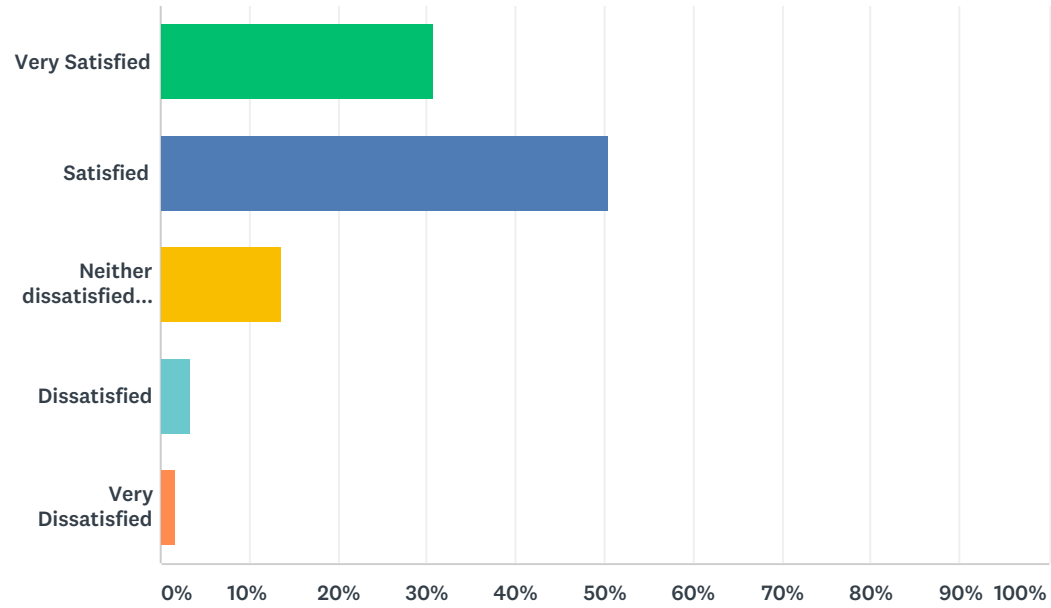


Q1 Overall how satisfied are you with the facilities available to you at Anton?

Answered: 117 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	30.77%	36
Satisfied	50.43%	59
Neither dissatisfied not satisfied	13.68%	16
Dissatisfied	3.42%	4
Very Dissatisfied	1.71%	2
TOTAL		117

Q2 Why do you say that?

Answered: 117 Skipped: 0

#	RESPONSES	DATE
1	very comfortable, great kitchen, spacious living/dining area, great atmosphere with the fire, practical and spacious ski room and drying room	8/23/2019 7:14 AM
2	I have found the accomadation and lounge areas very comfortable.	8/22/2019 8:33 AM
3	WiFi is patchy in the rooms and I had to use my own WiFi device in the lounge/dining area	8/21/2019 7:29 AM
4	Kitchen good. dining area is good. Love the ensuites. Bedrooms are good. Great location. Great drying room when it works.	8/19/2019 8:23 AM
5	There's always room for slight improvements eg pots, frying pans, knives...	8/19/2019 6:17 AM
6	I find the lodge to be comfortable and welcoming. The kitchen is of a good standard; the bathrooms are and bedrooms are comfortable. Living areas are comfortable.	8/17/2019 9:22 PM
7	Need better ovens	8/17/2019 5:56 PM
8	Some things are good and have stood the test of time other things need improving upon	8/17/2019 2:35 AM
9	Rooms are nice, heating was great this year and fireplace excellent. Really liked the people. Would love to see the kitchen expanded - see AAC Falls creek & possibly a cooked breakfast. Also suggest a change in guest pricing which i think is a little high given rate of other lodges.	8/16/2019 5:20 AM
10	Everything you need is there and well maintained	8/15/2019 8:31 PM
11	sadly we have been unable to visit the club for several years as our daughter's school skis and competes at Mt Buller	8/15/2019 4:38 AM
12	All good	8/15/2019 4:23 AM
13	Really enjoy how it is setup. There is something for everyone	8/15/2019 4:20 AM
14	because we are satisfied with what is offered	8/15/2019 4:11 AM
15	Heated car park would be nice	8/15/2019 3:16 AM
16	Value for money	8/15/2019 3:06 AM
17	Old decor needs updating	8/15/2019 12:56 AM
18	The kitchen needs renovation. The dining chairs could be more comfortable. The living spaces are good. The bedrooms are great. The sound insulation in the bedrooms needs improvement. The guest toilet fan needs to be replaced with a silent model or ditched: it disturbs sleep for people in room 10.	8/14/2019 9:47 PM
19	All room have en suites. Kitchen is well equipped, living areas are homely . Em 8 however is sub standard for accomm. Price	8/14/2019 8:16 AM
20	Luggage up the steps is still a problem!	8/13/2019 12:46 AM

21	Got everything one needs but could be ramped up a little	8/11/2019 10:40 PM
22	Value for money,	8/11/2019 2:46 AM
23	Facilities worked, beds were fine. Instructions for summer guests need vast improvement.	8/10/2019 9:38 PM
24	About the right balance of comfort, affordability and ambience.	8/10/2019 2:54 AM
25	I think we need to upgrade the kitchen somewhat	8/9/2019 7:29 PM
26	It is an excellent lodge in an outstanding location	8/9/2019 6:20 PM
27	It has everything I need for a ski trip	8/9/2019 5:34 AM
28	Kitchen needs an upgrade, carpet is tired, draughty sliding lounge door.	8/9/2019 5:08 AM
29	I think having the rooms cleaned would bump me to very satisfied	8/9/2019 4:42 AM
30	I've never had a problem and always enjoyed my time there	8/9/2019 1:28 AM
31	I love the position, the rooms all with bathrooms, the fridge and cupboard space. The drying room is awesome. The open spaces to meet people. The wifi availability so you can work from the mountain.	8/9/2019 1:09 AM
32	Room for improvement in kitchen	8/9/2019 12:19 AM
33	Recent visit drying room lacked heat and clothes still damp in the am. Also the kitchen equipment dated needing update. Downstairs very noisy as can hear floor above which made difficult to sleep.	8/9/2019 12:03 AM
34	It is relaxing, spacious and the facilities are good	8/9/2019 12:02 AM
35	Cannot book weekends in advance so therefore cannot plan for a weekend stay with friends or family. Need to therefore book at other lodges for weekend accomodation, which is ridiculous. We are not interested in weekly stays. Prices for guests are too expensive. Members and guests should be able to book 2 nights (weekend) stays months in advance, 5 nights stays and overnight stays as well	8/8/2019 2:17 AM
36	Comfy and homely	8/6/2019 8:19 PM
37	The club was established in 1973 to provided comfortable accommodation. It is not intended to be 3.5/4.0 star but 3.0. Yes the improvements are welcome	8/4/2019 11:13 PM
38	Good facilities, a couple of modern upgrades would be good i.e WiFi / internet upgrade	8/4/2019 9:12 PM
39	I have not yet had the opportunity to stay at the lodge. I've only just become a member.	8/4/2019 7:46 PM
40	I am satisfied with overall facilities and there is no major changes to implement.	8/4/2019 6:43 AM
41	I think we have an excellent lodge which is from all I hear much better than most.	8/3/2019 2:31 AM
42	Very comfortable environment to stay in, although the furnishings in the living area are a little outdated and wearing	8/3/2019 12:55 AM
43	Everything is OK for a Community Lodge style stay	8/2/2019 8:58 PM
44	Has everything we need, clean and tidy	8/2/2019 4:39 AM
45	I haven't been for a few years so it is possible things have changed?	8/2/2019 4:17 AM

46	Everything works well. The rooms are well fitted out, the kitchen works well, heating is good. Member for 35years. Committe does excellent job.	8/2/2019 2:41 AM
47	Haven't been for a few years but recall that the club looked a bit tired	7/31/2019 10:24 PM
48	I haven't used the lodge for many years since I purchased an apartment. The reason for purchasing an apartment was the inability to leave my skis etc at Anton and because I go to Hotham many many times a year it was not convenient to have to take my things back and forward every week. When I applied for a locker I was told they were all taken (even though I suspect they were taken by people who didn't come to Hotham as much as I did). also I didn't really like having to share rooms and as a single person I don't think at least back then I was able to book a whole room to myself.	7/31/2019 7:56 PM
49	The refurb rooms are adequate. The individual bathrooms are great ie no sharing. The bunk rooms cld do with a spruce up.	7/31/2019 4:32 AM
50	Comfortable and well maintained lodge	7/31/2019 3:42 AM
51	Overall the lodge is very good. As always, there are some areas that could use improvement..	7/31/2019 2:25 AM
52	This is my first year of membership and I haven't yet been down to the lodge to see what facilities are available. My last trip was in approximately 2011 with my dad who was a member then - I imagine things have changed somewhat.	7/31/2019 12:00 AM
53	Compared with other lodges	7/30/2019 6:10 PM
54	I've been coming here for almost my whole life and it's a great atmosphere and lots of facilities	7/30/2019 9:45 AM
55	Mix of friendly, nice place, good facilities. Good that sauna is now working. Needs some updating.	7/30/2019 5:20 AM
56	Overall for the cost per night the facilities are satisfactory. Communal areas comfortable.	7/30/2019 1:34 AM
57	Not always as clean as I would like to see. Often dust and dirty areas throughout the lodge. Much of the kitchen equipment is old, dirty and needs replacement. The doona covers and mattress protectors have been there for years and need replacement. The décor is tired and unattractive.	7/29/2019 10:26 PM
58	Rooms have improved and open plan spaces are good	7/29/2019 8:20 PM
59	Over last 5 years I have not be able to get into lodge when I wanted to go skiing so cannot comment on existing facilities.	7/29/2019 7:33 PM
60	It has everything I have at home and more, drying room, sauna, a magnificent fireplace.	7/29/2019 7:26 PM
61	Love the fact every room has its own ensuite. Love the huge usable kitchen.	7/29/2019 8:15 AM
62	Works well	7/29/2019 6:29 AM
63	The lodge is large, spacious and convenient to the slopes.	7/29/2019 6:09 AM
64	Needs an upgrade	7/29/2019 2:18 AM
65	I have been recently	7/28/2019 10:57 PM
66	Everything I need is available	7/28/2019 1:28 AM
67	It is cleaner than ever!! Well done Brian and Cathy! More room in the drying room would be great (very full during school holidays) More lockers for members please. Why do we have to pay for the clothes dryer???	7/27/2019 6:11 PM
68	It meets our needs of a private ski club	7/27/2019 5:57 PM
69	Never actually stayed there. Gave up waiting to sell debenture and rejoined for AAC benefits	7/27/2019 5:12 PM

70	Little dated looking	7/27/2019 6:58 AM
71	The lodge is a friendly and welcoming place to stay, and has excellent facilities.	7/27/2019 4:29 AM
72	Adequate space in rooms and living areas, kitchen functionality/facilities & storage need to be overhauled	7/26/2019 10:44 PM
73	It's a fabulous lodge, but there is still room for improvement	7/26/2019 10:16 PM
74	I haven't been up in the 2019 season yet, but the facilities are almost at the point of needing major upgrades	7/26/2019 8:29 PM
75	Good lodge facilities and kept well	7/26/2019 7:52 PM
76	Great beds and the room layouts are good	7/26/2019 7:32 PM
77	I'm yet to make a booking	7/26/2019 6:49 PM
78	In comparison to many lodges our facilities are excellent	7/26/2019 6:36 PM
79	Some of the kitchen and bathroom layouts, features and supplies are not great but I still serve their purpose.	7/26/2019 6:21 PM
80	Rooms OK, location v good, kitchen needs upgrade,	7/26/2019 4:58 PM
81	The facilities are suitable for my requirements	7/26/2019 4:43 PM
82	Because I don't see anything I can't stand	7/26/2019 11:22 AM
83	Compares well to other lodges	7/26/2019 8:51 AM
84	Enjoy the opportunity to stay at the lodge with family & friends in a great location. The actual facilities of the lodge probably need updating to lift my rating to very satisfied	7/26/2019 8:18 AM
85	I have not attended in many year	7/26/2019 8:08 AM
86	Clean, comfortable	7/26/2019 8:04 AM
87	quality	7/26/2019 7:26 AM
88	Could make the TV room more appealing otherwise the facilities are fine.	7/26/2019 7:10 AM
89	Meets our needs as a family.	7/26/2019 6:59 AM
90	There is everything we need, although much of it is a little dated.	7/26/2019 6:51 AM
91	Provides everything I could want from a ski lodge	7/26/2019 6:37 AM
92	good value, low key,	7/26/2019 6:19 AM
93	The lodge provides everything I need for a few days skiing and it does Sian a reasonable price	7/26/2019 6:13 AM
94	Good bedrooms and social spaces, but kitchen etc could be improved	7/26/2019 5:59 AM
95	Comfortable, affordable and friendly lodge	7/26/2019 5:50 AM
96	Room in kitchen for numerous cooks, decent dining and lounge options, good sized bedrooms. Great facilities all round.	7/26/2019 5:18 AM
97	Anton provides basic comfortable accommodation in a great location	7/26/2019 5:18 AM
98	Clean and well looked after	7/26/2019 5:13 AM

99	equipment and furnishings are well-maintained. club accommodation should be comfortable but not opulent	7/26/2019 4:29 AM
100	Would like the option of linen and towels being supplied.	7/26/2019 4:19 AM
101	I think the layout of the lodge is practical and effective for accomodating lots of people.	7/26/2019 4:08 AM
102	Facilities are nice but a bit old and drab	7/26/2019 3:33 AM
103	overall fantastic but thought the rooms we made a bit overly tight (perhaps as compared with Dinner Plain). maybe a bit tough to change these though!	7/26/2019 3:18 AM
104	The rooms are clean, warm and bedding is comfortable. This applies to the refurbished rooms in particular.	7/26/2019 3:11 AM
105	Heating, drying room, ski gear area, rooms, beds, showers, kitchen, lounge area and overall condition of building is great. Brian and Kathy been great also	7/26/2019 3:03 AM
106	good location, adequate facilities	7/26/2019 3:02 AM
107	it's comfortable, clean and homely - I love that it's old school and that each room has an ensuite - not common on the mountain (so I'm told).	7/26/2019 2:48 AM
108	In general, the lodge provides all the facilities one would require. It is kept clean and tidy.	7/26/2019 2:40 AM
109	As an older member I am finding it hard to lift my luggage up the stairs and I am not confident in the heating yet	7/26/2019 2:35 AM
110	Decor and furniture and Kitchen needs updating.	7/26/2019 1:01 AM
111	good family lodge	7/24/2019 6:56 AM
112	Comfortable and got everything I need.	7/24/2019 3:21 AM
113	Everything is functional, homely and inviting.	7/23/2019 5:32 PM
114	facilities need updating	7/23/2019 8:00 AM
115	Good accommodation in a good location	7/23/2019 7:47 AM
116	Because it meets my expectations. Very comfortable. Like Club atmosphere Reasonable tariff	7/23/2019 5:02 AM
117	Overall good lodge needing updating	7/21/2019 7:20 AM

Q3 What do you like about the lodge?

Answered: 117 Skipped: 0

#	RESPONSES	DATE
1	see above - and add the view! also well managed	8/23/2019 7:14 AM
2	The location ,rooms being set out well and the lounge areas near the fire fantastic.	8/22/2019 8:33 AM
3	Simple, compact, has most things you need	8/21/2019 7:29 AM
4	Ensuites. Drying room. Dining room. Fire place. Sauna.	8/19/2019 8:23 AM
5	It's a very family friendly lodge and affordable, and a wonderful location	8/19/2019 6:17 AM
6	As above	8/17/2019 9:22 PM
7	The fire and the lounge and the ensuites	8/17/2019 5:56 PM
8	The location and the atmosphere	8/17/2019 2:35 AM
9	fireplace, under floor heating, lounge area	8/16/2019 5:20 AM
10	Location!! Amazing views, great community vibe. Lovely areas to relax, all rooms have en suites	8/15/2019 8:31 PM
11	n/a	8/15/2019 4:38 AM
12	Above q won't work.. Space..location. .unfussy managers..	8/15/2019 4:23 AM
13	Everyone gets to meet for drinks, in the kitchen while cooking.	8/15/2019 4:20 AM
14	everthing	8/15/2019 4:11 AM
15	Fireplace gatherings	8/15/2019 3:16 AM
16	The drying room and kitchen	8/15/2019 3:06 AM
17	Position of the lodge is fantastic, fireplace looks really lovely and rooms are acceptable.	8/15/2019 12:56 AM
18	See above; also the location, ski in ski out access, proximity to the village, height, views, new fireplace, the lack of nearby lodges overlooking us, the 1970s exposed beams, the balcony, the floor heating, the communal kitchen and dining, the mattresses, the drying room.	8/14/2019 9:47 PM
19	Family friendly . Location . Extremely helpful and supportive lodge manages	8/14/2019 8:16 AM
20	Location and club atmosphere. Much better than an apartment	8/13/2019 12:46 AM
21	Relaxed atmosphere, friendly, familiar, location on mountain, lodge concept	8/11/2019 10:40 PM
22	Access from the villages, position, comfortable communal areas,	8/11/2019 2:46 AM

23	It's position, great view.	8/10/2019 9:38 PM
24	Location, large open communal area.	8/10/2019 2:54 AM
25	Lots!! Position, the living room layout, the rooms are adequate and clean, the people are mostly friendly and less stuck up than most lodges. If we had better water pressure in the shower I'd live there :)	8/9/2019 7:29 PM
26	Magnificent location; ease of access (stairs up from the Highway)	8/9/2019 6:20 PM
27	Location, amenities and the atmosphere	8/9/2019 5:34 AM
28	Friendly family atmosphere, location, good separation of living spaces	8/9/2019 5:08 AM
29	Location, friendly atmosphere. Comfortable rooms.	8/9/2019 4:42 AM
30	Open areas, view, fireplace, family friendly atmosphere.	8/9/2019 1:28 AM
31	The family feel. The welcoming environment and it's rustic type feel	8/9/2019 1:09 AM
32	Position on mountain and views	8/9/2019 12:19 AM
33	Member interaction, sleep area and en-suite good condition.	8/9/2019 12:03 AM
34	friendliness, space, common areas	8/9/2019 12:02 AM
35	The bedrooms	8/8/2019 2:17 AM
36	Like staying at home	8/6/2019 8:19 PM
37	I like the atmosphere of a club environment. It is comfortable. Great location	8/4/2019 11:13 PM
38	Affordable mountain accommodation with good facilities	8/4/2019 9:12 PM
39	On snow. Location. History.	8/4/2019 7:46 PM
40	I like the open plan dining and recreation area that allows for all to meet and eat together.	8/4/2019 6:43 AM
41	The friendly family atmosphere, when strangers arrive they are always made welcome.	8/3/2019 2:31 AM
42	The location, the amazing views and it is always clean and comfortable	8/3/2019 12:55 AM
43	Comfortable, Great views, separate sleeping area.	8/2/2019 8:58 PM
44	Great rooms, good drying room. Kitchen is workable. Nice lounge, plenty of room to eat dinner.	8/2/2019 4:39 AM
45	location and comfortable rooms	8/2/2019 4:17 AM
46	The position, friendly people	8/2/2019 2:41 AM
47	Location and rooms with space	7/31/2019 10:24 PM
48	Ensuite bathrooms, friendly members, friendly managers, amazing views, fire in the lounge, spa, sauna	7/31/2019 7:56 PM
49	Location	7/31/2019 4:32 AM
50	Position,views,facilities	7/31/2019 3:42 AM

51	- Great location - Serious skiers as members (huge plus) - Great dining area - Great kitchen - Excellent drying room (much better than other lodges)	7/31/2019 2:25 AM
52	From memory - the large communal kitchen (good layout) onsite drying room, spa and sauna facilities were all brilliant. Rooms are also decent and clean, and the downstairs area for kids to get away is a bonus	7/31/2019 12:00 AM
53	Location, rooms, room layout,	7/30/2019 6:10 PM
54	The atmosphere and how everyone is calm and gets along. Also I enjoy sports week	7/30/2019 9:45 AM
55	Friendly, nice community feel. Being away from other lodges is good coz it's peaceful. The view is fantastic.	7/30/2019 5:20 AM
56	It's cohesive nature, good facilities, views and location	7/30/2019 1:34 AM
57	The position is good and the rooms are reasonably spacious. The upstairs rooms with the view at the front are very pleasant. The lounge room with the fire is comfortable, although again, it could do with new décor and furnishings.	7/29/2019 10:26 PM
58	location and rooms	7/29/2019 8:20 PM
59	Location	7/29/2019 7:33 PM
60	Starting from the front door, well designed and effective ski-room- drying room as you walk in, comfortable bedrooms with ensuite, excellent near commercial standard kitchen, excellent dining room, beautiful lounge with a magnificent fireplace, comfortable tv room, great spa and sauna, effective laundry, the lodge is now very warm thanks to the recent changes, beautiful views, great location-sometimes ski in ski out. Mostly great members who are a pleasure to spend my holidays with.	7/29/2019 7:26 PM
61	Kitchen, ensuites, position on mountain, dining room	7/29/2019 8:15 AM
62	Accessibility - facilities - relaxed	7/29/2019 6:29 AM
63	The bedroom wing is separate to the living areas; it has 2 living areas, a fantastic drying room plus spa and sauna.	7/29/2019 6:09 AM
64	position	7/29/2019 2:18 AM
65	I haven't been in recent years	7/28/2019 10:57 PM
66	En-suite rooms. Location Freezer available	7/28/2019 1:28 AM
67	The facilities are great, but we need to think through the washing. Having one steriliser is a real bottle neck!	7/27/2019 6:11 PM
68	Location atmosphere	7/27/2019 5:57 PM
69	N/A	7/27/2019 5:12 PM
70	Very comfortable & fabulous position	7/27/2019 6:58 AM
71	The lodge is located in a excellent position and has a great kitchen and spa room.	7/27/2019 4:29 AM
72	The members, managers and location	7/26/2019 10:44 PM
73	The open spaces, communal areas, breakfasts provided, outlook and location	7/26/2019 10:16 PM
74	It's a welcoming and family friendly environment, and brings back old memories.	7/26/2019 8:29 PM
75	Proximity, friendly atmosphere, some provisions	7/26/2019 7:52 PM
76	Position and people	7/26/2019 7:32 PM

