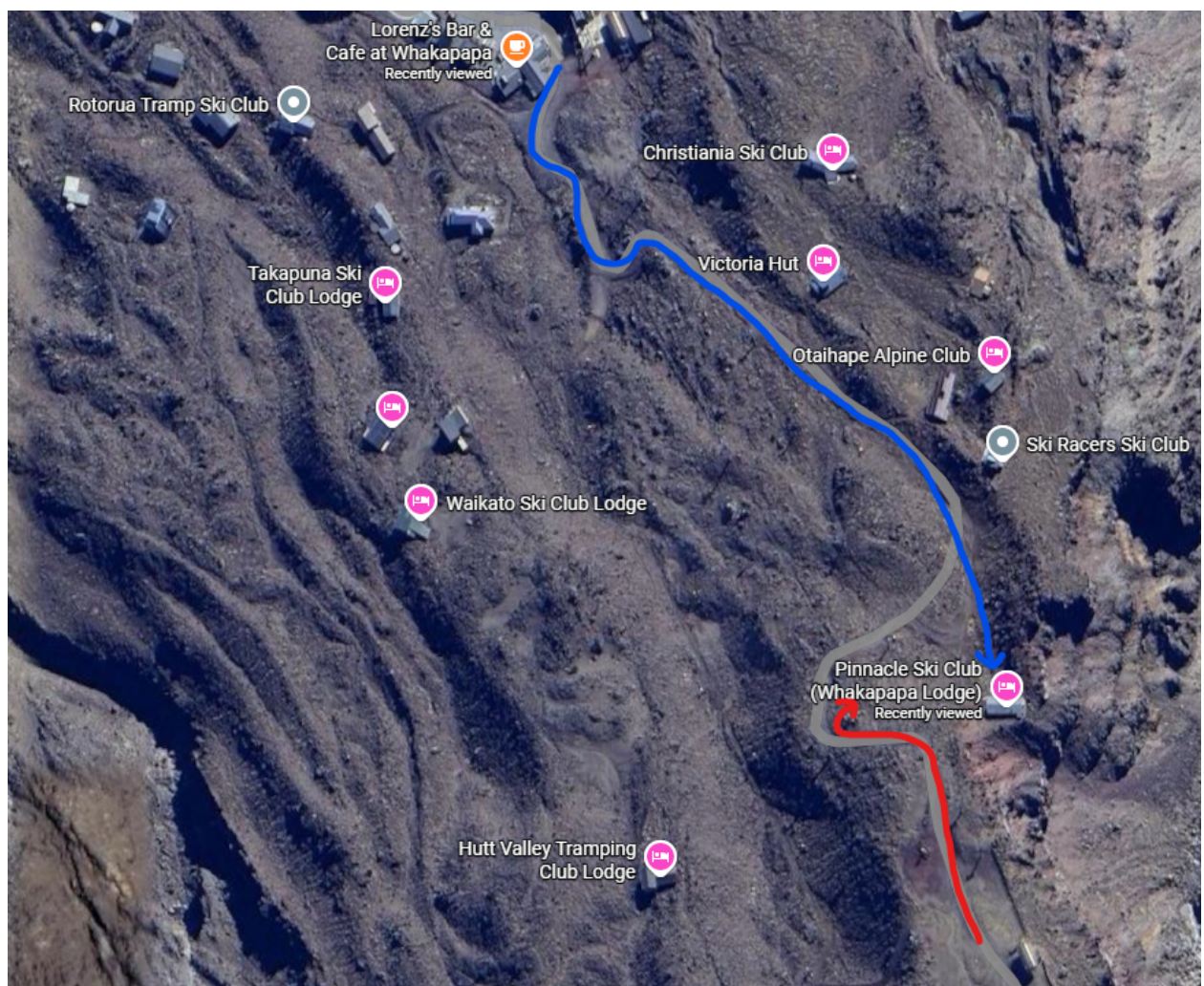
I've parked, how do I get up to [the lodge](#) itself?

The easiest way to arrive is to ride the Rangatira chair up, then walk down (as shown in red below).

If you don't have a lift pass, the lift operator may let you ride the chair if you say you're staying at the Pinnacle Club lodge, however this is fully at their discretion.

If the Rangatira chair isn't running as you've arrived outside of operating hours, or it's closed due to high winds, you can walk up the Rockgarden run (as shown in blue).

It is about a 800m walk with 120m of vertical gain, and takes approximately 20 minutes. Take care and please ensure you have good footwear, as conditions can be slushy or icy.



I made it to the lodge, now how do I get inside?

After your booking was confirmed and paid for, you will be sent a 4 digit door code for the second red door (the one with a keypad) after you enter the building.

Please check you have this ready before you arrive. If you have any issues, please contact the Booking Officer.

I've just arrived, which room am I in?

Bunk allocations should be posted on the noticeboard in the entryway at the top of the stairs. If you can't find this or you're unsure, ask the custodian.

What can I expect when it comes to meals?

Meals will vary depending on how many guests are staying at the lodge at the time, but typical meals served at dinner include spaghetti bolognese and meat roast, with salad or other cooked veges.

Breakfast includes cereals, toast, spreads (jam, peanut butter, Marmite), hash browns, eggs, tinned spaghetti or baked beans.

There's usually enough for seconds, and sometimes even leftovers which can be enjoyed for lunch the next day.

We regularly cater for guests who are gluten free or vegetarian, just ensure you specify any dietary restrictions when you book.

What time is dinner & breakfast served?

Dinner is usually served at around 7pm. Cereal and toast is available self serve anytime in the morning, but please check with the custodian on when cooked breakfast will be served.

How does the drying room work?

To reduce power use, the downstairs drying room runs for two hours at a time during set hours posted to the door.

Do I have to help out?

While we have a custodian, guests are expected to chip in to help with tasks like cleaning bathrooms and vacuuming at the end of their stay. Jobs are allocated by the lodge leader, and will be posted on the noticeboard.

Does the lodge have mobile phone reception and internet connectivity?

Yes, there's 4G mobile reception in the area, and we also have Starlink fast internet. You can even work remotely from the lodge and use the games room for virtual meetings if needed.

What do I have to do when I leave?

Usually the custodian will be there, but if you are the last to leave, please ensure you take all your belongings with you, including any perishable food.

Make sure all windows/doors are locked, and everything is switched off. [Click here for our detailed lodge guide](#) with power off instructions.

We'd also appreciate it if you can take any bags of rubbish or recycling down to the disposal area in the base area.

Thanks for doing your part in helping keep the lodge running smoothly for all guests.