77	I believe location is great	7/26/2019 6:49 PM
78	Ensuites, spa, seperate tv room, fire place but mostly the friendly atmosphere	7/26/2019 6:36 PM
79	Friendly atmosphere, great views, convenience.	7/26/2019 6:21 PM
80	As above	7/26/2019 4:58 PM
81	Friendly atmosphere, this is very dependant upon the quality of the Lodge managers. Convenient location, great views	7/26/2019 4:43 PM
82	Views, open fire place, good facilities	7/26/2019 11:22 AM
83	Sauna/spa Good communal areas Private bedrooms	7/26/2019 8:51 AM
84	as above	7/26/2019 8:18 AM
85	warm friendly feel, good position	7/26/2019 8:08 AM
86	Close to top of mountain, family friendly	7/26/2019 8:04 AM
87	updated	7/26/2019 7:26 AM
88	The relaxed feel. The conversations in the kitchen that help you to get to know people.	7/26/2019 7:10 AM
89	Friendly atmosphere, meeting up with regular faces. Enquires and kitchen facilities and drying room are great	7/26/2019 6:59 AM
90	Atmosphere, private bathrooms, lodge managers, provision of breakfast, location, fellow members	7/26/2019 6:51 AM
91	Friendly patrons. Easy access to the ski slopes. Good kitchen facilities	7/26/2019 6:37 AM
92	lay back	7/26/2019 6:19 AM
93	Location and homely ambience	7/26/2019 6:13 AM
94	Great spot, generally great people stay there, the fireplace.	7/26/2019 5:59 AM
95	Location, access, affordability	7/26/2019 5:50 AM
96	Location convenient, well maintained, very homey and comfortable.	7/26/2019 5:18 AM
97	The location and the great community feel in the open plan living area	7/26/2019 5:18 AM
98	Convenient	7/26/2019 5:13 AM
99	human interaction, tranquility, a good refuge from the city	7/26/2019 4:29 AM
100	The spa and movie room	7/26/2019 4:19 AM
101	The ski room/drying room facilities are ok and functional, overall location is great. Bedrooms and private facilities are good. Lounge and dining areas are good places to relax.	7/26/2019 4:08 AM
102	lounge, fireplace, dinning, hottub, movie room, raked ceilings.	7/26/2019 3:33 AM
103	he 1970s feel of the lounge! childhood memories of the place. it has a unique atmosphere of the shared space that should be preserved.	7/26/2019 3:18 AM
104	Separate bedroom wing away from noise, 2 separate lounges for kids and grown ups; amazing effective drying room; good kitchen	7/26/2019 3:11 AM

105	See answers in Q2	7/26/2019 3:03 AM
106	Location, Facilities, fellowship of other lodge members, sense of belonging	7/26/2019 3:02 AM
107	Ensuite to each room, views, open kitchen, spaces to sit quietly, lovely big fire, fantastic drying room, spa and the overall wholesome feel.	7/26/2019 2:48 AM
108	Size Ensuites!	7/26/2019 2:40 AM
109	Great position and view	7/26/2019 2:35 AM
110	Position , views , feeling of being IN the snow, overall layout of the rooms.	7/26/2019 1:01 AM
111	the location	7/24/2019 6:56 AM
112	Homely Ensuite bathrooms	7/24/2019 3:21 AM
113	The fact that it's like my second home. Set up well to be social and inviting to members and guests. Location for ski in and ski out. The views.	7/23/2019 5:32 PM
114	Atmosphere and the club culture	7/23/2019 8:00 AM
115	Location, familiar and adequate facilities	7/23/2019 7:47 AM
116	Club atmosphere Good access & position	7/23/2019 5:02 AM
117	Location, overall layout, views, fireplace and new bedroom layout	7/21/2019 7:20 AM

Q4 And is there anything you don't like?

Answered: 117 Skipped: 0

#	RESPONSES	DATE
1	screens in the living area so not as much interaction between guests and the encouragement of kids to go into the T.V. room	8/23/2019 7:14 AM
2	I don't have any complaints.	8/22/2019 8:33 AM
3	TV set up antiquated. Need to have better reception even for TV. Kayo or foster rather than old dvd"s	8/21/2019 7:29 AM
4	The saucepans and the frying pans. Teflon isn't good for you. The ski racks for hire. Wish we could have cages that can be locked. And would prefer better and more lockers to store stuff between visits.	8/19/2019 8:23 AM
5	If I'm getting pickie...the maroon colour scheme	8/19/2019 6:17 AM
6	Ski storage could be improved. Making sure the spa works well. I'm partial to a sauna.....	8/17/2019 9:22 PM
7	Lack of spa and sauna The stairs and access	8/17/2019 5:56 PM
8	Access to the lodge from the road is difficult with luggage and food	8/17/2019 2:35 AM
9	Kitchen could use an upgrade and guest pricing is a little xxx'y	8/16/2019 5:20 AM
10	I usually end up in a bunk room as book last minute. These are the only rooms in the lodge which have not been updated. Not a bad thing really.	8/15/2019 8:31 PM
11	n/a	8/15/2019 4:38 AM
12	Sharp rungs on bunk ladder rm9. A few little phone shelves near bed heads. Need more hot plates in kitchen. A high self or two in bedrooms for small stuff. A high coat hook or 4 would help.	8/15/2019 4:23 AM
13	No	8/15/2019 4:20 AM
14	no	8/15/2019 4:11 AM
15	Lack of undercover car park	8/15/2019 3:16 AM
16	The decor is old school. It needs light modern neutral natural tones. The lack of respect in regards to noise in hallways at early morning and at night needs more inforcing/communication by those in charge	8/15/2019 3:06 AM
17	Kitchen is falling apart It also has no proper welcoming entrance	8/15/2019 12:56 AM
18	As above, also poor insulation on the balcony doors , dining room lighting is glary.	8/14/2019 9:47 PM
19	Some more senior members including committee are definitely not kids friendly and have a general demeanour of overentitlement	8/14/2019 8:16 AM
20	Stairs. Getting to know where everything is each time or the processes	8/13/2019 12:46 AM

21	Inflexible booking system, having to provide own linen and food	8/11/2019 10:40 PM
22	Improve the boots on area similar to Perisher Huette	8/11/2019 2:46 AM
23	Not really	8/10/2019 9:38 PM
24	The stairs, with a dozen bottles of wine on each shoulder!	8/10/2019 2:54 AM
25	Water pressure, the kitchen could use a spruce. Other than that it's fine. Can you organise to boot out some of the annoying members? You know, just move them on.....	8/9/2019 7:29 PM
26	nothing	8/9/2019 6:20 PM
27	The booking system. I like to be able to ski weekends and plan them ahead further than 19 days and then maybe miss out	8/9/2019 5:34 AM
28	It can be cold and uninviting in the mornings or in winter if you come in early. This may have been rectified with the new fire and heater management.	8/9/2019 5:08 AM
29	Not being able to book a room if you are a single. The bunk room is in appropriate	8/9/2019 4:42 AM
30	No	8/9/2019 1:28 AM
31	The bloody stairs. But hey you can't really fix that! The old furniture, carpet and how the doona covers aren't regularly updated. No lockers to hire for the season to keep my skis on the mountain so I do t have to lug them up those damn stairs. Lol.	8/9/2019 1:09 AM
32	The spa is a waste of resources and outdated kitchen	8/9/2019 12:19 AM
33	Sunday night talk had an edge of "telling off"	8/9/2019 12:03 AM
34	small showers	8/9/2019 12:02 AM
35	Not being able to book weekends in advance. Too expensive for guests compared to other lodges.	8/8/2019 2:17 AM
36	Kitchen could probably do with an update in the future	8/6/2019 8:19 PM
37	No	8/4/2019 11:13 PM
38	No	8/4/2019 9:12 PM
39	Not yet :)	8/4/2019 7:46 PM
40	Nothing I don't like	8/4/2019 6:43 AM
41	The use of computers, people working in the dining room and everyone feels obliged to be quiet. Small children being in the kitchen during busy times, it is dangerous with hot food being prepared. Parents who think "we are on holidays"and let their children run riot and do what ever they want.	8/3/2019 2:31 AM
42	The sofas and soft furnishings probably need to be updated and the bedrooms need more bedside tables	8/3/2019 12:55 AM
43	NO SINGLE PERSON ACCOMMODATION without pay for a 2nd bed.	8/2/2019 8:58 PM
44	That WIFI is on upstairs. All the the Sydney adults and kids can't leave their phones alone making them somewhat unsociable even though they are normally nice people.	8/2/2019 4:39 AM
45	Heating in rooms during the day is not an option and I think it should be. TV room not very inviting.	8/2/2019 4:17 AM
46	No	8/2/2019 2:41 AM

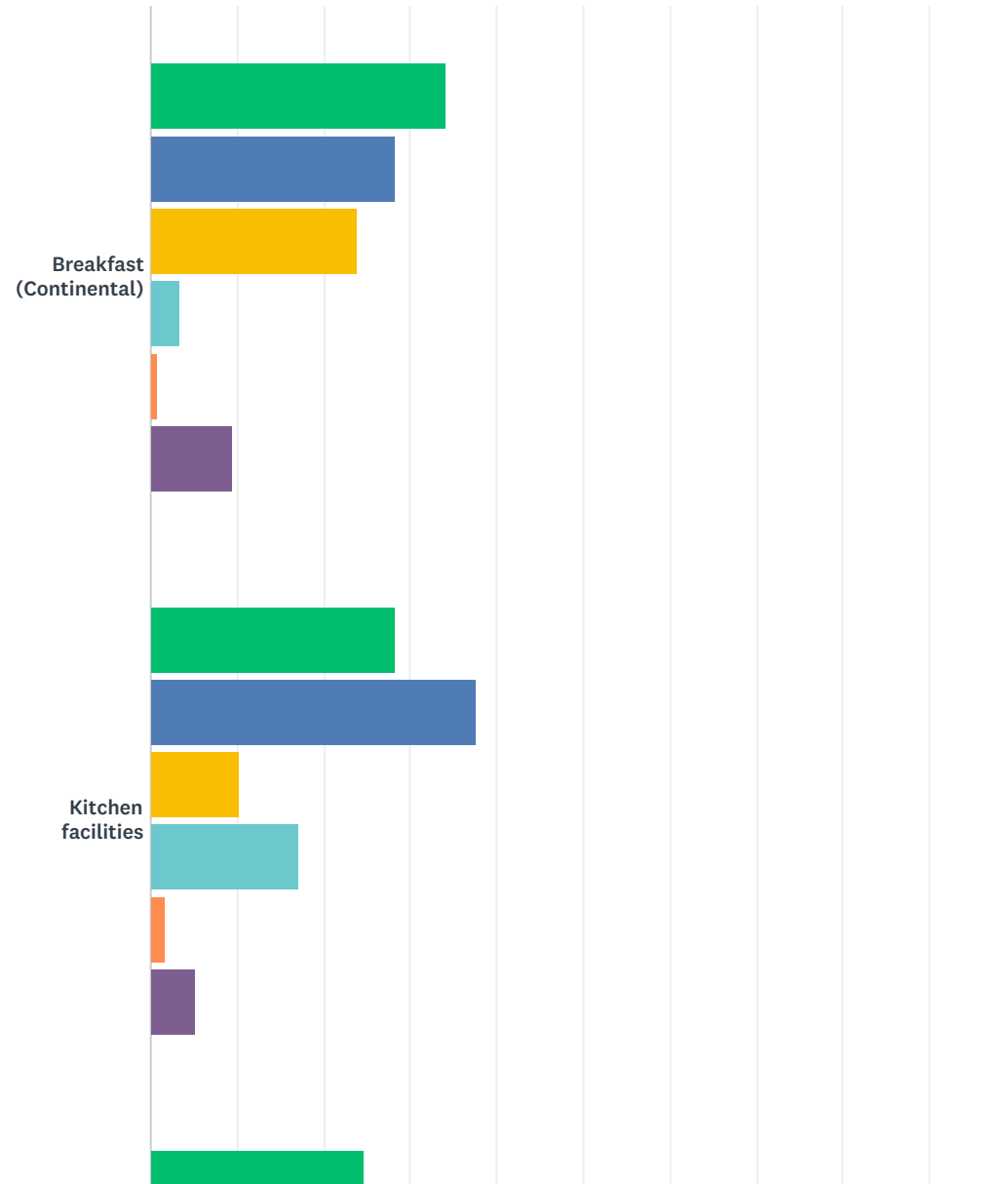
47	Just an overall need to refresh the shared spaces of the lodge	7/31/2019 10:24 PM
48	Please see above	7/31/2019 7:56 PM
49	It would be wonderful to have parking	7/31/2019 4:32 AM
50	Having to bring linen and towels up every visit	7/31/2019 3:42 AM
51	- Lack of locker space (say compared to Falls Creek) - Curtains in the living area are very "heavy" and overbearing, plus they block the view - The stoves in the kitchen don't give off much heat	7/31/2019 2:25 AM
52	Drying room could be a bit bigger (again, just going off last time I was there)	7/31/2019 12:00 AM
53	Nothing	7/30/2019 6:10 PM
54	Non members should be able to stay because then they would get more business	7/30/2019 9:45 AM
55	C/w Falls which has newer carpets and tables. Lots of odds and ends need to be put on a maintenance list. Looking a bit tired particularly having seen the comparison with Falls.	7/30/2019 5:20 AM
56	Not really but TV room underutilised, ski room a bit small.	7/30/2019 1:34 AM
57	The drying room needs better coat hangers and to be more organised. Clothing and boots etc are easily mixed up and difficult to find. The good thing is that the drying facility works well. I wish that there was a linen service available as bringing enough linen and towels for a family requires very heavy bags being carted up and down the hill. The placemats have been there for as long as I can remember and look terrible. The entry is unimpressive and confusing for people who don't know the lodge floorplan.	7/29/2019 10:26 PM
58	Booking procedure where friends cant be invited at the same time as members (so no planning certainty possible) and trying to book children in coming with guests is hard.	7/29/2019 8:20 PM
59	Stairs/Access as one gets older.	7/29/2019 7:33 PM
60	Occasionally we would like to stay one night (Sat) in Summer, but the high minimum rate makes it much cheaper for the three of us to stay in a motel in Bright.	7/29/2019 7:26 PM
61	The couches are extremely uncomfortable so i do not spend time in front of the lovely fire, preferring to relax in my room. :(7/29/2019 8:15 AM
62	Booking for a weekend is not so flexible and doesn't allow much planning ahead - and there is no family membership option	7/29/2019 6:29 AM
63	Would like to have sheets and towels provided.	7/29/2019 6:09 AM
64	needs an upgrade	7/29/2019 2:18 AM
65	I haven't been in recent years	7/28/2019 10:57 PM
66	Cleanliness. Members not cleaning up after themselves	7/28/2019 1:28 AM
67	Paying for clothes dryer Lack of lockers Can't book short term accommodation more than two weeks out for low peak periods	7/27/2019 6:11 PM
68	The heating in the past has been poor, huge numbers of children out of school holidays, the downstairs lounge should be made more attractive to children to take pressure off the lounge dining area, the kitchen needs a redesign	7/27/2019 5:57 PM
69	N/A	7/27/2019 5:12 PM
70	No	7/27/2019 6:58 AM

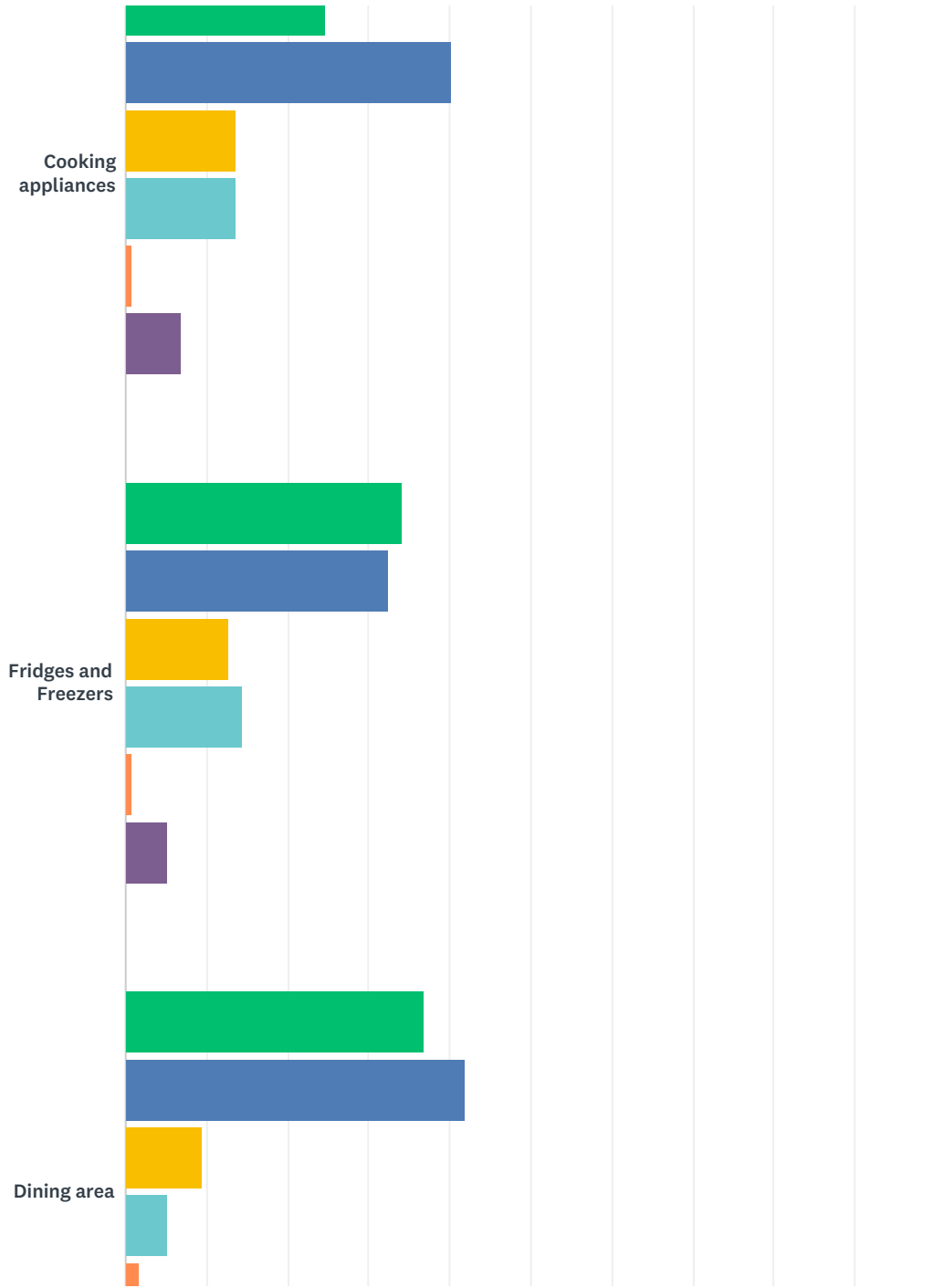
71	In the dinning room there is still a toxic gas heater which would be great if were removed.	7/27/2019 4:29 AM
72	The kitchen, lack of laundering the doona covers, bean bags in the play area	7/26/2019 10:44 PM
73	It would be great if the rooms could be cleaned, and linen provided	7/26/2019 10:16 PM
74	Not that I can think of right now, but as I mentioned, it's almost time for a major upgrade to main facilities	7/26/2019 8:29 PM
75	No	7/26/2019 7:52 PM
76	The lounge and TV areas are looking tired	7/26/2019 7:32 PM
77	Nil	7/26/2019 6:49 PM
78	Non flued heater. Noisy fridge which is always running,	7/26/2019 6:36 PM
79	No	7/26/2019 6:21 PM
80	Bunk rooms should be a cheaper rate. Ski room provides unattractive entrance but works well	7/26/2019 4:58 PM
81	The transition from the grating from the road to the wooden floor outside the lodge entrance. While walking on the wooden section I feel more likely to slip or trip	7/26/2019 4:43 PM
82	no	7/26/2019 11:22 AM
83	Stairs are more challenging as one ages	7/26/2019 8:51 AM
84	The kitchen. Lack of visibility of lodge manager(s) at critical times	7/26/2019 8:18 AM
85	Difficulty in booking	7/26/2019 8:08 AM
86	No	7/26/2019 8:04 AM
87	No linen	7/26/2019 7:26 AM
88	The carpet	7/26/2019 7:10 AM
89	Needing coins to do laundry- should be free/ part of our rates! More storage for members to keep skis and belongings for the season. Rooms often not cleaned well. Would love if linen was provided. Booking rules a bit archaic - not to be able to book anything except a full week in advance of 2 weeks is very limiting!	7/26/2019 6:59 AM
90	Having to bring own linen	7/26/2019 6:51 AM
91	Difficult access when arriving. Having to carry heavy bags an equipment up the steps	7/26/2019 6:37 AM
92	room heaters sometimes dont work	7/26/2019 6:19 AM
93	Can't think of anything	7/26/2019 6:13 AM
94	There are things that could be improved, like modernising the communal spaces, but I don't dislike these things	7/26/2019 5:59 AM
95	Kitchen	7/26/2019 5:50 AM
96	Fridge storage is a bit small and outside cold storage not always suitable for vegetables.	7/26/2019 5:18 AM

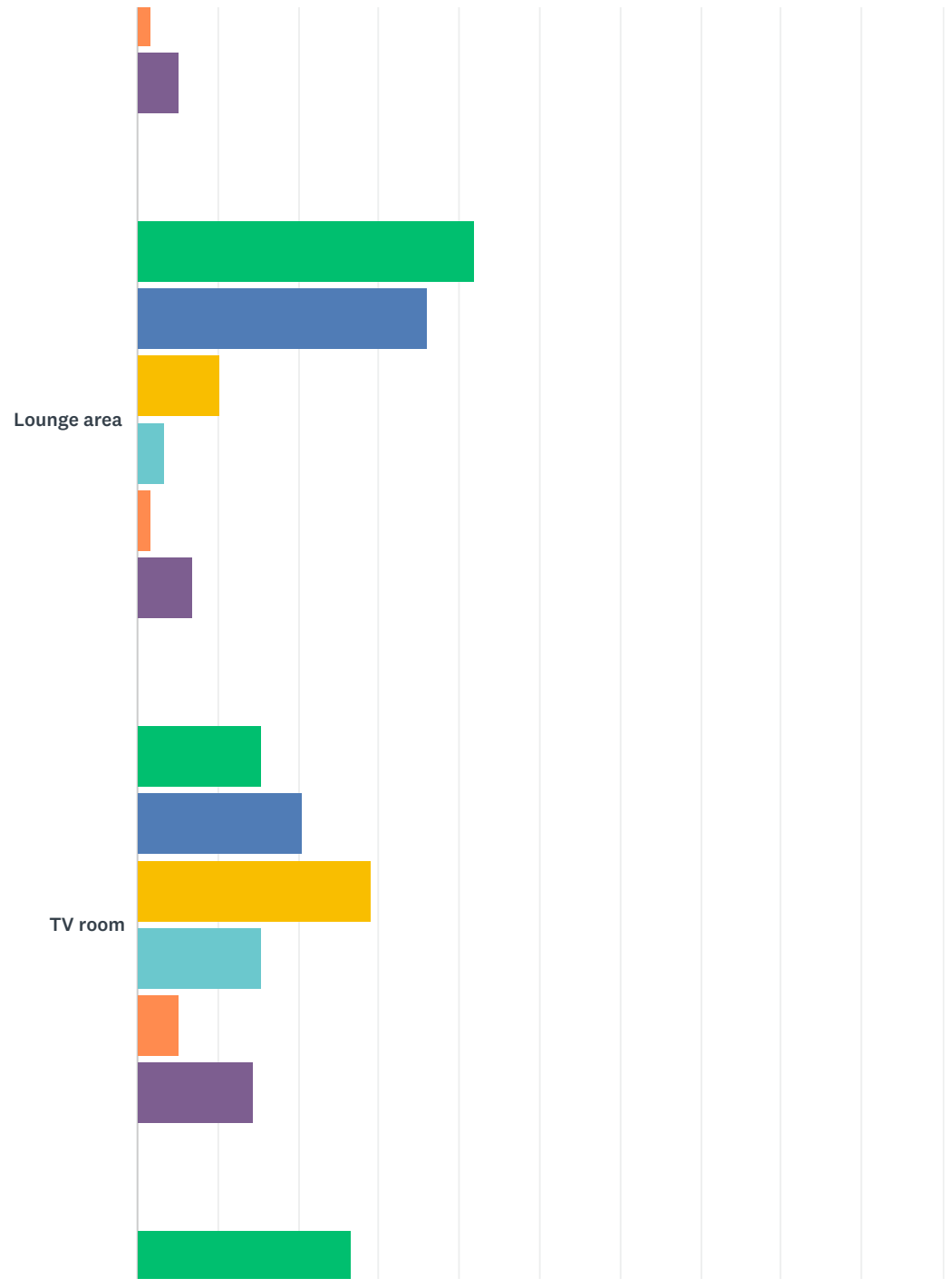
97	I can only get to Hotham on weekends due to work and am often able to take Mondays off. It is often difficult to find beds for myself and family as weekends can only be booked 2 weeks in advance. It would be great if the bunk rooms were kept for weekend bookings. I would use the lodge twice as much if there were beds available.	7/26/2019 5:18 AM
98	Irresponsible guests	7/26/2019 5:13 AM
99	drying room could be slightly larger	7/26/2019 4:29 AM
100	The steriliser and kitchen is grotty	7/26/2019 4:19 AM
101	The TV room is totally under-utilised. The room needs to be better heated, (its just way to cold) with properly working TV/dvd. Seating/bean bags etc would be a big improvement and make the room more inviting to the younger guests as somewhere to play. It would also be a great spot for the adults to watch football etc.	7/26/2019 4:08 AM
102	bunk rooms a bit of a squeeze. kitchen a bit old. place looking a little tired.	7/26/2019 3:33 AM
103	tight rooms.	7/26/2019 3:18 AM
104	Kitchen flow sometimes a bit congested at peak times. Wifi sometimes hit and miss. Breakfast could include hot food as per Dinner Plain or Niseko.	7/26/2019 3:11 AM
105	Guest rates seem high and low season rates for guests and kids aren't very competitive with what else is on offer	7/26/2019 3:03 AM
106	Decor and kitchen are a bit tired. Living area a bit dark, windows need to be double glazed in living area, slogging up and down the stairs with luggage at the start and finish of a visit	7/26/2019 3:02 AM
107	That a single girl can't book a room to herself (I feel a little discriminated because I'm single).	7/26/2019 2:48 AM
108	The booking restrictions during peak times.	7/26/2019 2:40 AM
109	Stairs and heating	7/26/2019 2:35 AM
110	Carpet, decor, wood panelling, kitchen, ski room floor, its cold, furniture overall, fridges, drying room cold and very messy	7/26/2019 1:01 AM
111	no most thing are ok	7/24/2019 6:56 AM
112	The stirs and the kitchen mayhem.	7/24/2019 3:21 AM
113	The mattresses are too hard never sleep well	7/23/2019 5:32 PM
114	Not really	7/23/2019 8:00 AM
115	Dark decor, sub standard fridge, tired furniture. climb up the stairs with luggage is a bit of a bind	7/23/2019 7:47 AM
116	Need to upgrade kitchen, whilst functional, could be improved.	7/23/2019 5:02 AM
117	Decor, carpet, furniture, kitchen, lack of heating,	7/21/2019 7:20 AM

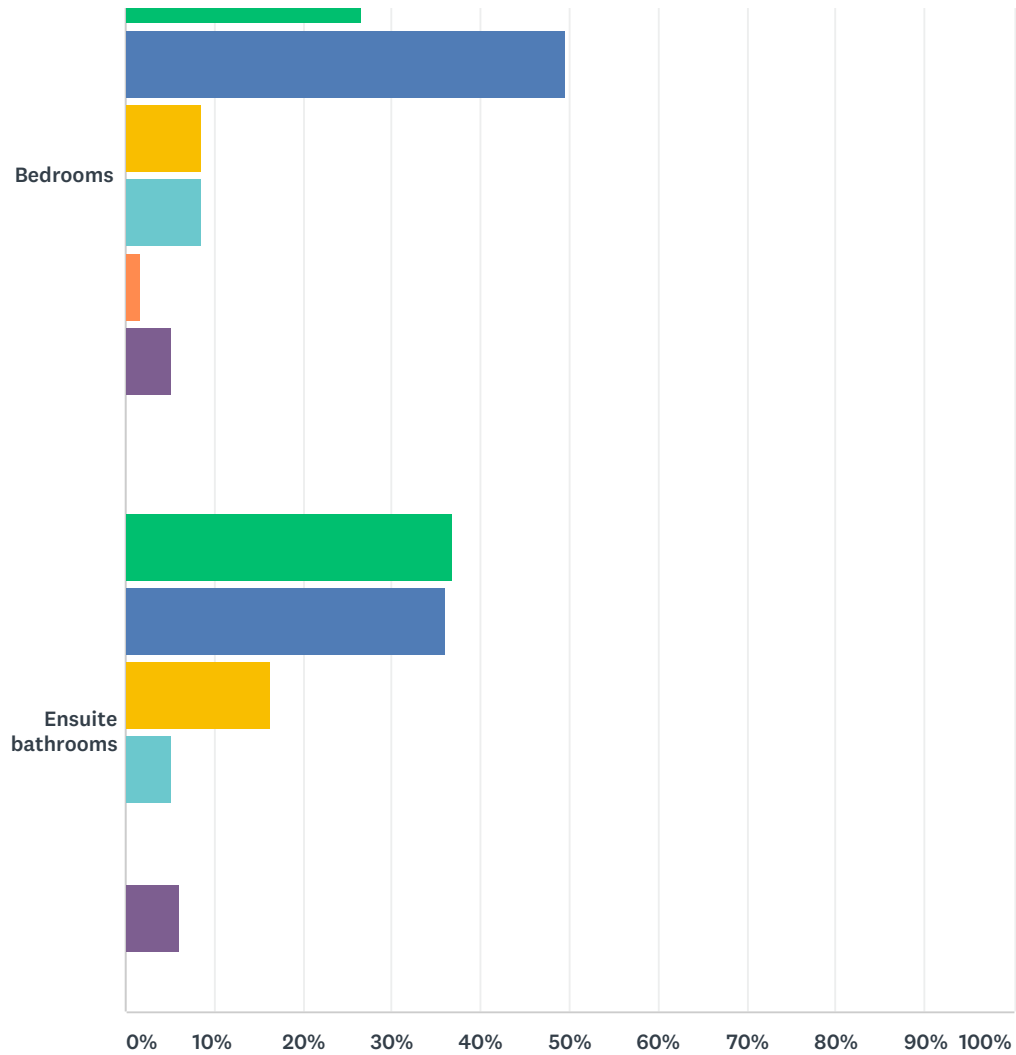
Q5 How satisfied are you with each of the following services / facilities available?'

Answered: 117 Skipped: 0









■ Very satisfied
 ■ Somewhat satisfied
 ■ Neither unsatisfied nor satisfied
■ Somewhat unsatisfied
 ■ Very unsatisfied
 ■ N/A

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER UNSATISFIED NOR SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Breakfast (Continental)	34.19% 40	28.21% 33	23.93% 28	3.42% 4	0.85% 1	9.40% 11	117	1.99

Kitchen facilities	28.21% 33	37.61% 44	10.26% 12	17.09% 20	1.71% 2	5.13% 6	117	2.23
Cooking appliances	24.79% 29	40.17% 47	13.68% 16	13.68% 16	0.85% 1	6.84% 8	117	2.20
Fridges and Freezers	34.19% 40	32.48% 38	12.82% 15	14.53% 17	0.85% 1	5.13% 6	117	2.11
Dining area	36.75% 43	41.88% 49	9.40% 11	5.13% 6	1.71% 2	5.13% 6	117	1.87
Lounge area	41.88% 49	35.90% 42	10.26% 12	3.42% 4	1.71% 2	6.84% 8	117	1.79
TV room	15.38% 18	20.51% 24	29.06% 34	15.38% 18	5.13% 6	14.53% 17	117	2.70
Bedrooms	26.50% 31	49.57% 58	8.55% 10	8.55% 10	1.71% 2	5.13% 6	117	2.05
Ensuite bathrooms	36.75% 43	35.90% 42	16.24% 19	5.13% 6	0.00% 0	5.98% 7	117	1.89

#	COMMENTS FOR "BREAKFAST (CONTINENTAL)"	DATE
1	happy to bring own, but handy to have some extra milk	8/23/2019 7:14 AM
2	Its more than enough.	8/22/2019 8:33 AM
3	Very basic	8/21/2019 7:29 AM
4	I'm not a big breakfast person personally so it's more than enough	8/19/2019 6:17 AM
5	There is always enough of everything	8/17/2019 9:22 PM
6	Not really fussed	8/17/2019 5:56 PM
7	We are there to ski and to get out on the slopes ASAP	8/17/2019 2:35 AM
8	Overall very good. Could have some better cereals	8/15/2019 8:31 PM
9	I am a muesli main-liner. Suits me fine.	8/15/2019 4:23 AM
10	All you need for breakfast.	8/15/2019 4:20 AM
11	Used to enjoy the cooked breakfast at Roslyn	8/15/2019 3:16 AM
12	The toasters need updating	8/15/2019 3:06 AM
13	Don't need more than what's on offer	8/15/2019 12:56 AM
14	It's fine for eating quickly and going skiing.	8/14/2019 9:47 PM
15	More variety, fresher, healthier options	8/11/2019 10:40 PM

16	Like to do own breakfasts, unless to the standard of Niseko Lodge	8/11/2019 2:46 AM
17	It's neither a proper breakfast nor none - it should be one or the other.	8/10/2019 2:54 AM
18	See above	8/9/2019 7:29 PM
19	I'm ok going to more trouble to cook a hot breakfast if I feel like it	8/9/2019 5:34 AM
20	Adequate but very basic	8/9/2019 5:08 AM
21	Breakfast does not fuss me	8/9/2019 4:42 AM
22	I usually would make my own breakfast	8/9/2019 1:28 AM
23	Breakfast is breakfast. You want bacon cook it yourself.	8/9/2019 1:09 AM
24	Good to have better bread	8/9/2019 12:03 AM
25	Provides sufficient option	8/6/2019 8:19 PM
26	Because I prepare & cook breakfast to my liking	8/4/2019 11:13 PM
27	Cereal option is good, but you can cook your own as well	8/4/2019 9:12 PM
28	Meets all the basic needs without going overboard	8/4/2019 6:43 AM
29	I am sure the selection is not as extensive at other lodges where continental breakfast supplies are made available. But do not think that bread should be available all day, I have seen families come in at lunchtime and use a whole loaf of bread to make their sandwiches with lodge bread.	8/3/2019 2:31 AM
30	Supplies are adequate, although pretty basic	8/3/2019 12:55 AM
31	If you want more than look after yourself	8/2/2019 8:58 PM
32	Would be good to have access to eggs	8/2/2019 4:39 AM
33	There is always bread, butter, milk and necessities. Including cereal.	7/31/2019 4:32 AM
34	Not clearly stated what is provided. Many interpretations of what is a Continental Breakfast.	7/31/2019 3:42 AM
35	Good value	7/30/2019 6:10 PM
36	Lots of different cereals and bread/spreads to use	7/30/2019 9:45 AM
37	Falls has better coffee (percolator not instant) and better bread (cafe style)	7/30/2019 5:20 AM
38	The breakfast is basic with limited choice of cereal/bread etc available. Tastes have changed. Provision of free range eggs and bacon would be great.	7/30/2019 1:34 AM
39	Very basic	7/29/2019 10:26 PM
40	just normal	7/29/2019 8:20 PM
41	See response to Q2.	7/29/2019 7:33 PM
42	Thats what I eat for breakfast all the time.	7/29/2019 7:26 PM
43	I don't eat carb laden breakfasts.	7/29/2019 8:15 AM

44	Basic breakfast only.	7/29/2019 6:09 AM
45	My children like the breakfast.it would be great if a Gluten free option was available.	7/28/2019 1:28 AM
46	Healthy options	7/27/2019 6:11 PM
47	It's easy	7/27/2019 6:58 AM
48	The continental breakfast is basic and is quick and easy.	7/27/2019 4:29 AM
49	We bring our own more nutritious options	7/26/2019 10:44 PM
50	It's all you need, and great to have on offer	7/26/2019 10:16 PM
51	Adequate	7/26/2019 7:52 PM
52	Generally a good selection	7/26/2019 7:32 PM
53	Good range of cereals	7/26/2019 6:36 PM
54	It's got what you need and saves you bringing those things up.	7/26/2019 6:21 PM
55	Basics are included, don't have to pay for cooked breakfast	7/26/2019 4:58 PM
56	I bring my own cereal and spread	7/26/2019 4:43 PM
57	Supply my own breakfast	7/26/2019 8:51 AM
58	I like not having to bring breakfast provisions	7/26/2019 8:18 AM
59	Great that there are basics there that you don't have to carry up the mountain yourself.	7/26/2019 7:10 AM
60	Basic, but handy if you don't have your own basics	7/26/2019 6:59 AM
61	All we need	7/26/2019 6:37 AM
62	make our own	7/26/2019 6:19 AM
63	Not a big breakfast eater so what is on offer is fine with me	7/26/2019 6:13 AM
64	It's good enough!	7/26/2019 5:59 AM
65	Don't want a cooked breakfast	7/26/2019 5:50 AM
66	Prefer better quality jam.	7/26/2019 5:18 AM
67	The range could be a bit better, Soy milk, fruit, yoghurt, fruit bread etc.	7/26/2019 5:18 AM
68	Because there's no need for anything additional	7/26/2019 5:13 AM
69	enough is supplied to avoid carrying too much	7/26/2019 4:29 AM
70	The kitchen in the morning is very crowded	7/26/2019 4:19 AM
71	basic breakfast is ok, if I want anything more I usually bring it	7/26/2019 4:08 AM

72	ample for guests.	7/26/2019 3:18 AM
73	I think a cooked breakfast should be an option for people particularly if others lodges offer the deal for a similar prices	7/26/2019 3:11 AM
74	Everything that's supplied covers most requirements	7/26/2019 3:03 AM
75	OK but could be better quality products	7/26/2019 3:02 AM
76	less things to pack and lug up the stairs!	7/26/2019 2:48 AM
77	Needs to be more variety and better for you options.	7/24/2019 3:21 AM
#	COMMENTS FOR "KITCHEN FACILITIES"	DATE
1	well designed, good facilities/appliances and adequate space	8/23/2019 7:14 AM
2	Plenty of room and it has always been easy to work in.	8/22/2019 8:33 AM
3	1 working plunger not enough. Instant coffee not good enough	8/21/2019 7:29 AM
4	Need better saucepans and frying pans	8/19/2019 8:23 AM
5	pots, pans, frying pans, knives are all getting a bit tired	8/19/2019 6:17 AM
6	The facilities are good and the space is large enough to cope with the numbers whilst encouraging a communal atmosphere	8/17/2019 9:22 PM
7	Ovens and fridges inadequate	8/17/2019 5:56 PM
8	For the number of guests cooking at once not enough stove tops cupboard space has improved since mini reno with relocation of teh fridges	8/17/2019 2:35 AM
9	Awkward layout, needs expanding and redesign perhaps out into the dining area	8/16/2019 5:20 AM
10	Really good commercial style kitchen	8/15/2019 8:31 PM
11	Need more cooking space.two more hot plates. And two of them more powerful	8/15/2019 4:23 AM
12	A bit industrial	8/15/2019 3:16 AM
13	Everything I need	8/15/2019 3:06 AM
14	Leaky fridge, nit enough space	8/15/2019 12:56 AM
15	It's worn out.	8/14/2019 9:47 PM
16	Adequate cooking and preparation space for the lodge population.	8/10/2019 2:54 AM
17	The layout could use a tune and the supplies need an update	8/9/2019 7:29 PM
18	The kitchen works well even with a full lodge	8/9/2019 5:08 AM
19	Sometimes the kitchen can be a bit tight with lots of people	8/9/2019 4:42 AM
20	Space limitations make it the best kitchen that could realistically be there	8/9/2019 1:28 AM
21	Reckon it needs an update. Also others cleaning standards are questionable.	8/9/2019 1:09 AM
22	Needs upgrade	8/9/2019 12:19 AM

23	Confusing to new members re the dish sanitizer and the equipment needs updating	8/9/2019 12:03 AM
24	Update in the future	8/6/2019 8:19 PM
25	Refrigerators & ovens need replacing	8/4/2019 11:13 PM
26	As a communal kitchen I think we offer good facilities.	8/3/2019 2:31 AM
27	Adequate for my needs	8/3/2019 12:55 AM
28	It works	8/2/2019 8:58 PM
29	Can be cramped with full lodge & everyone trying to cook and clean at same time.	8/2/2019 4:39 AM
30	use by date is up	8/2/2019 4:17 AM
31	kitchen is looking a little old and dirty (cook tops) but there is sufficient space	7/31/2019 4:32 AM
32	It is frustrating when guests or members fail to follow through with their cleaning up and PUTTING AWAY after using the kitchen or assisting on a Wednesday to mt bins clean up etc	7/31/2019 3:42 AM
33	More food storage would be better. But current is ample	7/30/2019 6:10 PM
34	Could use a dishwasher rather than just a steriliser	7/30/2019 9:45 AM
35	Range of equipment is great	7/30/2019 5:20 AM
36	Whilst the kitchen is busy at times, there are plenty of facilities.	7/30/2019 1:34 AM
37	old, tired utensiles, knives and cooking pots, pans etc	7/29/2019 10:26 PM
38	Seems to have everything	7/29/2019 8:20 PM
39	See response to Q2.	7/29/2019 7:33 PM
40	Having worked as a cook I can tell you that the kitchen is way better than most restaurants !	7/29/2019 7:26 PM
41	Kitchen flow is awkward at peak times.	7/29/2019 6:09 AM
42	Need more saucepans, more serving ware. Cupboards and draws need cleaning.	7/28/2019 1:28 AM
43	Additional steriliser	7/27/2019 6:11 PM
44	Works well	7/27/2019 6:58 AM
45	The kitchen is large and has excellent equipment which is required for cooking	7/27/2019 4:29 AM
46	See above	7/26/2019 10:44 PM
47	Usually accessible & tidy	7/26/2019 7:52 PM
48	Big enough that you dont trip over the other members	7/26/2019 7:32 PM
49	I think a whole kitchen upgrade would be desirable with new benches, drawers and ovens.	7/26/2019 6:36 PM
50	Needs new pots pans and utensils	7/26/2019 6:21 PM
51	Dishwasher not hygenic	7/26/2019 4:58 PM

52	Old but servicable	7/26/2019 4:43 PM
53	Need updating; crowded space at dinner time	7/26/2019 8:18 AM
54	Hard to find a sharp knife.	7/26/2019 7:10 AM
55	Even when busy usually ample space.	7/26/2019 6:59 AM
56	Available and easy to use	7/26/2019 6:37 AM
57	sometimes missing utensils	7/26/2019 6:19 AM
58	Easy to use, does the job	7/26/2019 6:13 AM
59	Needs a revamp	7/26/2019 5:59 AM
60	It's somewhat aged and disconnected from the otherbroom	7/26/2019 5:50 AM
61	Mainly good layout.	7/26/2019 5:18 AM
62	The kitchen needs a serious upgrade in all aspects.	7/26/2019 5:18 AM
63	Super facilities	7/26/2019 5:13 AM
64	Steriliser and grotty	7/26/2019 4:19 AM
65	I think it works well and has everything necessary	7/26/2019 4:08 AM
66	plenty of options.	7/26/2019 3:18 AM
67	Workflow around the kitchen can sometimes be difficult at busy times. I often have to manoeuvre round the room when preparing and cooking.	7/26/2019 3:11 AM
68	Layout, facilities and appliances all good	7/26/2019 3:03 AM
69	Tired. Don't like breakfast supplies being left on the already crowded bench	7/26/2019 3:02 AM
70	Space enough for everyone, light-filled, open and the big windows can be opened - very nice.	7/26/2019 2:48 AM
71	Needs to be updated and rearranged	7/24/2019 3:21 AM
72	dated	7/23/2019 8:00 AM
73	Fridges leak water, equipment old and unreliable, cupboards dirty, utensils and crockery etc poor	7/21/2019 7:20 AM
#	COMMENTS FOR "COOKING APPLIANCES"	DATE
1	all worked well - didn't need anything extra	8/23/2019 7:14 AM
2	Easy to use	8/22/2019 8:33 AM
3	as above	8/19/2019 6:17 AM
4	Somewhat dated but perfectly adequate	8/17/2019 9:22 PM
5	As above	8/17/2019 5:56 PM
6	Current number of cook tops is inadequate Couls also do with an additonal microwave	8/17/2019 2:35 AM

7	As with previous answer, good commercial style facilities	8/15/2019 8:31 PM
8	See above	8/15/2019 4:23 AM
9	As above	8/15/2019 3:16 AM
10	Too many people, not enough cooktop space	8/15/2019 12:56 AM
11	Worn out.	8/14/2019 9:47 PM
12	As above.	8/10/2019 2:54 AM
13	The fridge needs a work over. Last year my food was dropped on constantly - ugh!	8/9/2019 7:29 PM
14	A coffee machine would be great	8/9/2019 5:34 AM
15	The are adequate and work well	8/9/2019 5:08 AM
16	They are fine	8/9/2019 4:42 AM
17	As above.	8/9/2019 1:09 AM
18	Inefficient	8/9/2019 12:19 AM
19	Ovens too small when full lodge	8/9/2019 12:03 AM
20	frying pans, knives need to be upgraded	8/8/2019 2:17 AM
21	Stove tops could be updated	8/6/2019 8:19 PM
22	Ovens need replacing - difficult opearte & to get even heat	8/4/2019 11:13 PM
23	Generally fine, the gas cooktops could be updated, but it is very hard to find and when you do they are very expensive.	8/3/2019 2:31 AM
24	Adequate for my needs but some may need updating	8/3/2019 12:55 AM
25	Have worked for over 20 + years	8/2/2019 8:58 PM
26	See above answer	8/2/2019 4:39 AM
27	see above	8/2/2019 4:17 AM
28	Looking a little battered	7/31/2019 4:32 AM
29	Cooking facilities are good; again it is frustrating when people don't clean up after themselves.q	7/31/2019 3:42 AM
30	Stoves don't give off much heat	7/31/2019 2:25 AM
31	-	7/30/2019 6:10 PM
32	Ovens are quite old and hard to use	7/30/2019 9:45 AM
33	Would benefit from an upgrade - especially self igniting cookers.	7/30/2019 1:34 AM
34	Once you know how the ovens work they seem to do the job.	7/29/2019 10:26 PM
35	Usually available	7/29/2019 8:20 PM

36	See response to Q2.	7/29/2019 7:33 PM
37	There is everything I need.	7/29/2019 7:26 PM
38	Has all necessary cookware.	7/29/2019 6:09 AM
39	The equipment is great, but it would be better if the fry pans could be replaced, with non stick pans.	7/27/2019 4:29 AM
40	Needs updating, salad spinner would be helpful	7/26/2019 10:44 PM
41	Mostly ok	7/26/2019 7:52 PM
42	Looking a little tired	7/26/2019 7:32 PM
43	Perhaps some modernising and additions - coffee machine, slow cookers, SHARP knives, more pasta size bowls, proper cereal bowls,	7/26/2019 6:36 PM
44	Ovens can be temperamental	7/26/2019 6:21 PM
45	Old pots and oven ware	7/26/2019 4:58 PM
46	Old but servicable	7/26/2019 4:43 PM
47	Need updating	7/26/2019 8:18 AM
48	They're fine	7/26/2019 7:10 AM
49	Does the job!	7/26/2019 6:59 AM
50	As above	7/26/2019 6:37 AM
51	Needs a revamp	7/26/2019 5:59 AM
52	Somewhat aged	7/26/2019 5:50 AM
53	They seem to work ok.	7/26/2019 5:18 AM
54	Ovens and stoves need replacing ASAP. A coffee machine (or pod) would be a great addition	7/26/2019 5:18 AM
55	No need to change	7/26/2019 5:13 AM
56	I think its fine, I can't think of anything significant thats missing	7/26/2019 4:08 AM
57	same. plenty.	7/26/2019 3:18 AM
58	Kitchen appears to have all necessities.	7/26/2019 3:11 AM
59	Need to get rid of the flat hot plate and consider allowing more room for drying washed items	7/26/2019 3:03 AM
60	Stove burners are slow and lack heat (even allowing for altitude)	7/26/2019 3:02 AM
61	Gas and easy to clean.	7/26/2019 2:48 AM
62	Need to be regularly updated	7/24/2019 3:21 AM
63	dated	7/23/2019 8:00 AM
64	Stove operation, not user friendly	7/23/2019 5:02 AM

#	COMMENTS FOR "FRIDGES AND FREEZERS"	DATE
65	Just old and worn out	7/21/2019 7:20 AM
1	had enough room - well organised and always left clean	8/23/2019 7:14 AM
2	Plenty of room	8/22/2019 8:33 AM
3	Would love more fridge space	8/19/2019 8:23 AM
4	I find the space more than adequate	8/19/2019 6:17 AM
5	Freezer storage separate from the kitchen is a bit of a pain, but acceptable and understandable.	8/17/2019 9:22 PM
6	Leak and poor ergonomics and don't keep things cold. Fridge	8/17/2019 5:56 PM
7	The fridge baskets are cumbersome with no particians	8/17/2019 2:35 AM
8	Good enough but hard to organise your things in the fridge with the pull out draws.	8/15/2019 8:31 PM
9	Works well. Fridges noisyy	8/15/2019 4:23 AM
10	Because	8/15/2019 3:16 AM
11	Water leaks from the top through all the baskets	8/15/2019 12:56 AM
12	Fridge is noisy. Freezers need better basket organisation.	8/14/2019 9:47 PM
13	Is there as better system..food never seems to stay fresh	8/11/2019 10:40 PM
14	Don't know the latest	8/11/2019 2:46 AM
15	Seems to be a lot of dripping from upper baskets in fridges.	8/10/2019 2:54 AM
16	See above I think it's fine	8/9/2019 7:29 PM
17	Noisy, and not always cold enough	8/9/2019 5:08 AM
18	Could have more space	8/9/2019 4:42 AM
19	I love the draws. So easy.	8/9/2019 1:09 AM
20	All good	8/9/2019 12:19 AM
21	Baskets rusted	8/9/2019 12:03 AM
22	they are relatively small for a family staying a week	8/9/2019 12:02 AM
23	It would be good if freezers could be located closer to kitchen	8/8/2019 2:17 AM
24	Ok	8/6/2019 8:19 PM
25	Fridges - noisy, I believe could be colder, Freezers coulbe larger	8/4/2019 11:13 PM
26	It is overall good depending on how much food is brought can result in space being a premium.	8/4/2019 6:43 AM
27	Vertical freezers woul be a better option instead of food being burid under other people frozen goods, we could go down the same track as the refrigerator and people have their own basket. Newer freezers are probably a lot more economical to run.	8/3/2019 2:31 AM

28	adequate for my needs	8/3/2019 12:55 AM
29	Good	8/2/2019 8:58 PM
30	All good	8/2/2019 4:39 AM
31	Trays well labelled	8/2/2019 2:41 AM
32	Good fridges. Like the baskets. Never used freezer	7/31/2019 4:32 AM
33	-	7/30/2019 6:10 PM
34	Hard to reach if your on the top shelf but lots of room	7/30/2019 9:45 AM
35	Fridges have adequate space, though some difficulty accessing the top shelves.	7/30/2019 1:34 AM
36	Fridge has leaked water all over food in the past. Not sure what is happening this year yet	7/29/2019 10:26 PM
37	Space an issue	7/29/2019 8:20 PM
38	See response to Q2.	7/29/2019 7:33 PM
39	They keep my food cold / Frozen. Big fridge is now quiet to.	7/29/2019 7:26 PM
40	Enough space for a week`s food.	7/29/2019 6:09 AM
41	Having a freezer is great. Like the baskets for the fridge easy to use.	7/28/2019 1:28 AM
42	The high racks in the fridge are dangerous to pull out	7/27/2019 6:11 PM
43	The fridges and freezers are excellent	7/27/2019 4:29 AM
44	Fridge drawers are dangerous	7/26/2019 10:44 PM
45	Sometimes awkward access and need a bit more space	7/26/2019 7:52 PM
46	Well laid out and of a good size	7/26/2019 7:32 PM
47	Fridge is deafening and because it's not seperate compartments the temp is effected every time fridge is opened. Freezer system could be vastly improved somehow so your stuff is easy to find.	7/26/2019 6:36 PM
48	I think no the fridges are at the end of their life but replacements that are cheap and reliable are going to be hard to find	7/26/2019 6:21 PM
49	Fridge is very noisy	7/26/2019 4:43 PM
50	I like the way the fridges are organised. Freezer not well organised	7/26/2019 8:18 AM
51	Perfectly adequate	7/26/2019 7:10 AM
52	Extra fridge space would be handy- balcony usually makes up for this	7/26/2019 6:59 AM
53	As above	7/26/2019 6:37 AM
54	adequate	7/26/2019 6:19 AM
55	As per other comments - somewhat aged but ok	7/26/2019 5:50 AM
56	Not enough room for large quantity of vegetables and easy for leaks from above trays onto lower ones.	7/26/2019 5:18 AM

57	Fridges ore old and noisy	7/26/2019 5:18 AM
58	Individual fridge areas could be bigger, especially the ones for the bunk rooms	7/26/2019 5:13 AM
59	Freezer upstairs	7/26/2019 4:19 AM
60	they are fine	7/26/2019 4:08 AM
61	enough space.	7/26/2019 3:18 AM
62	Sometimes need a bit of extra fridge space, but no big issue	7/26/2019 3:03 AM
63	Fridge is noisy, drips condensation and baskets can be inadequate for a week	7/26/2019 3:02 AM
64	Only drawback is the items can leak from drawers above	7/26/2019 2:48 AM
65	Access to top shelves can be challenging (and dangerous!) if you are unable to reach them.	7/26/2019 2:40 AM
66	Freezer ok , fridges leak significant water all over the food and not cold	7/26/2019 1:01 AM
67	Condensation on food, cramped storage drawers. Awkward position	7/23/2019 7:47 AM
68	Fridge drawers don't slide well, water leaks on food , not cold enough	7/21/2019 7:20 AM
#	COMMENTS FOR "DINING AREA"	DATE
1	enough room and flexibility to rearrange tables	8/23/2019 7:14 AM
2	Perfect size	8/22/2019 8:33 AM
3	When all lodge guests arrive at the same time there is not enough seating	8/21/2019 7:29 AM
4	works well and I like how it can be changed around	8/19/2019 6:17 AM
5	Good space: easy to use and provides a nice mix between enjoying your own group and joining in with other groupsCan be a little cild	8/17/2019 9:22 PM
6	Enough space	8/17/2019 5:56 PM
7	Well spaced and good proximity to the kitchen area and the balcony	8/17/2019 2:35 AM
8	Nice area	8/15/2019 8:31 PM
9	Terrible placemats	8/15/2019 4:23 AM
10	Because	8/15/2019 3:16 AM
11	There's generally enough room. Decor is out of date with younger generation which will affect future memberships.	8/15/2019 3:06 AM
12	Awful decor	8/15/2019 12:56 AM
13	The tables are unstable, chairs are uncomfortable, lighting is too direct.	8/14/2019 9:47 PM
14	Old chairs and tables	8/13/2019 12:46 AM
15	Table size is good compromise for different numbers.	8/10/2019 2:54 AM
16	I think it's fine - layout is good! Except the curtains - we really need to update.....	8/9/2019 7:29 PM

17	Works well but needs new carpet	8/9/2019 5:08 AM
18	Works well	8/9/2019 4:42 AM
19	Needs an update. Especially the curtains.	8/9/2019 1:09 AM
20	Maybe in time new furniture	8/9/2019 12:19 AM
21	Dated	8/9/2019 12:03 AM
22	Good to be able to move tables around to suit family size	8/8/2019 2:17 AM
23	Furniture could be updated in the future	8/6/2019 8:19 PM
24	It suits a club environment	8/4/2019 11:13 PM
25	Some chairs could be replaced, not urgent.	8/4/2019 6:43 AM
26	The tables and chairs are a little dated but we have a good range of sizes to suit most groups. The rectangle tables also fit well together for large groups like the sports week dinner.	8/3/2019 2:31 AM
27	Adequate for the amount of guests although furniture could be updated in the future	8/3/2019 12:55 AM
28	Plenty of Room	8/2/2019 8:58 PM
29	Chairs can be a bit wonky... and that's before an apres drink ;)	8/2/2019 4:39 AM
30	Tables are a good size, wood is appropriate, flexible table size	8/2/2019 2:41 AM
31	Functional	7/31/2019 4:32 AM
32	-	7/30/2019 6:10 PM
33	Lots of tables to use and the cushion area is good to sit at	7/30/2019 9:45 AM
34	Tables getting a bit tired and chairs a little rickety (c/w with Falls) but it is a great space. Great that we have the dining and lounge separate.	7/30/2019 5:20 AM
35	Warm and cohesive environment. Adequate space to move around.	7/30/2019 1:34 AM
36	functional	7/29/2019 8:20 PM
37	See response to Q2.	7/29/2019 7:33 PM
38	When I sit down to eat it's a comfortable pleasant place to be.	7/29/2019 7:26 PM
39	Spacious, friendly space separate to lounge area.	7/29/2019 6:09 AM
40	Carpet is not right in a dining room	7/27/2019 6:58 AM
41	Has a toxic heater	7/27/2019 4:29 AM
42	Well later out, clean	7/26/2019 10:44 PM
43	Furniture is getting old but still adequate	7/26/2019 7:52 PM
44	Good area but always looks a bit dark	7/26/2019 7:32 PM

45	Requires a new heater to replace non flued heater. It is too cold to just rely on floor heating. Tables and chairs are adequate.	7/26/2019 6:36 PM
46	Can always get a seat. What more do you need?	7/26/2019 6:21 PM
47	Old but servicable	7/26/2019 4:43 PM
48	Encourages socialising and community eating	7/26/2019 8:18 AM
49	Perfectly adequate	7/26/2019 7:10 AM
50	Usually space for all and a nice communal atmosphere	7/26/2019 6:59 AM
51	Ditto	7/26/2019 6:37 AM
52	just right	7/26/2019 6:19 AM
53	Better open plan would be good	7/26/2019 5:50 AM
54	Good layout.	7/26/2019 5:18 AM
55	Replacing windows with double glazing would enable the removal of the curtains, this would stabilise the temperature and let in much need light, not to mention the views	7/26/2019 5:18 AM
56	Could do with an upgrade	7/26/2019 5:13 AM
57	a good multi purpose area for meals and relaxing.	7/26/2019 4:08 AM
58	chairs a bit flimsy	7/26/2019 3:33 AM
59	just a space. can feel a bit cold.	7/26/2019 3:18 AM
60	Plenty of space especially when lodge is full.	7/26/2019 3:11 AM
61	Some members/ guests don't clean up after themselves. If there was a better way to manage this, it'd be better	7/26/2019 3:03 AM
62	Dark and gloomy. Furniture tired. Table design unstable	7/26/2019 3:02 AM
63	Open and warm	7/26/2019 2:48 AM
64	Needs an update sometime	7/26/2019 2:35 AM
65	tables and furniture are really bad as is decor and carpet	7/26/2019 1:01 AM
66	Tired furniture and decor	7/23/2019 7:47 AM
67	Furniture cheap and old, decor, cold, carpet	7/21/2019 7:20 AM
#	COMMENTS FOR "LOUNGE AREA"	DATE
1	lovely area, comfortable and fire adds a lot of atmosphere	8/23/2019 7:14 AM
2	Best part of the lodge near the fireplace	8/22/2019 8:33 AM
3	Love the new fireplace!	8/19/2019 8:23 AM
4	comfortable and warm.	8/19/2019 6:17 AM
5	Sad that fireplace reduced size	8/17/2019 5:56 PM

6	Just enough space to enjoy when the lodge is full Could utilize the Balcony area more in winter It would have to be built in	8/17/2019 2:35 AM
7	fireplace & underfloor hearing is great.	8/16/2019 5:20 AM
8	Amazing fire place, good warm feeling in this area	8/15/2019 8:31 PM
9	Good couches	8/15/2019 4:23 AM
10	Sociable and attractive	8/15/2019 3:16 AM
11	Same as above	8/15/2019 3:06 AM
12	Terrible look, dirty, tins and boxes standing around for wood	8/15/2019 12:56 AM
13	Couches are comfortable, fireplace is warm and beautiful.	8/14/2019 9:47 PM
14	Open fire	8/11/2019 2:46 AM
15	Not enough seats considering lodge population. New fire should be great! (grate?)	8/10/2019 2:54 AM
16	It's as good as it can be with such large lounges. Smaller lounges would allow for more separated seating.	8/9/2019 7:29 PM
17	Draughty, reasonably comfortable	8/9/2019 5:08 AM
18	Needs an update as above. Especially the black couches. How old are they 76?	8/9/2019 1:09 AM
19	A good social area	8/8/2019 2:17 AM
20	Couches could be updated in the future	8/6/2019 8:19 PM
21	It is comfortable	8/4/2019 11:13 PM
22	Some chairs could be replaced, not urgent.	8/4/2019 6:43 AM
23	It is large, comortable and the new fire should save money on firewood, only suggestion would be a fire protection screen, the glass is extremely hot, safety issue.	8/3/2019 2:31 AM
24	Sofas and soft furnishings are dated and could be updated in the future	8/3/2019 12:55 AM
25	Needs dedicated READING LIGHTS in one or 2 places to make it easier to read ion the low light.	8/2/2019 8:58 PM
26	Warm and pretty sociable. Couches aren't that easy to sit in...	8/2/2019 4:39 AM
27	Fire place is central. NO tv which is great. Devices not encouraged great,	8/2/2019 2:41 AM
28	open fire is great	7/31/2019 7:56 PM
29	Its functional and ok	7/31/2019 4:32 AM
30	Lighting for reading is too dim. Maybe one or two dedicated spotlights to read by.	7/31/2019 3:42 AM
31	-	7/30/2019 6:10 PM
32	Couches are comfy and the new fireplace is very warm	7/30/2019 9:45 AM
33	Would benefit from extra seating. Good news replacing the open fire with the more efficient slow combustion heater.	7/30/2019 1:34 AM
34	Comfortable, but very tired decor. The fireplace works well	7/29/2019 10:26 PM

35	Like the fire	7/29/2019 8:20 PM
36	See response to Q2.	7/29/2019 7:33 PM
37	When I sit down in the beautiful alpine style lounge room with the fire roaring away I couldn't be happier.	7/29/2019 7:26 PM
38	Couches are so uncomfortable, the dining room chairs are more relaxing	7/29/2019 8:15 AM
39	Large and cosy with a great fire.	7/29/2019 6:09 AM
40	The lounge room is warm and has comfortable couches	7/27/2019 4:29 AM
41	New fire is terrific, adequate space	7/26/2019 10:44 PM
42	Pleasant	7/26/2019 7:52 PM
43	Looks a little tired	7/26/2019 7:32 PM
44	Recent upgrade to couches, curtains and cushions has lifted the area.	7/26/2019 6:36 PM
45	Love the fire	7/26/2019 4:58 PM
46	Love the fireplace	7/26/2019 4:43 PM
47	Comfortable setting to supporting relaxing & socialising	7/26/2019 8:18 AM
48	New fireplace is excellent. Cushions and curtains could be improved but it's perfectly adequate	7/26/2019 7:10 AM
49	New fireplace and underfloor heating makes this space better this year than ever	7/26/2019 6:59 AM
50	Ditto	7/26/2019 6:37 AM
51	comforatble	7/26/2019 6:19 AM
52	Disconnected	7/26/2019 5:50 AM
53	Not really suitable lighting for reading.	7/26/2019 5:18 AM
54	as above	7/26/2019 5:18 AM
55	Very comfy	7/26/2019 5:13 AM
56	lighting to all areas could be better to allow mingling or quiet reading	7/26/2019 4:29 AM
57	lots of space, great open fire, comfortable	7/26/2019 4:08 AM
58	comfy and nice fireplace	7/26/2019 3:33 AM
59	its a special space, with the centrepiece the large unique bluestone fireplace.	7/26/2019 3:18 AM
60	Spacious with cosy fire.	7/26/2019 3:11 AM
61	Great space and plenty of options for heating	7/26/2019 3:03 AM
62	Old but comfy. Double glazing the big windows would assist but allowing curtains to be open more without heat loss	7/26/2019 3:02 AM
63	Designated nooks and that view!	7/26/2019 2:48 AM

#	COMMENTS FOR "TV ROOM"	DATE
64	Carpet bad, furniture on last legs literally and draft	7/26/2019 1:01 AM
1	would rather the kids were encouraged to engage without screens	8/23/2019 7:14 AM
2	Private and out of the main areas	8/22/2019 8:33 AM
3	Per above. Needs an upgrade... badly	8/21/2019 7:29 AM
4	I don't ever use it to be honest	8/19/2019 6:17 AM
5	Can be a little cold, but perfectly fine.	8/17/2019 9:22 PM
6	Cold and average TV	8/17/2019 5:56 PM
7	The heating in this room needs to be upgraded	8/17/2019 2:35 AM
8	TV needs to be updated	8/15/2019 8:31 PM
9	Don't use much	8/15/2019 4:23 AM
10	Don't use it	8/15/2019 3:16 AM
11	Lack reception quality, no movies and cold and smelly	8/15/2019 3:06 AM
12	Never use it	8/15/2019 12:56 AM
13	It serves its purpose adequately.	8/14/2019 9:47 PM
14	More hearing is needed	8/14/2019 8:16 AM
15	Not into TV at snow	8/11/2019 2:46 AM
16	We don't use it.	8/10/2019 2:54 AM
17	It's cold and the kids hate it. I can never keep them in there.	8/9/2019 7:29 PM
18	Adequate	8/9/2019 5:08 AM
19	I never use it	8/9/2019 4:42 AM
20	Can't remember it	8/9/2019 1:28 AM
21	Worlds worst use of space. A play area in here would also be good.	8/9/2019 1:09 AM
22	Bean bags need to be replaced	8/6/2019 8:19 PM
23	It is comfortable	8/4/2019 11:13 PM
24	Internet access for kids would be good, also allow streaming apps for the TV.	8/4/2019 9:12 PM
25	Serves it purpose	8/4/2019 6:43 AM
26	Heating is a little inadequate, we were there with mild weather but would be concerned if we had a few days of minus temperatures. Having the floor heating working is a good start.	8/3/2019 2:31 AM

27	I never use this room as it lacks atmosphere and adequate comfortable furnishings, perhaps it could be a games room, i.e. billiards/table tennis?	8/3/2019 12:55 AM
28	-	8/2/2019 8:58 PM
29	Great couches & comfy . Bean bags need an update but fun to sit in.	8/2/2019 4:39 AM
30	Because it is far away	8/2/2019 2:41 AM
31	It was reserved for children so couldn't really watch the new or a favorite show at night. But that was before netflix and the internet being available so this is probably not a problem anymore!	7/31/2019 7:56 PM
32	Im really not sure what this space is	7/31/2019 4:32 AM
33	Never use	7/31/2019 3:42 AM
34	I don't really use this and seems like perhaps underutilized space	7/31/2019 2:25 AM
35	-	7/30/2019 6:10 PM
36	Gets cold in there if you leave the door open and the bean bags are getting a bit worn out	7/30/2019 9:45 AM
37	Not at a lot to amuse kids but realistically what else could you put given the space (Falls have pool table and table tennis and pin ball machine)	7/30/2019 5:20 AM
38	Good place for people who want to watch TV to go, but not very warm and welcoming and uncomfortable seating	7/29/2019 10:26 PM
39	Dont use it	7/29/2019 8:20 PM
40	See response to Q2.	7/29/2019 7:33 PM
41	It's comfortable, warm and the tv works.	7/29/2019 7:26 PM
42	Did not use it	7/29/2019 8:15 AM
43	Separate area for kids, teens or adults.	7/29/2019 6:09 AM
44	Very dark and gloomy.	7/28/2019 1:28 AM
45	It's a dead room really and the bean bags are a health hazard!	7/27/2019 6:11 PM
46	Replace the bean bags	7/27/2019 4:29 AM
47	Don't use it	7/26/2019 7:52 PM
48	Usually cold and often the TV reception is scetchy. Could use a cable service ?	7/26/2019 7:32 PM
49	Bean bags need throwing out and replacing. Floor heating has transformed this room into a lovely welcoming space this season.	7/26/2019 6:36 PM
50	Not a great layout	7/26/2019 6:21 PM
51	It works	7/26/2019 4:58 PM
52	Haven't used yet	7/26/2019 4:43 PM
53	It was very cold last time I stayed	7/26/2019 8:18 AM
54	Not very appealing. It's cold and difficult to keep warm. Could be better utilised.	7/26/2019 7:10 AM

55	A bit dark dingy and cold. Old beanbags and furniture not appealing	7/26/2019 6:59 AM
56	Last time I used it the furnishings were rather basic.	7/26/2019 6:37 AM
57	Don't use it	7/26/2019 6:13 AM
58	It's ok but maybe it's ok to be downstairs	7/26/2019 5:50 AM
59	I never go there.	7/26/2019 5:18 AM
60	I never use it	7/26/2019 5:18 AM
61	I don't use it	7/26/2019 5:13 AM
62	as mentioned above, needs work.	7/26/2019 4:08 AM
63	big and good for kids	7/26/2019 3:33 AM
64	current set up is that its not much more than a kids room. its not that inviting, but that's maybe ok to have just the kids in there!	7/26/2019 3:18 AM
65	Spacious area with tv away from people who prefer to socialise.	7/26/2019 3:11 AM
66	First in best dressed, too bad if late comers don't like what's on	7/26/2019 3:03 AM
67	rarely use it	7/26/2019 3:02 AM
68	Tucked away for the little kids but safe.	7/26/2019 2:48 AM
69	Just junky and cheap. No Foxtel etc etc ,, cold	7/26/2019 1:01 AM
70	Everytime visit, cold	7/23/2019 5:02 AM
71	All old and unfriendly, tv choices poor, no Foxtel,	7/21/2019 7:20 AM
#	COMMENTS FOR "BEDROOMS"	DATE
1	just the issue of hitting head on ceiling from top bunk	8/23/2019 7:14 AM
2	Clean and basic	8/21/2019 7:29 AM
3	Great storage. Comfy beds.	8/19/2019 8:23 AM
4	They are very well laid out and functional/private	8/19/2019 6:17 AM
5	All good	8/17/2019 5:56 PM
6	The New rooms are really good Heating and storage is excellent Mattresses could be upgraded	8/17/2019 2:35 AM
7	See above	8/15/2019 4:23 AM
8	A bit cramped and spartan	8/15/2019 3:16 AM
9	No Linen, towels or safe to put valuables	8/15/2019 3:06 AM
10	Clean, room for all your things just very boring all in cream	8/15/2019 12:56 AM

11	Light and bright, storage is easy to see and use. Noise in some rooms is a problem, eg 1, 10, 12 gets plumbing noise from above.	8/14/2019 9:47 PM
12	Rn 8 is sub standard	8/14/2019 8:16 AM
13	Quite serviceable.	8/10/2019 2:54 AM
14	But I'd have drawers instead of cages	8/9/2019 7:29 PM
15	I like 2 pillows and had to request the second	8/9/2019 5:34 AM
16	A good spread of options, reasonably comfortable	8/9/2019 5:08 AM
17	They work well	8/9/2019 4:42 AM
18	Be good to have some travel cots available at the lodge. Will always try to get a double room. As people over 6ft the double/single bunk is a not an option for us.	8/9/2019 1:09 AM
19	Recently renovated	8/9/2019 12:19 AM
20	good bedrooms	8/8/2019 2:17 AM
21	A few of the mattresses could be replaced	8/6/2019 8:19 PM
22	Mattress, pillows and bed protector are old!	8/4/2019 11:13 PM
23	Some more comfy beds would be nice, mattresses are quite hard	8/4/2019 9:12 PM
24	They are comfortable.	8/4/2019 6:43 AM
25	Since the renovations about 6 years ago nobody should complain about the bedrooms, except maybe the few that were not renovated.	8/3/2019 2:31 AM
26	Comfortable for my needs	8/3/2019 12:55 AM
27	Hallway noise is a problem - better soundproffing. Other wise great.	8/2/2019 8:58 PM
28	Great!Comfy beds, good side table and night lights. The little 'dresser' area is good too	8/2/2019 4:39 AM
29	Warm and great bathrooms	8/2/2019 2:41 AM
30	Had to share bedrooms because I was a single person. Mostly that was great... but you just never knew who you would be allocated with	7/31/2019 7:56 PM
31	refurb bedrooms are good. Bunks rooms need some love	7/31/2019 4:32 AM
32	Comfortable no concerns other than lighting over bed is a little too dim to read. Y comfortably	7/31/2019 3:42 AM
33	Good but can be cramped. Not dissimilar to other lodges though!	7/31/2019 2:25 AM
34	-	7/30/2019 6:10 PM
35	Nice cosy rooms but it would be good if they could supply sheets	7/30/2019 9:45 AM
36	Sharp corners (hitting head) in the 'Old configured rooms' on the top bunk. Under bed drawers are great.	7/30/2019 5:20 AM

37	I think the bunk rooms should cost less per night than the other rooms. This may encourage more people/families to stay at the club. Some hooks in the rooms would be beneficial to hang out wet gear, goggles, towels etc.	7/30/2019 1:34 AM
38	Much better now that the rooms are warm, but mattress protectors, doons covers old and tired.	7/29/2019 10:26 PM
39	Some are very good. Bunk rooms are archaic with the possibility of sharing with strangers an anathema.	7/29/2019 8:20 PM
40	See response to Q2.	7/29/2019 7:33 PM
41	Comfortable mattresses, plenty of storage, effective bathroom. Now also warm all day thanks to heating changes.	7/29/2019 7:26 PM
42	More blackout curtains?	7/29/2019 8:15 AM
43	Rooms are a little old a tired	7/29/2019 6:29 AM
44	Double bed/bunk rooms very small. The beds in these rooms are not large enough.	7/29/2019 6:09 AM
45	Mattress protectors and sooner covers need washing during the season	7/28/2019 1:28 AM
46	The quilts are a health hazard.they are not washed frequently enough	7/27/2019 6:11 PM
47	Mattress are not comfortable	7/27/2019 6:58 AM
48	If linen were supplied it would be an improvement	7/27/2019 4:29 AM
49	Need a good dust in drawers /pidgeon holes	7/26/2019 10:44 PM
50	Fine for a lodge	7/26/2019 7:52 PM
51	Fresh light with excellent beds except for rooms 8 & 9	7/26/2019 7:32 PM
52	We are in room 5 and the doona seems too small for the bed! Extra set of pillows of different thickness for choice would be helpful. Having heaters on 24/7 is excellent	7/26/2019 6:36 PM
53	Bunk rooms and 3 bed rooms are very squishy, but serve purpose	7/26/2019 6:21 PM
54	Old triple rooms	7/26/2019 4:58 PM
55	I've had rooms where the heater temperature could not be altered	7/26/2019 4:43 PM
56	Functional. I'd like to be able to turn my heater on during day	7/26/2019 8:18 AM
57	Good size.	7/26/2019 7:10 AM
58	Bunk rooms need a lift- bit dated and cramped. Twin and queen rooms much better	7/26/2019 6:59 AM
59	Have to bring own linen	7/26/2019 6:51 AM
60	Better pillows would be good	7/26/2019 6:37 AM
61	Depends on the room	7/26/2019 5:59 AM
62	Don't want luxury - money is important - could be nicer but at what price?	7/26/2019 5:50 AM
63	Comfortable and roomy. Pillows could improve though.	7/26/2019 5:18 AM
64	Double glazing would improve the temperature and solid doors would help improve the noise from the corridor.	7/26/2019 5:18 AM

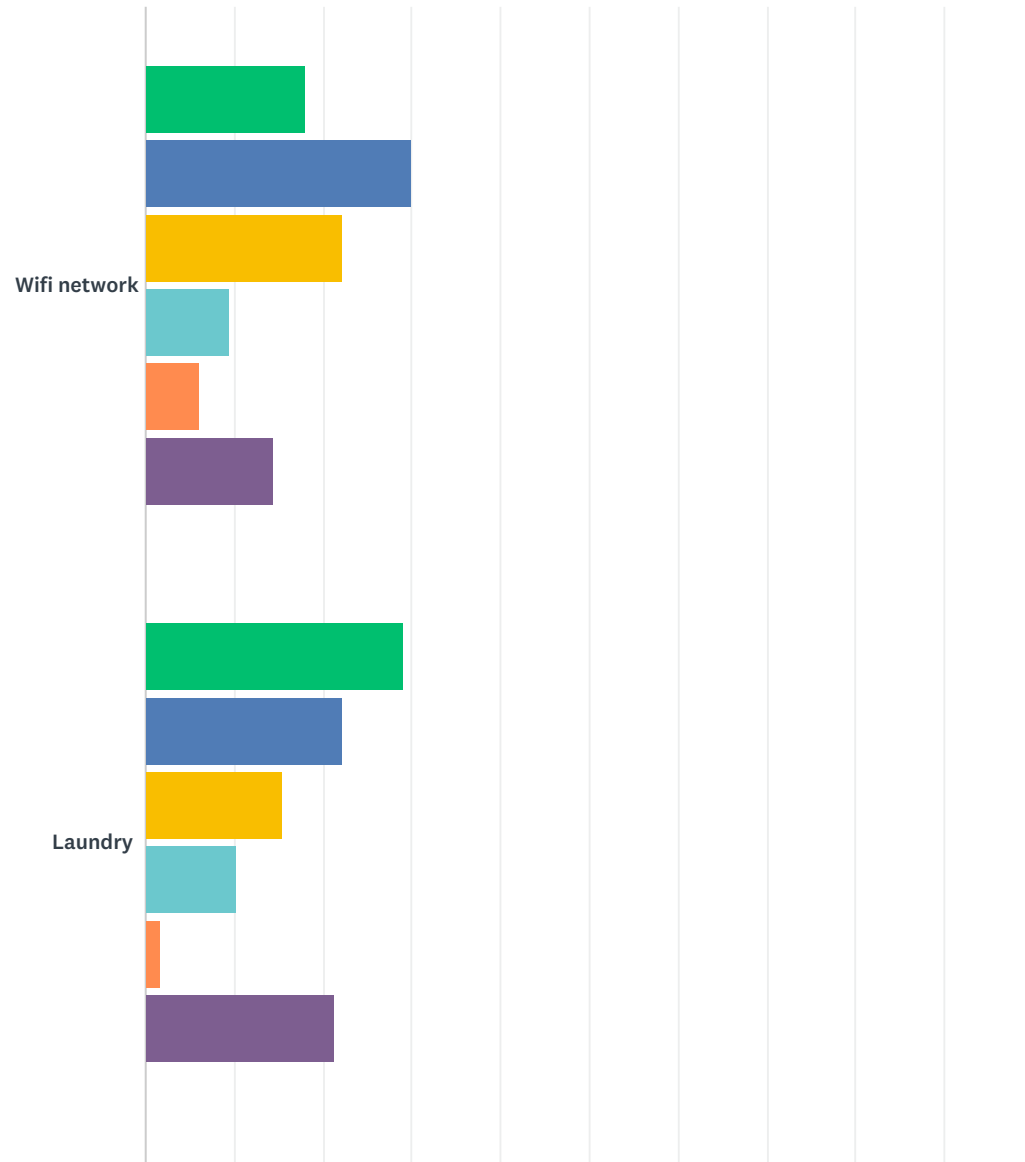
65	Good facilities	7/26/2019 5:13 AM
66	Would like linen and towels to be supplied	7/26/2019 4:19 AM
67	functional, comfortable, practical	7/26/2019 4:08 AM
68	pretty tight for a family.	7/26/2019 3:33 AM
69	small.	7/26/2019 3:18 AM
70	Older double bed/ bunk beds are too small for adults.	7/26/2019 3:11 AM
71	Beds are quite good.	7/26/2019 3:03 AM
72	Newer rooms are OK although doona covers need updating	7/26/2019 3:02 AM
73	Beautiful views, light filled, spacious and ensuite to each.	7/26/2019 2:48 AM
74	Nice layout but pedestrian fit out. Good bones though.	7/26/2019 1:01 AM
75	Bedroom mattresses, , mattress protector & pillows need replacing	7/23/2019 5:02 AM
#	COMMENTS FOR "ENSUITE BATHROOMS"	DATE
1	very clean, didn't need anything extra	8/23/2019 7:14 AM
2	Clean and basic	8/21/2019 7:29 AM
3	wonderful having an ensuite and not communal bathrooms.	8/19/2019 6:17 AM
4	Again, a little cold, but understandable!	8/17/2019 9:22 PM
5	Ok.	8/17/2019 5:56 PM
6	would very much like to see at least a bathmatt provided	8/16/2019 5:20 AM
7	Drips from shower door annoying	8/15/2019 4:23 AM
8	Ditto	8/15/2019 3:16 AM
9	Just adequate	8/15/2019 3:06 AM
10	Cold, not enough room needs another shelf	8/15/2019 12:56 AM
11	Upstairs is fine, downstairs is cramped.	8/14/2019 9:47 PM
12	Too small	8/14/2019 8:16 AM
13	Quite adequate and suitable.	8/10/2019 2:54 AM
14	Really - the water pressure is ugh :(and those shower heads - useless!	8/9/2019 7:29 PM
15	Completely adequate	8/9/2019 5:08 AM
16	Easy to access	8/9/2019 4:42 AM
17	Only think that people's cleaning standards are very different so those that choose to clean their own bathroom may leave a different standard for the next person.	8/9/2019 1:09 AM

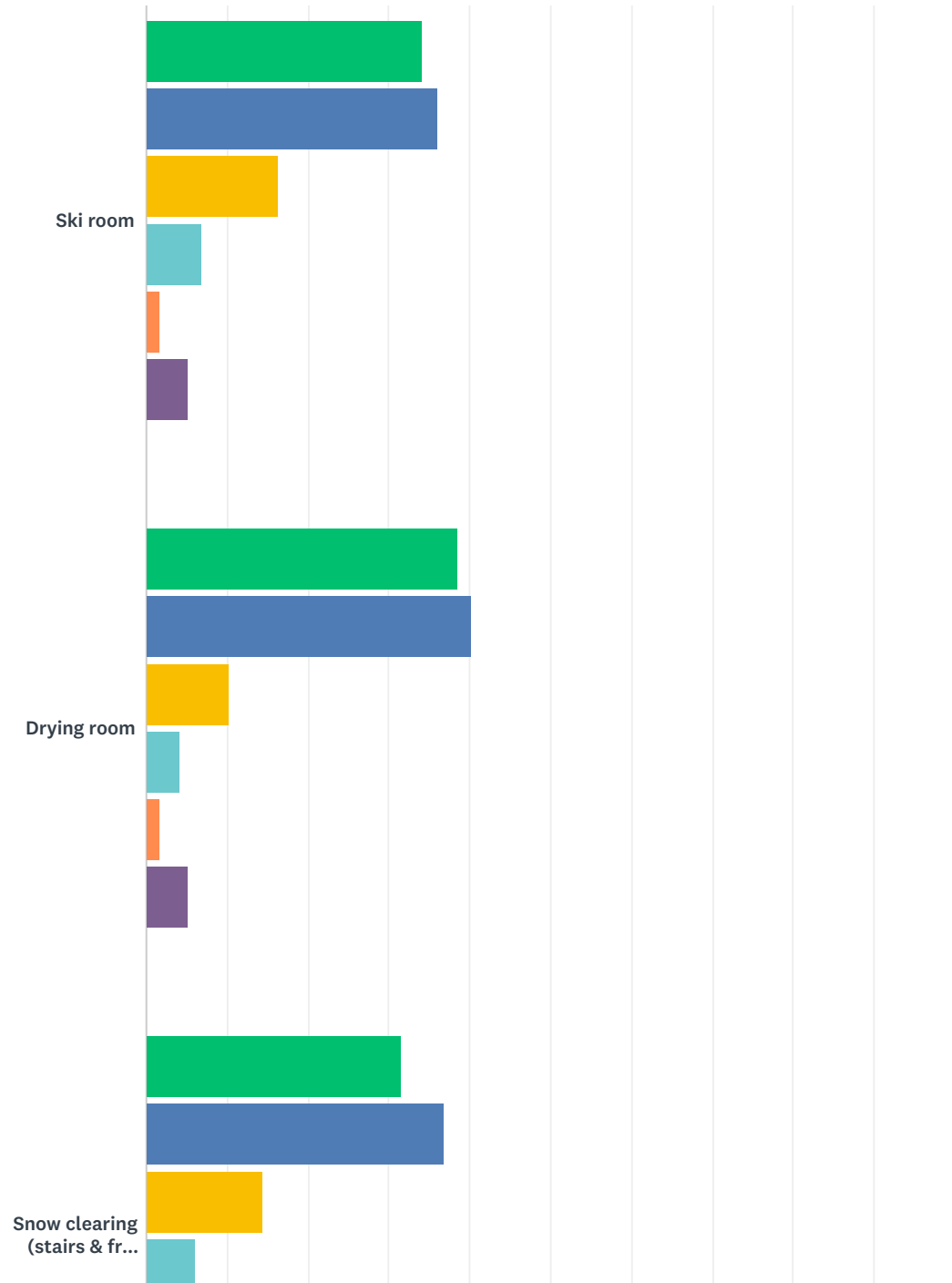
18	Recently renovated	8/9/2019 12:19 AM
19	showers are very small	8/9/2019 12:02 AM
20	OK	8/6/2019 8:19 PM
21	Ok for limited space	8/4/2019 11:13 PM
22	Small, but it does the job	8/4/2019 9:12 PM
23	Maybe a little small, but we are lucky to have a lodge where all bedrooms have an ensuite.	8/3/2019 2:31 AM
24	Comfortable for my needs	8/3/2019 12:55 AM
25	-	8/2/2019 8:58 PM
26	Instant hot water! En-suite is perhaps a tad small	8/2/2019 4:39 AM
27	very cold and insufficient shelving	8/2/2019 4:17 AM
28	Adequate size	8/2/2019 2:41 AM
29	Love that you have own bathrooms. Refurb was fine	7/31/2019 4:32 AM
30	No concers	7/31/2019 3:42 AM
31	-	7/30/2019 6:10 PM
32	Needs more shelf room	7/30/2019 9:45 AM
33	Whilst small, they do the job.	7/30/2019 1:34 AM
34	Water in the shower goes from freezing to boiling hot and is difficult to adjust, perhaps when others are using showers nearby. Much better now that the rooms are warmer as they used to be freezing and so unpleasant to be in	7/29/2019 10:26 PM
35	functional	7/29/2019 8:20 PM
36	See response to Q2.	7/29/2019 7:33 PM
37	They have everything I need.	7/29/2019 7:26 PM
38	Little bit dated, but so functional	7/29/2019 8:15 AM
39	Basins are very small.	7/29/2019 6:09 AM
40	We really like the having an en-suite. However not all members are cleaning the bathrooms properly.	7/28/2019 1:28 AM
41	Towels	7/27/2019 4:29 AM
42	Some have better hanging facilities, shower heads than others, cleaning products stored on floors is so DANGEROUS- please please find a more suitable arrangement for families with young children	7/26/2019 10:44 PM
43	Fine for a lodge & the price	7/26/2019 7:52 PM
44	Everything you need	7/26/2019 7:32 PM
45	Adequately meets needs without any luxe factor!	7/26/2019 6:36 PM

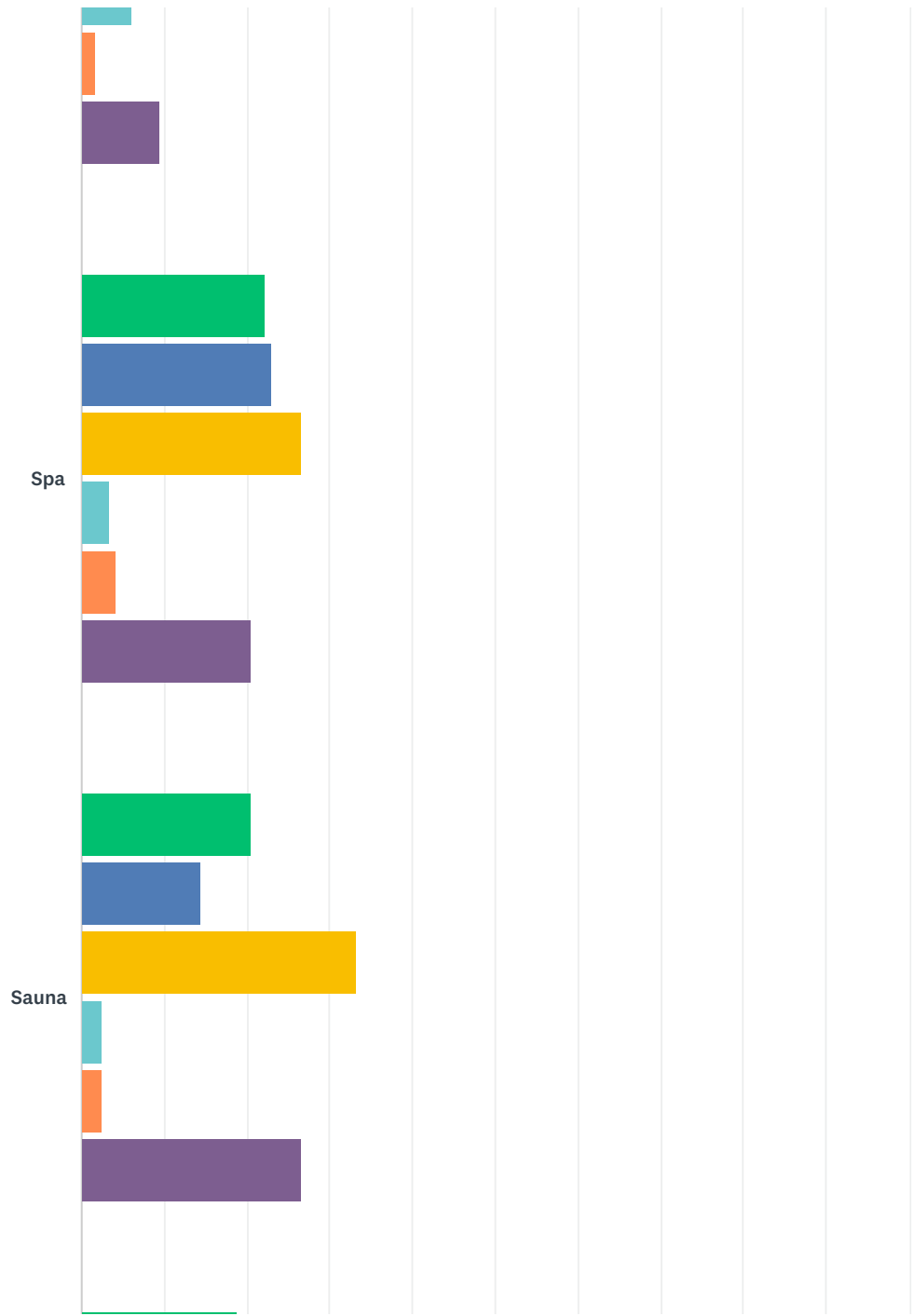
46	Small but serve purpose. We are there to ski!	7/26/2019 6:21 PM
47	Towel ring is behind shower door when it opens.	7/26/2019 4:43 PM
48	small and not well cleaned between guests	7/26/2019 8:18 AM
49	Perfectly adequate	7/26/2019 7:10 AM
50	Great to have an en-suite. A bit dated and hot water flow and availability can be an issue in peak times too	7/26/2019 6:59 AM
51	All good	7/26/2019 6:37 AM
52	can be cold	7/26/2019 6:19 AM
53	Good compromise to full renovation	7/26/2019 5:50 AM
54	Ok for a small bathroom.	7/26/2019 5:18 AM
55	Not much room for improvement due to the limited space	7/26/2019 5:18 AM
56	Up to date	7/26/2019 5:13 AM
57	Very small	7/26/2019 4:19 AM
58	private facilities are essential	7/26/2019 4:08 AM
59	they are ok. quite cold.	7/26/2019 3:18 AM
60	Basins very small.	7/26/2019 3:11 AM
61	Nothing special about them. They serve their purpose	7/26/2019 3:03 AM
62	can be cold	7/26/2019 3:02 AM
63	Comfortable and clean, a heater might be nice in there - but that's just me being soft!	7/26/2019 2:48 AM
64	maybe need a redo soon.	7/26/2019 1:01 AM
65	need updating	7/23/2019 8:00 AM

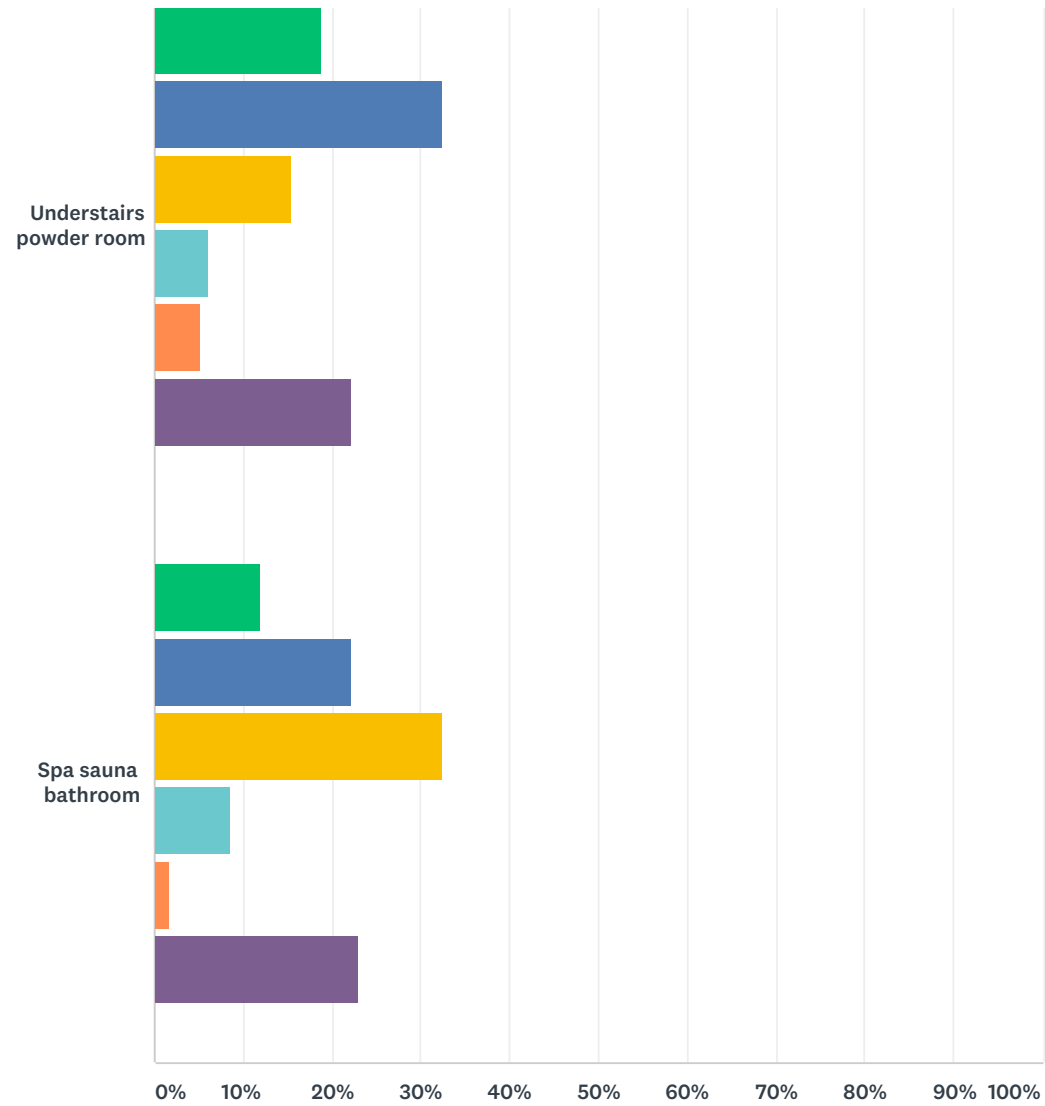
Q6 Still thinking about services / facilities available, how satisfied are you with each of the following?

Answered: 117 Skipped: 0









■ Very satisfied
 ■ Somewhat satisfied
 ■ Neither unsatisfied nor satisfied
■ Somewhat unsatisfied
 ■ Very unsatisfied
 ■ N/A

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER UNSATISFIED NOR SATISFIED	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
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Anton Heutte

SurveyMonkey

Wifi network	17.95% 21	29.91% 35	22.22% 26	9.40% 11	5.98% 7	14.53% 17	117	2.48
Laundry	29.06% 34	22.22% 26	15.38% 18	10.26% 12	1.71% 2	21.37% 25	117	2.15
Ski room	34.19% 40	35.90% 42	16.24% 19	6.84% 8	1.71% 2	5.13% 6	117	2.01
Drying room	38.46% 45	40.17% 47	10.26% 12	4.27% 5	1.71% 2	5.13% 6	117	1.85
Snow clearing (stairs & front entrance)	31.62% 37	36.75% 43	14.53% 17	5.98% 7	1.71% 2	9.40% 11	117	2.00
Spa	22.22% 26	23.08% 27	26.50% 31	3.42% 4	4.27% 5	20.51% 24	117	2.30
Sauna	20.51% 24	14.53% 17	33.33% 39	2.56% 3	2.56% 3	26.50% 31	117	2.35
Understairs powder room	18.80% 22	32.48% 38	15.38% 18	5.98% 7	5.13% 6	22.22% 26	117	2.31
Spa sauna bathroom	11.97% 14	22.22% 26	32.48% 38	8.55% 10	1.71% 2	23.08% 27	117	2.56

#	COMMENTS FOR "WIFI NETWORK"	DATE
1	didn't have any problems	8/23/2019 7:14 AM
2	Very marginal service and coverage through lodge	8/21/2019 7:29 AM
3	works well	8/19/2019 6:17 AM
4	It works, by and large	8/17/2019 9:22 PM
5	Should be in general area	8/17/2019 5:56 PM
6	could be faster	8/15/2019 8:31 PM
7	Bit slow	8/15/2019 4:23 AM
8	Reception varies	8/15/2019 3:16 AM
9	Slow	8/15/2019 3:06 AM
10	Don't use it	8/15/2019 12:56 AM
11	Mostly it's fine.	8/14/2019 9:47 PM
12	Intermittent coverage	8/14/2019 8:16 AM
13	Haven't tried	8/11/2019 2:46 AM

14	I just use 4G.	8/10/2019 2:54 AM
15	It's been better over the last 2 years but it's still rubbish in the bedrooms	8/9/2019 7:29 PM
16	Can be patchy	8/9/2019 5:08 AM
17	Don't think I have used it	8/9/2019 4:42 AM
18	Would love it stronger in the rooms as I can work from the mountain. But hey that's the mountain and somewhat out of your control.	8/9/2019 1:09 AM
19	Not great when lodge full	8/9/2019 12:03 AM
20	can be weak in bedrooms	8/8/2019 2:17 AM
21	Slow when we have peak occupancy	8/6/2019 8:19 PM
22	Have little use whilst on Holidays	8/4/2019 11:13 PM
23	WiFi coverage needs an upgrade	8/4/2019 9:12 PM
24	Not stayed at the lodge yet.	8/4/2019 7:46 PM
25	Depending on the amount of people using the Wifi at one time and what they are trying to download it greatly affects the other users ability to use the service.	8/4/2019 6:43 AM
26	A bit patchy at times, mainly because people don't list or choose to ignore the request not to download movies etc.	8/3/2019 2:31 AM
27	Adequate for my needs	8/3/2019 12:55 AM
28	Had no problems with it - Can always use my own Hot Spot.	8/2/2019 8:58 PM
29	Don't need to concentrate on wifi in the snow	8/2/2019 2:41 AM
30	Wifi was not available when I last used the lodge (it wouldnt let me answer NA for this question)	7/31/2019 7:56 PM
31	Never had a problem with it	7/31/2019 4:32 AM
32	No problems	7/31/2019 3:42 AM
33	A bit slow. But not sure what connections we can actually get on mountain. Plus I always notice a bunch of people watching Netflix/Youtube. So the connections will be slow.	7/31/2019 2:25 AM
34	drops out a lot. may be area specific	7/30/2019 6:10 PM
35	Not very strong in a lot of the rooms and areas	7/30/2019 9:45 AM
36	Some issues with WiFi in the rooms	7/30/2019 1:34 AM
37	Didnt work in the rooms when last there	7/29/2019 8:20 PM
38	See response to Q2.	7/29/2019 7:33 PM
39	Needs to be more powerful so it reaches all corners of the lodge. More data please !	7/29/2019 7:26 PM
40	Could be stronger throughout the lodge	7/29/2019 6:29 AM
41	Wifi needs to be accessible throughout the lodge.	7/29/2019 6:09 AM

42	Great to have Wifi.Peak periods internet was slow.	7/28/2019 1:28 AM
43	Na	7/27/2019 6:11 PM
44	I tried to complete some tasks using wifi and became too frustrated	7/26/2019 10:44 PM
45	Can't remember- I think ok!	7/26/2019 7:52 PM
46	I dont use it	7/26/2019 7:32 PM
47	Still a bit slow	7/26/2019 6:36 PM
48	Can be slow	7/26/2019 6:21 PM
49	Wi-fi access has been fine when using	7/26/2019 4:43 PM
50	Don't use it much	7/26/2019 8:51 AM
51	Generally very good but can depend on what room you get.	7/26/2019 7:10 AM
52	Rarely works and makes even. He king work emails etc almost impossible	7/26/2019 6:59 AM
53	A bit slow sometimes	7/26/2019 6:13 AM
54	Don't use it - use 4G	7/26/2019 5:50 AM
55	It has improved, but some spots seem to be black spots still	7/26/2019 5:18 AM
56	It works	7/26/2019 5:18 AM
57	Works well	7/26/2019 5:13 AM
58	needs to be across the whole lodge, not just bedrooms.	7/26/2019 4:08 AM
59	did the job but didn't work in the rooms, but limited power points in the living / dining areas to plug into.	7/26/2019 3:33 AM
60	don't know as have been going out of season, so wasn't on.	7/26/2019 3:18 AM
61	Big improvement since only being available in rooms	7/26/2019 3:03 AM
62	Patchy coverage in the lodge and limited bandwidth	7/26/2019 3:02 AM
63	Unlimited would be best.	7/26/2019 2:48 AM
64	I always have difficulty with the wifi when in the lodge.	7/26/2019 2:40 AM
65	Too slow or does not work. Why dont you put in a simple signal booster for GSM and then people can use their own mobile data.	7/26/2019 1:01 AM
66	We do need to upgrade it for faster speed as people want to be able to stream movies and shows. Can be slow and patchy depending on where you are in the lodge.	7/23/2019 5:32 PM
67	Patchy coverage in the lodge and limited bandwidth	7/23/2019 7:47 AM
68	Slow	7/21/2019 7:20 AM
#	COMMENTS FOR "LAUNDRY"	DATE

1	didn't need anything extra	8/23/2019 7:14 AM
2	does the job beautifully	8/19/2019 6:17 AM
3	Everything works	8/17/2019 9:22 PM
4	Ok	8/17/2019 5:56 PM
5	Don't really use this area	8/15/2019 8:31 PM
6	Rarely use	8/15/2019 4:23 AM
7	Adequate	8/15/2019 3:06 AM
8	Looks hideous in yellow ! Matches the laminated though.	8/15/2019 12:56 AM
9	I can never change dollar coins with the managers when I need to. Miele machines would be nice, but \$\$\$.	8/14/2019 9:47 PM
10	We haven't really used it much.	8/10/2019 2:54 AM
11	Perfect - best room in the house!	8/9/2019 7:29 PM
12	I haven't used it yet	8/9/2019 5:34 AM
13	Don't use it	8/9/2019 5:08 AM
14	Not used	8/9/2019 4:42 AM
15	Never used it. Lol.	8/9/2019 1:09 AM
16	Expensive	8/9/2019 12:03 AM
17	Ok	8/6/2019 8:19 PM
18	Laundry tight as to space	8/4/2019 11:13 PM
19	Not stayed at the lodge yet.	8/4/2019 7:46 PM
20	Nothing to complain of here, I have heard people complain about "\$2.00 to do a load of washing", my response to them is bring more clothes.	8/3/2019 2:31 AM
21	I never use it	8/3/2019 12:55 AM
22	Dont use	8/2/2019 8:58 PM
23	Washing machines good	8/2/2019 2:41 AM
24	I don't recall the laundry facilities, and didn't use them	7/31/2019 7:56 PM
25	its fine	7/31/2019 4:32 AM
26	No concerns	7/31/2019 3:42 AM
27	-	7/30/2019 6:10 PM
28	Falls have better quality machine and no charge. Charge is less about the money and more about the hassle to find the change.	7/30/2019 5:20 AM
29	Would benefit from an extra (front loading) washer and dryer due to demand.	7/30/2019 1:34 AM

30	Dont use it	7/29/2019 8:20 PM
31	See response to Q2.	7/29/2019 7:33 PM
32	It does the job.	7/29/2019 7:26 PM
33	Why do I have to pay for a dryer?	7/27/2019 6:11 PM
34	It would be better if the laundry fee was included when staying	7/27/2019 4:29 AM
35	Please consider adding \$10 to my weekly bill so I don't have to remember to bring coins or hunt Brian down for coins, really, we pay membership and need to pay \$2 to do a load of washing?!	7/26/2019 10:44 PM
36	Tend not to use	7/26/2019 7:52 PM
37	Rarely use it	7/26/2019 7:32 PM
38	Can't we have machines without coin requirements please!	7/26/2019 6:36 PM
39	Don't use it	7/26/2019 6:21 PM
40	Has been fine to use so far	7/26/2019 4:43 PM
41	Basic but does the job	7/26/2019 8:51 AM
42	One washing machine that you have to pay for is below expectations	7/26/2019 8:18 AM
43	Good size and clean	7/26/2019 7:10 AM
44	Ditch the coin system!! Washing should be free	7/26/2019 6:59 AM
45	Not had opportunity to use	7/26/2019 6:37 AM
46	Don't use	7/26/2019 6:13 AM
47	It's fine - I don't come for the laundry	7/26/2019 5:50 AM
48	Ok facilities.	7/26/2019 5:18 AM
49	I never use it	7/26/2019 5:18 AM
50	Everything works	7/26/2019 5:13 AM
51	Annoying to get \$1 coins all the time	7/26/2019 4:19 AM
52	never used it.... had to think hard about where it is!!	7/26/2019 4:08 AM
53	Never use it	7/26/2019 3:03 AM
54	Don't use it much	7/26/2019 3:02 AM
55	Great location and enough appliances.	7/26/2019 2:48 AM
56	works ok	7/26/2019 1:01 AM
57	Needs updating	7/23/2019 8:00 AM
#	COMMENTS FOR "SKI ROOM"	DATE

1	generous - good amount of space	8/23/2019 7:14 AM
2	Good practical space	8/22/2019 8:33 AM
3	Would love ski cages or some way of locking skis for the whole season	8/19/2019 8:23 AM
4	very functional	8/19/2019 6:17 AM
5	Storage doesn't seem to be as efficient as it might.	8/17/2019 9:22 PM
6	Ok	8/17/2019 5:56 PM
7	It is good that you now have the opportunity of storing your equipment for a fee for the season Makes sense if we have the room	8/17/2019 2:35 AM
8	Good enough space for what it is used for	8/15/2019 8:31 PM
9	Seems fine	8/15/2019 4:23 AM
10	Pretty badic	8/15/2019 3:16 AM
11	No where to put board bags no racks for kids skis	8/15/2019 3:06 AM
12	Needs a makeover this is the first impression of our lodge. It's so grubby!	8/15/2019 12:56 AM
13	It can be squeezey but it's hard to imagine a better way to configure the storage.	8/14/2019 9:47 PM
14	In sufficient space	8/13/2019 12:46 AM
15	Not enough space peak season	8/11/2019 10:40 PM
16	It works OK, but the flow of people at peak times is awkward.	8/10/2019 2:54 AM
17	Works well - drying room could be bigger but it's ok	8/9/2019 7:29 PM
18	A bit squeezey	8/9/2019 4:42 AM
19	I reckon this could use some organisation. Have often found my goggles or helmet gone accidentally or skis knocked over. I know Room is scarce but lockers would be good here.	8/9/2019 1:09 AM
20	Not enough space for equipment	8/9/2019 12:03 AM
21	Ok, more lockers	8/6/2019 8:19 PM
22	It is functional	8/4/2019 11:13 PM
23	Not stayed at the lodge yet.	8/4/2019 7:46 PM
24	There is enough space for everyones skis, however people who leave their skis behind when they are not there need to not take up available spots.	8/4/2019 6:43 AM
25	the only time there is an issue in the ski room is when everyone is trying to get ready at the same time.	8/3/2019 2:31 AM
26	Adequate for my needs	8/3/2019 12:55 AM
27	Fit for purpose.	8/2/2019 8:58 PM
28	Could be more room for skis good need to ensure enough coat hangers	8/2/2019 2:41 AM

29	it is what it is	7/31/2019 4:32 AM
30	All good	7/31/2019 3:42 AM
31	-	7/30/2019 6:10 PM
32	Waxing area is good the ski racks behind the bench are a little tight to get your skis in and out	7/30/2019 9:45 AM
33	Can be bigger. A shoe rack on the wall would be good so there not left on the floor, moved, trampled on despite how diligent you are neatly tucking them under the benches.	7/30/2019 1:34 AM
34	When the lodge is full, it is crowded and hard to find places to put your equipment where it isn't hard up against someone elses.	7/29/2019 10:26 PM
35	right place and usually is room.	7/29/2019 8:20 PM
36	See response to Q2.	7/29/2019 7:33 PM
37	One of the best ski rooms I've ever come accross	7/29/2019 7:26 PM
38	Option to for all to leave ski gear without charge	7/29/2019 6:29 AM
39	Excellent	7/27/2019 4:29 AM
40	Sometimes crowded	7/26/2019 7:52 PM
41	It is fine	7/26/2019 7:32 PM
42	Good size	7/26/2019 6:36 PM
43	Can be hard to find room when lodge is fulk	7/26/2019 6:21 PM
44	As above	7/26/2019 4:58 PM
45	Can be crowded when people are leaving and store things	7/26/2019 4:43 PM
46	Sometimes short on space	7/26/2019 8:51 AM
47	functional room, less functional on Sundays / check in	7/26/2019 8:18 AM
48	Functional	7/26/2019 7:10 AM
49	Extra and more re enforced storage racks would be great	7/26/2019 6:59 AM
50	bit smelly	7/26/2019 6:19 AM
51	Could be better	7/26/2019 5:50 AM
52	Suitable as long as guests keep neat. Permant storage of skis would be nice, for return visits when I retire.	7/26/2019 5:18 AM
53	Work well	7/26/2019 5:18 AM
54	Lots of room	7/26/2019 5:13 AM
55	wooden benches could be firmly padded although tough enough to withstand boots and skis	7/26/2019 4:29 AM
56	does the job well.	7/26/2019 4:08 AM

57	good room but maybe need a dedicated space for people coming and going as luggage would be piled up when skiers trying to get out for the day,	7/26/2019 3:33 AM
58	Need better options for smaller sized skis and snowboards	7/26/2019 3:03 AM
59	Gets a bit crowded with gear when lodge full. Could do with some more room.	7/26/2019 3:02 AM
60	Enough room, arriving gets a little tricky sometimes with lots of bags but never been an issue.	7/26/2019 2:48 AM
61	Circa 1970, bad dirty floor covering, first impression of lodge not good	7/26/2019 1:01 AM
#	COMMENTS FOR "DRYING ROOM"	DATE
1	as above - good amount of space, kept pretty tidy by guests	8/23/2019 7:14 AM
2	When its working properly its great	8/19/2019 8:23 AM
3	it's acceptable but it definitely used to be better	8/19/2019 6:17 AM
4	Works well. Could be a little more organised	8/17/2019 9:22 PM
5	Do with a revamp	8/17/2019 5:56 PM
6	Never had an issue with things not being dry the next morning	8/17/2019 2:35 AM
7	One of the best drying rooms in Australia	8/15/2019 8:31 PM
8	A boot drying system. Just ambient air, not expensive heated system	8/15/2019 4:23 AM
9	Crowded	8/15/2019 3:16 AM
10	It's awesome	8/15/2019 3:06 AM
11	Needs matching coat hangers so that it doesn't look like so messy	8/15/2019 12:56 AM
12	It dries the gear.	8/14/2019 9:47 PM
13	Insufficient space	8/13/2019 12:46 AM
14	Clothes do not dry	8/11/2019 10:40 PM
15	My gear is well dried -- which after all is its purpose.	8/10/2019 2:54 AM
16	It's pretty crammed but it's ok and works well	8/9/2019 7:29 PM
17	Works well	8/9/2019 4:42 AM
18	Best drying room ever.	8/9/2019 1:09 AM
19	Not warm enough and stretched for space when full	8/9/2019 12:03 AM
20	It is functional	8/4/2019 11:13 PM
21	Not stayed at the lodge yet.	8/4/2019 7:46 PM
22	Possibility of getting some more coat hangers for hanging up clothing.	8/4/2019 6:43 AM
23	Only when people hang dripping ski clothes on the top rack and it soaks dry jackets etc on the bottom.	8/3/2019 2:31 AM

24	Adequate for my needs	8/3/2019 12:55 AM
25	Since the installation of the new heater it feels as though items take longer to dry. + SAFETY CONCERN: The Draft / Exhaust Fans Must have a smaller mesh covering - Pointed out to me by a Safety Inspector who was my guest.	8/2/2019 8:58 PM
26	although when lodge is full you can have issues finding hangers and getting clothes dry	7/31/2019 4:32 AM
27	Best lodge drying room ever in the many lodges I have stayed	7/31/2019 3:42 AM
28	-	7/30/2019 6:10 PM
29	Very nice	7/30/2019 9:45 AM
30	Excellent c/w Falls; good airflow and heat. Falls barely luke warm and no flow through air...the drying room smells.	7/30/2019 5:20 AM
31	Can be overloaded at times. I suggest replacing some of the wire coat hangers for heavier duty ones for the parkers. More boot racks required.	7/30/2019 1:34 AM
32	Dries clothing well, but needs to be more organised and have new, good quality coathangers. Looks dirty and messy	7/29/2019 10:26 PM
33	right place and usually is room	7/29/2019 8:20 PM
34	See response to Q2.	7/29/2019 7:33 PM
35	The best drying room I've ever come accross !	7/29/2019 7:26 PM
36	A very powerful drying room which successfully dries saturated gloves overnight.	7/29/2019 6:09 AM
37	Can we increase boot space - very busy during peak period	7/27/2019 6:11 PM
38	It's amazing	7/27/2019 6:58 AM
39	Could be warmer	7/27/2019 4:29 AM
40	sometimes crowded	7/26/2019 7:52 PM
41	Often a bit messy but I dont know how you would fix that without re education the culprits. Could also use some new heavy duty hangers	7/26/2019 7:32 PM
42	A glove rack would help on wet days.	7/26/2019 6:36 PM
43	Drys well can be hard to find room when lodge is full	7/26/2019 6:21 PM
44	Crowded during peak season	7/26/2019 4:43 PM
45	Sometimes short on space	7/26/2019 8:51 AM
46	Dries clothing well	7/26/2019 8:18 AM
47	It does it's job.	7/26/2019 7:10 AM
48	Warm and functions well	7/26/2019 6:59 AM
49	When lodge is full, it can get crowded	7/26/2019 6:51 AM
50	A bit cramped when lodge is full	7/26/2019 6:37 AM
51	bit smelly	7/26/2019 6:19 AM

52	It's cramped but could be better	7/26/2019 5:50 AM
53	It works and usually has enough room.	7/26/2019 5:18 AM
54	Has always worked well	7/26/2019 5:18 AM
55	It dries everything	7/26/2019 5:13 AM
56	could be larger	7/26/2019 4:29 AM
57	does the job well.	7/26/2019 4:08 AM
58	perfect.	7/26/2019 3:33 AM
59	Seems that first time guests leave their stuff all over the place. Managers could provide better instruction when new guests/ members get intro	7/26/2019 3:03 AM
60	crowded and hard to find room when lodge is fullish. Shortage of decent hangers	7/26/2019 3:02 AM
61	Awesome, dries quickly and two-way entry.	7/26/2019 2:48 AM
62	Messy and manager reserves an areareally ?	7/26/2019 1:01 AM
63	Not warm enough particularly if you come in at lunchtime and want to go back out in the afternoon	7/24/2019 3:21 AM
64	Not hot enough, dirty, lodge manager reserved area ??, not enough hangers , cheap hangers	7/21/2019 7:20 AM
#	COMMENTS FOR "SNOW CLEARING (STAIRS & FRONT ENTRANCE)"	DATE
1	always clear	8/23/2019 7:14 AM
2	could be redesigned so stairs are 1m or more off ground level so clearing snow off them would be minimal	8/19/2019 6:17 AM
3	Has to be done. A part of being a member of a lodge. Good for kids to help and have fun while they do it.	8/17/2019 9:22 PM
4	Ok	8/17/2019 5:56 PM
5	Never had an issue with the stairs not being clear	8/15/2019 8:31 PM
6	Don't mind digging but need reminding.	8/15/2019 4:23 AM
7	Always walkable	8/15/2019 3:06 AM
8	Last few steps are a bit scary to get down to the road.	8/15/2019 12:56 AM
9	I can get out and in.	8/14/2019 9:47 PM
10	Fun to do yourself	8/11/2019 2:46 AM
11	It depends on US!	8/10/2019 2:54 AM
12	Brian is a gun - and those girls he gets in are fab!	8/9/2019 7:29 PM
13	If not cleared on a regular basis it can be dangerous	8/9/2019 5:08 AM
14	I do t want to shovel snow	8/9/2019 4:42 AM

15	This has got so much better now I do t have to do it. Should still try the salt though. That's what they do oS. Saves a lot of backs.	8/9/2019 1:09 AM
16	Not cleared when there	8/9/2019 12:03 AM
17	Happy to assist provided contribution is equal to all occupants	8/4/2019 11:13 PM
18	Not stayed at the lodge yet.	8/4/2019 7:46 PM
19	It seems to me that during our time there the same people end doing the stairs, maybe there should be a roster by room number, if they don't need clearing on the day that room gets a bonus.	8/3/2019 2:31 AM
20	They seem to be always cleared when I am there	8/3/2019 12:55 AM
21	Its HARD to get members and Guests to "Pull their weight" and assist with this task.	8/2/2019 8:58 PM
22	Members and manager need to work at it	8/2/2019 2:41 AM
23	always good and clear	7/31/2019 4:32 AM
24	As long as EVERYBODY pitches in the no problems.unfortunatetheythere are those who NEVER EVER HELP OUT	7/31/2019 3:42 AM
25	-	7/30/2019 6:10 PM
26	A lot of people go out in the morning and help clear snow, sometimes it gets a bit to covered but that's understandable	7/30/2019 9:45 AM
27	Enjoy going to help. It's part of the community feel of the place.	7/30/2019 5:20 AM
28	Would be good to get more volunteers from members to assist. Good luck with that one.	7/30/2019 1:34 AM
29	I would like to know who is responsible for this task. Not sure that lodge members need to be doing this and it can be very dangerous and slippery at the bottom of the stairs where the snow piles up and there are no defined stairs. Not good enough	7/29/2019 10:26 PM
30	See response to Q2.	7/29/2019 7:33 PM
31	When I'm on holiday I don't like being sentenced to hard labour shovelling stais ! I would much prefer to pay more and have this job done by hired help.	7/29/2019 7:26 PM
32	It's always hard to pin people down to do this job.	7/29/2019 6:09 AM
33	Mostly good- hard to keep on top of sometimes!	7/26/2019 7:52 PM
34	Current managers do a great job	7/26/2019 7:32 PM
35	If stairs could be covered over to stop snow and laborious snow clearing would be great. Also a conveyer belt to get luggage up from bottom.	7/26/2019 6:36 PM
36	When it snows a lot it can be anointing havin to pitch in to help but I'm not saying the lodge manager should have to do it.	7/26/2019 6:21 PM
37	Has never caused me any problems	7/26/2019 4:43 PM
38	Big job for the managers when there is a dump	7/26/2019 8:51 AM
39	Satisfied when clear, unsatisfied when not done by absent lodge manager	7/26/2019 8:18 AM
40	Our family helps out but not many others volunteer	7/26/2019 7:10 AM

41	Kathy and Brian do a great job, but needs members to help out in real snow falls to work	7/26/2019 6:59 AM
42	Some of the 'legends' should also clear the stairs	7/26/2019 5:59 AM
43	I help but given the location it's always hard	7/26/2019 5:50 AM
44	I commend those who keep this safe and try to do my share.	7/26/2019 5:18 AM
45	The stairs are hard work but can't be avoided. Ski storage/racks on the lower landing would help at lunch time. Is it possible to heat the stairs via the hydronic system to make snow clearing easier?	7/26/2019 5:18 AM
46	Seems to always done	7/26/2019 5:13 AM
47	good exercise but can be problematic	7/26/2019 4:29 AM
48	if it didn't need to be done, we would all be disappointed... not sure what you are asking here	7/26/2019 4:08 AM
49	always well attended to.	7/26/2019 3:33 AM
50	Don't mind helping to clear it in my time but will not lose ski time to do it unless absolute emergency. Would like there to be a better solution for cutting and heaving the snow out when cover is deep	7/26/2019 3:02 AM
51	We all take turns it's only fair.	7/26/2019 2:48 AM
52	Manager should do it. When he asks for help after only 2 inch snow he then does not help himself	7/26/2019 1:01 AM
53	There needs to be a better time to clear rather than first thing when you want to be skiing	7/23/2019 8:00 AM
54	Needs to be better maintained. Not cleared well sometimes	7/23/2019 7:47 AM
55	Lodge managers don't clear enough. Engage members and don't help themselves	7/21/2019 7:20 AM
#	COMMENTS FOR "SPA"	DATE
1	very clean and good for sore legs!	8/23/2019 7:14 AM
2	I don't ever use it	8/19/2019 6:17 AM
3	A bit flakey and the area can be cold	8/17/2019 9:22 PM
4	Didn't work? Also old.	8/17/2019 5:56 PM
5	jumped in at 3pm, not realising the heating went on at 4pm. brrrr. like the window and it was clean. just got my timing wrong and was a bit chilly.	8/16/2019 5:20 AM
6	Haven't used the spa enough lately	8/15/2019 8:31 PM
7	Good social interactions. Banned at Thredbo.	8/15/2019 4:23 AM
8	Never used it	8/15/2019 4:20 AM
9	Would never get into it but that's my germ phobia !	8/15/2019 12:56 AM
10	Hardly use it.	8/14/2019 9:47 PM
11	Small	8/14/2019 8:16 AM
12	We don't use it.	8/10/2019 2:54 AM

13	Ugh - like having a bath with strangers.	8/9/2019 7:29 PM
14	8:30 is a bit early for bubbles off	8/9/2019 5:34 AM
15	Don't use it	8/9/2019 5:08 AM
16	Not used	8/9/2019 4:42 AM
17	My husband loves it. He doesn't ski. He would love it bigger but hey it's there.	8/9/2019 1:09 AM
18	A waste of resources, outdated	8/9/2019 12:19 AM
19	Ok	8/6/2019 8:19 PM
20	I rarely use this facility	8/4/2019 11:13 PM
21	Not stayed at the lodge yet.	8/4/2019 7:46 PM
22	Rarely use this facility, but it nice to sneak in a little early someday's and have a quiet soak and a read.	8/3/2019 2:31 AM
23	Fine for my needs, not sure what else you could improve here	8/3/2019 12:55 AM
24	Never Use	8/2/2019 8:58 PM
25	Haven't used yet but looks great!	8/2/2019 4:39 AM
26	Don't use it	8/2/2019 2:41 AM
27	never used this	7/31/2019 4:32 AM
28	Never use	7/31/2019 3:42 AM
29	I dont use it	7/31/2019 2:25 AM
30	-	7/30/2019 6:10 PM
31	The mop needs replacing	7/30/2019 9:45 AM
32	Only an occasional user but nice to know its there when needed.	7/30/2019 1:34 AM
33	I never use it	7/29/2019 10:26 PM
34	Only used it once	7/29/2019 8:20 PM
35	See response to Q2.	7/29/2019 7:33 PM
36	Beautiful big hot spa with a veiw !	7/29/2019 7:26 PM
37	Do not use	7/29/2019 8:15 AM
38	A selling point.	7/29/2019 6:09 AM
39	Don't use it	7/28/2019 1:28 AM
40	I don't use	7/26/2019 10:44 PM
41	Haven't used for a while	7/26/2019 7:52 PM

42	Been on the fritz a bit but I hear it has been fixed for this season?	7/26/2019 7:32 PM
43	Is a good size and works well	7/26/2019 6:36 PM
44	Don't use it much	7/26/2019 6:21 PM
45	Remove: waste of energy	7/26/2019 4:58 PM
46	Haven't used yet	7/26/2019 4:43 PM
47	It meets my expectations	7/26/2019 8:18 AM
48	Don't use it	7/26/2019 7:10 AM
49	Love the spa!	7/26/2019 6:59 AM
50	Don't use it that often	7/26/2019 6:13 AM
51	Don't use it	7/26/2019 5:59 AM
52	Don't care about it- maybe an onset outside would be nicer	7/26/2019 5:50 AM
53	It's nice to use and I've not had any issues.	7/26/2019 5:18 AM
54	I use the spa every day. there were problems last season but I think they have been fixed. Any improvements to this area is a bonus for me.	7/26/2019 5:18 AM
55	Great inclusion to the lodge	7/26/2019 5:13 AM
56	its ok, I would say the area needs an update, and appropriately heated.	7/26/2019 4:08 AM
57	kids love this and we used it every day. highlight.	7/26/2019 3:33 AM
58	Sometimes it's hot and sometimes it's not. Need option to open the window during warmer periods	7/26/2019 3:03 AM
59	rarely use it	7/26/2019 3:02 AM
60	Would like it on earlier if possible?	7/26/2019 2:48 AM
#	COMMENTS FOR "SAUNA"	DATE
1	very clean and theraputic!	8/23/2019 7:14 AM
2	I don't the sauna	8/19/2019 6:17 AM
3	Works well.	8/17/2019 9:22 PM
4	But often told can't use	8/17/2019 5:56 PM
5	When it is working is an asset Not sure how often it is used though	8/17/2019 2:35 AM
6	Haven't used the sauna enough lately	8/15/2019 8:31 PM
7	Don't use	8/15/2019 4:23 AM
8	Never used it	8/15/2019 4:20 AM
9	Would never use it no interest	8/15/2019 12:56 AM

10	Never use it.	8/14/2019 9:47 PM
11	Often not working	8/13/2019 12:46 AM
12	We don't use it.	8/10/2019 2:54 AM
13	Never used it	8/9/2019 7:29 PM
14	Haven't used it yet	8/9/2019 5:34 AM
15	Don't use it	8/9/2019 5:08 AM
16	Not used	8/9/2019 4:42 AM
17	Haven't really used it.	8/9/2019 1:09 AM
18	As above	8/9/2019 12:19 AM
19	Ok	8/6/2019 8:19 PM
20	I rarely use this facility	8/4/2019 11:13 PM
21	Not stayed at the lodge yet.	8/4/2019 7:46 PM
22	Never used it	8/3/2019 12:55 AM
23	Never Use	8/2/2019 8:58 PM
24	Same as above	8/2/2019 4:39 AM
25	Don't use ituseful	8/2/2019 2:41 AM
26	never used this	7/31/2019 4:32 AM
27	Never use	7/31/2019 3:42 AM
28	I dont use it	7/31/2019 2:25 AM
29	-	7/30/2019 6:10 PM
30	Rarely use it but again nice that it is there to use.	7/30/2019 1:34 AM
31	I never use it	7/29/2019 10:26 PM
32	Dont use saunas	7/29/2019 8:20 PM
33	See response to Q2.	7/29/2019 7:33 PM
34	It's just a good hot sauna, will cook you alive if you fall asleep in there !	7/29/2019 7:26 PM
35	Do not use	7/29/2019 8:15 AM
36	A selling point.	7/29/2019 6:09 AM
37	Don't use it	7/28/2019 1:28 AM
38	Where is it?	7/27/2019 6:11 PM

39	Don't use it	7/27/2019 6:58 AM
40	I don't use	7/26/2019 10:44 PM
41	Haven't used for awhile	7/26/2019 7:52 PM
42	Havent been able to use it because of power overload issues	7/26/2019 7:32 PM
43	I don't use it. If needs money spent on it, reconsider an infrared sauna with no steam	7/26/2019 6:36 PM
44	Is it still working?	7/26/2019 6:21 PM
45	Waste of energy	7/26/2019 4:58 PM
46	Haven't used yet	7/26/2019 4:43 PM
47	Never used	7/26/2019 8:18 AM
48	Great it's working again	7/26/2019 7:10 AM
49	Rarely use it	7/26/2019 6:59 AM
50	Don't use it	7/26/2019 6:13 AM
51	Rarely use it	7/26/2019 5:59 AM
52	Never used it - don't care about it	7/26/2019 5:50 AM
53	I haven't used for a few years as it needs time to warm up.	7/26/2019 5:18 AM
54	Always seems to have problems	7/26/2019 5:18 AM
55	Great inclusion to the lodge	7/26/2019 5:13 AM
56	Haven't utilised	7/26/2019 4:19 AM
57	its ok, I would say the area needs an update, and appropriately heated.	7/26/2019 4:08 AM
58	didn't use.	7/26/2019 3:33 AM
59	Don't use it enough to make real comment	7/26/2019 3:03 AM
60	rarely use it	7/26/2019 3:02 AM
61	Does the job and is clean.	7/26/2019 2:48 AM
#	COMMENTS FOR "UNDERSTAIRS POWDER ROOM"	DATE
1	very handy for guests and last minute toilet stops before heading out	8/23/2019 7:14 AM
2	Incredibly handy to have this..need I say more	8/19/2019 6:17 AM
3	A bit cold	8/17/2019 9:22 PM
4	Ok handy but cold	8/17/2019 5:56 PM
5	Needs a new door as there is large gap at the bottom and it is very cold when you have to use it	8/17/2019 2:35 AM

6	Its a toilet but daggy plumbing won't impress potential members	8/15/2019 4:23 AM
7	So dirty !	8/15/2019 12:56 AM
8	Noisy fan disturbs sleep in room 10. Often dirty.	8/14/2019 9:47 PM
9	Convenient.	8/10/2019 2:54 AM
10	It's freezing! But clean!	8/9/2019 7:29 PM
11	Adequate	8/9/2019 5:08 AM
12	Good location	8/9/2019 4:42 AM
13	Never used it.	8/9/2019 1:09 AM
14	Odours do escape into the downstairs hallway	8/6/2019 8:19 PM
15	People do not use this facility correctly and it smells after use.	8/4/2019 11:13 PM
16	Not stayed at the lodge yet.	8/4/2019 7:46 PM
17	Handy facility to have on checkout days once you have cleaned your own room	8/3/2019 2:31 AM
18	This room needs an urgent upgrade as it is old and always unclean. Needs to be cleaned more regularly as it smells and the smell goes into the next door bedroom which is unsatisfactory	8/3/2019 12:55 AM
19	Handy and an asset for "those caught short" times.	8/2/2019 8:58 PM
20	Handy but cold	8/2/2019 4:39 AM
21	freezing	8/2/2019 4:17 AM
22	For visitors good	8/2/2019 2:41 AM
23	bit chilly but good to have	7/31/2019 7:56 PM
24	maybe a door that fits the space and people generally looking after it	7/31/2019 4:32 AM
25	Very handy and ease of access	7/31/2019 3:42 AM
26	I dont know what this is?	7/31/2019 2:25 AM
27	? Not sure where this powder room is? Down stairs toilet is fine...	7/30/2019 6:10 PM
28	Falls have one that is newly renovated	7/30/2019 5:20 AM
29	Often utilised by myself. Would be handy to have one closer to the entrance. Cold though.	7/30/2019 1:34 AM
30	Needed	7/29/2019 8:20 PM
31	See response to Q2.	7/29/2019 7:33 PM
32	It does the job.	7/29/2019 7:26 PM
33	Location prefect! It's a godsend	7/29/2019 8:15 AM
34	Door needs to be more private.	7/29/2019 6:09 AM

35	Always clean.	7/28/2019 1:28 AM
36	I use and it's always clean	7/26/2019 10:44 PM
37	Clean	7/26/2019 7:52 PM
38	It is what it is	7/26/2019 7:32 PM
39	As long is clean I'm happy but it is always cold!	7/26/2019 6:36 PM
40	Its good to have	7/26/2019 6:21 PM
41	What?	7/26/2019 4:58 PM
42	Haven't used yet	7/26/2019 4:43 PM
43	Not cleaned to high enough standard (in my opinion)	7/26/2019 8:18 AM
44	Good it's available and that there is an exhaust fan	7/26/2019 7:10 AM
45	Good to have an extra loo for guests and emergencies!	7/26/2019 6:59 AM
46	Useful but cold	7/26/2019 6:37 AM
47	Don't use it very often	7/26/2019 6:13 AM
48	Should be cleaned, should be able to access in ski boots	7/26/2019 5:59 AM
49	It is ok	7/26/2019 5:50 AM
50	Basic but ok. Not sure it always has paper towel to dry hands.	7/26/2019 5:18 AM
51	Could do with an upgrade. Is used when sharing you room with someone you don't know	7/26/2019 5:18 AM
52	Don't use	7/26/2019 5:13 AM
53	good for emergencies but cold and smoetimes not well maintained	7/26/2019 4:29 AM
54	Do not utilise	7/26/2019 4:19 AM
55	convenient	7/26/2019 4:08 AM
56	didn't know about it.	7/26/2019 3:33 AM
57	its fine for kids, or when one has check out and cleaned room.	7/26/2019 3:18 AM
58	Necessary for large numbers	7/26/2019 3:11 AM
59	Where is it ?	7/26/2019 3:03 AM
60	cold and noisy	7/26/2019 3:02 AM
61	Downstairs one - handy for quick stop before leaving. Don't need an upstairs one.	7/26/2019 2:48 AM
62	Cold, stinks, no fan, no carpet. All guests use this wow !!	7/26/2019 1:01 AM
63	Archaic, unhygienic and not regularly maintained or cleaned	7/23/2019 8:00 AM

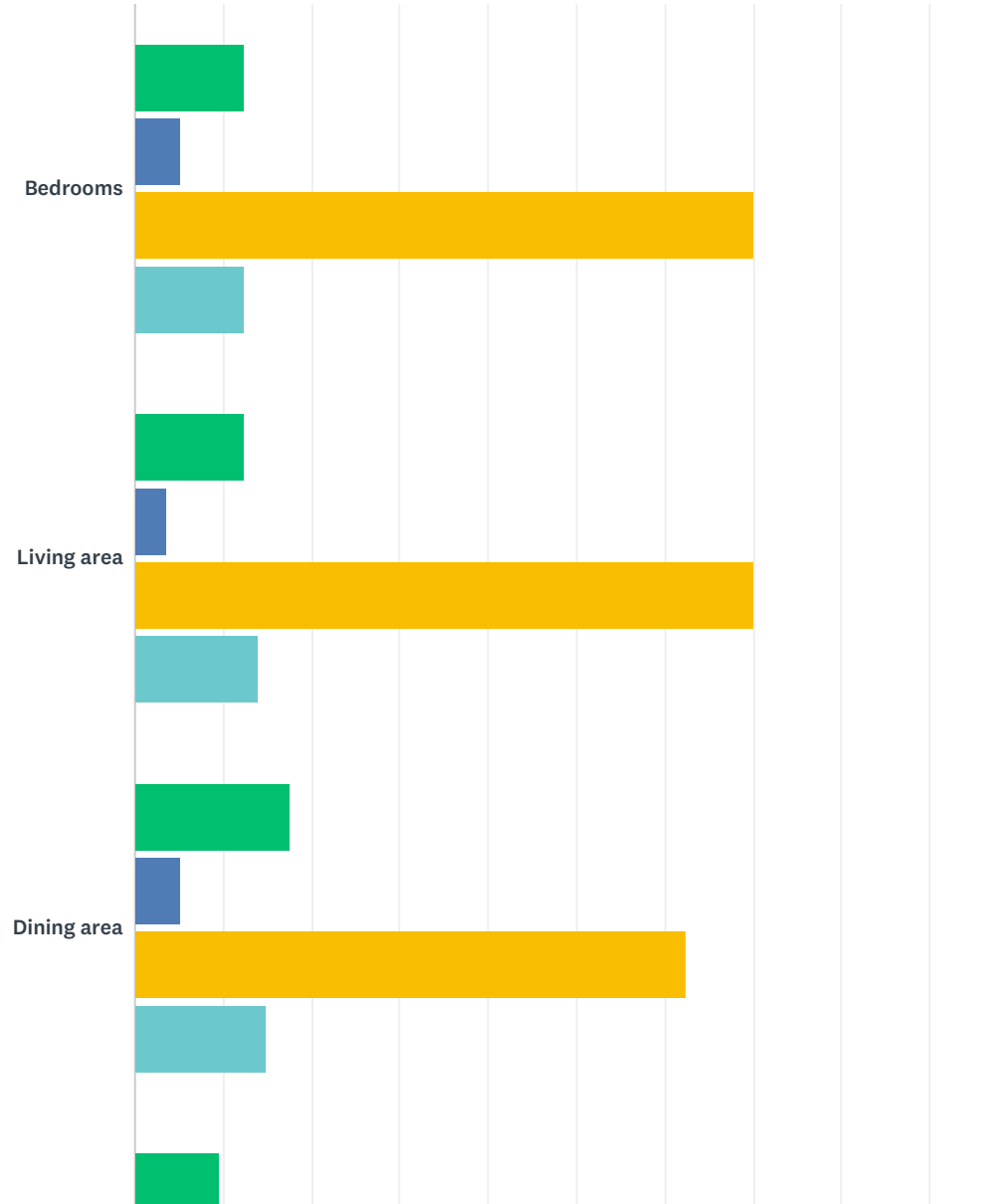
64	Cold and noisy	7/23/2019 7:47 AM
65	It has odour after use & is cold	7/23/2019 5:02 AM
66	Cold , no fan, door does not seal	7/21/2019 7:20 AM
#	COMMENTS FOR "SPA SAUNA BATHROOM"	DATE
1	makes the spa/sauna area work very well, always very clean	8/23/2019 7:14 AM
2	Could be intimidating for female members	8/21/2019 7:29 AM
3	don't use this but I guess it's great for people who have checked out and are skiing for the day and want to freshen up before departing for home	8/19/2019 6:17 AM
4	A bit cold	8/17/2019 9:22 PM
5	Needs redo	8/17/2019 5:56 PM
6	Could do with retiling but does serve a purpose	8/17/2019 2:35 AM
7	clean, fine	8/16/2019 5:20 AM
8	Could do with an upgrade, but I suppose not many people really use that bathroom	8/15/2019 8:31 PM
9	Fine. Taps old.	8/15/2019 4:23 AM
10	Pretty basic	8/15/2019 3:16 AM
11	Looks dirty. Wouldn't use it.	8/14/2019 9:47 PM
12	Pretty average but probably doesn't need to be any better	8/11/2019 10:40 PM
13	We don't use it.	8/10/2019 2:54 AM
14	Never used it	8/9/2019 7:29 PM
15	Don't use it	8/9/2019 5:08 AM
16	It was a bit dirty last time I went in.	8/9/2019 1:09 AM
17	Haven't used it	8/9/2019 12:19 AM
18	Functional	8/6/2019 8:19 PM
19	Not meeting my standards	8/4/2019 11:13 PM
20	Not stayed at the lodge yet.	8/4/2019 7:46 PM
21	It is convenient, but more people should take notice to have a shower before entering the spa.	8/3/2019 2:31 AM
22	The showers need shower screens and an upgrade	8/3/2019 12:55 AM
23	Never use	8/2/2019 8:58 PM
24	...?..	8/2/2019 2:41 AM
25	Basic, no beench tops that I remember but useful for a quick shower change before leaving on final day	7/31/2019 7:56 PM

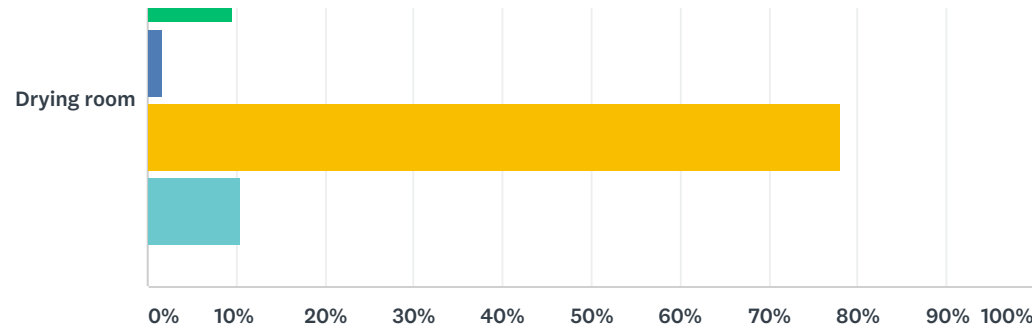
26	never used it	7/31/2019 4:32 AM
27	Never use	7/31/2019 3:42 AM
28	I dont use it	7/31/2019 2:25 AM
29	-	7/30/2019 6:10 PM
30	Sometimes the hose is in the way a bit	7/30/2019 9:45 AM
31	Bit tired but not high on priority list to fix	7/30/2019 5:20 AM
32	Handy and never seems to be busy.	7/30/2019 1:34 AM
33	I never use it	7/29/2019 10:26 PM
34	not used by me	7/29/2019 8:20 PM
35	See response to Q2.	7/29/2019 7:33 PM
36	It does the job.	7/29/2019 7:26 PM
37	Don't use	7/29/2019 8:15 AM
38	Underutilised.	7/29/2019 6:09 AM
39	Don't use it.	7/28/2019 1:28 AM
40	Could be cleaner	7/27/2019 4:29 AM
41	I don't use	7/26/2019 10:44 PM
42	Haven't used for awhile	7/26/2019 7:52 PM
43	Does the job	7/26/2019 7:32 PM
44	Serves it's purpose	7/26/2019 6:36 PM
45	Bit of a mould trap	7/26/2019 6:21 PM
46	Haven't used yet	7/26/2019 4:43 PM
47	Basic, but meets needs to shower before spa	7/26/2019 8:18 AM
48	Don't care that much	7/26/2019 7:10 AM
49	Encourages people to wah before and after but perhaps. Needs a door for privacy	7/26/2019 6:59 AM
50	Don't use	7/26/2019 5:59 AM
51	Didn't even know we had one	7/26/2019 5:50 AM
52	Satisfactory for its purpose.	7/26/2019 5:18 AM
53	I have a shower on Sunday afternoon before driving home, this area hasn't been upgraded since it was part of the old bunk room	7/26/2019 5:18 AM
54	Don't use it	7/26/2019 5:13 AM

55	its ok, I would say the area needs an update, and appropriately heated.	7/26/2019 4:08 AM
56	A forgotten room.	7/26/2019 3:11 AM
57	Serves a purpose, but it's not an inviting space	7/26/2019 3:03 AM
58	Rarely use it. Can be a bit clammy and cold	7/26/2019 3:02 AM
59	Clean and plenty of room.	7/26/2019 2:48 AM

Q7 How adequate is the heating in each of the following areas?

Answered: 114 Skipped: 3



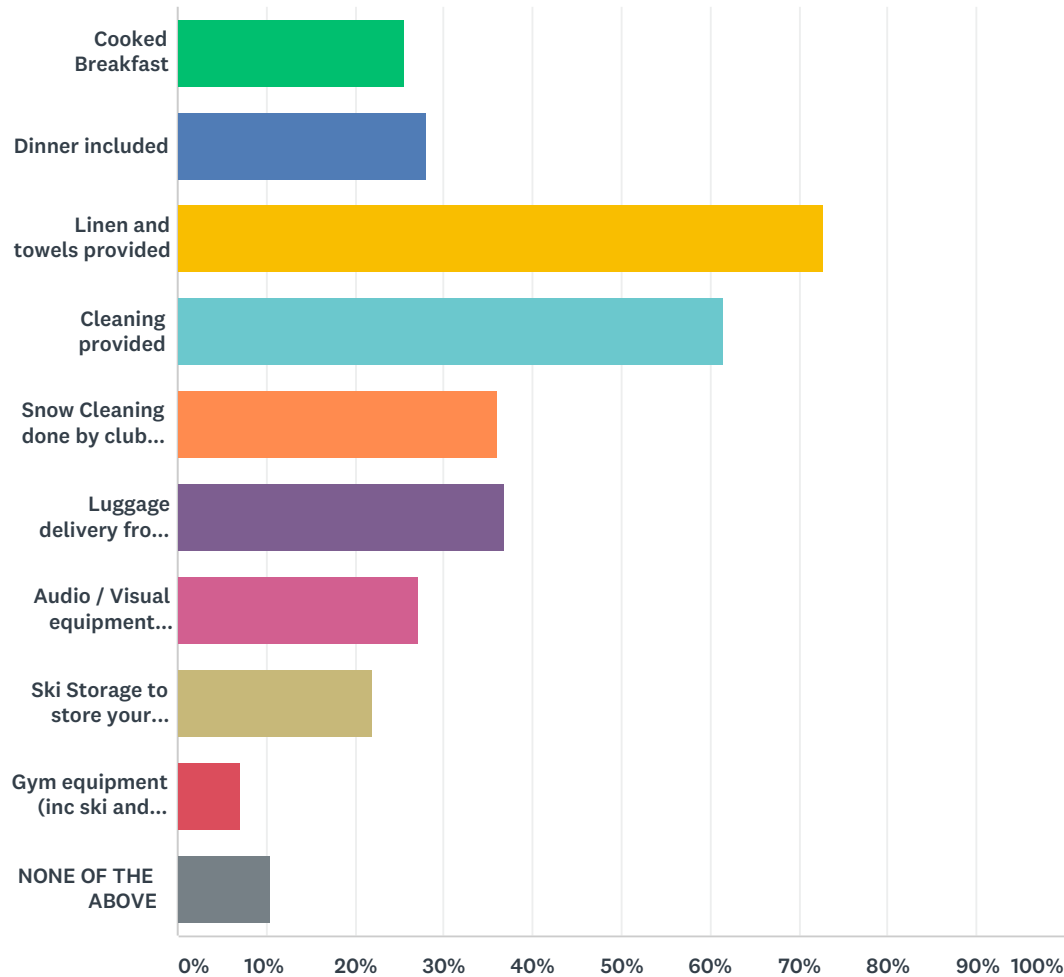


■ Too cold
 ■ Too hot
 ■ Just right
 ■ Don't know

	TOO COLD	TOO HOT	JUST RIGHT	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Bedrooms	12.28% 14	5.26% 6	70.18% 80	12.28% 14	114	2.82
Living area	12.28% 14	3.51% 4	70.18% 80	14.04% 16	114	2.86
Dining area	17.54% 20	5.26% 6	62.28% 71	14.91% 17	114	2.75
Drying room	9.65% 11	1.75% 2	78.07% 89	10.53% 12	114	2.89

Q8 We are thinking about introducing a number of new services to the lodge, which of the following services would you be interested in? PLEASE SELECT ALL THAT APPLY

Answered: 114 Skipped: 3

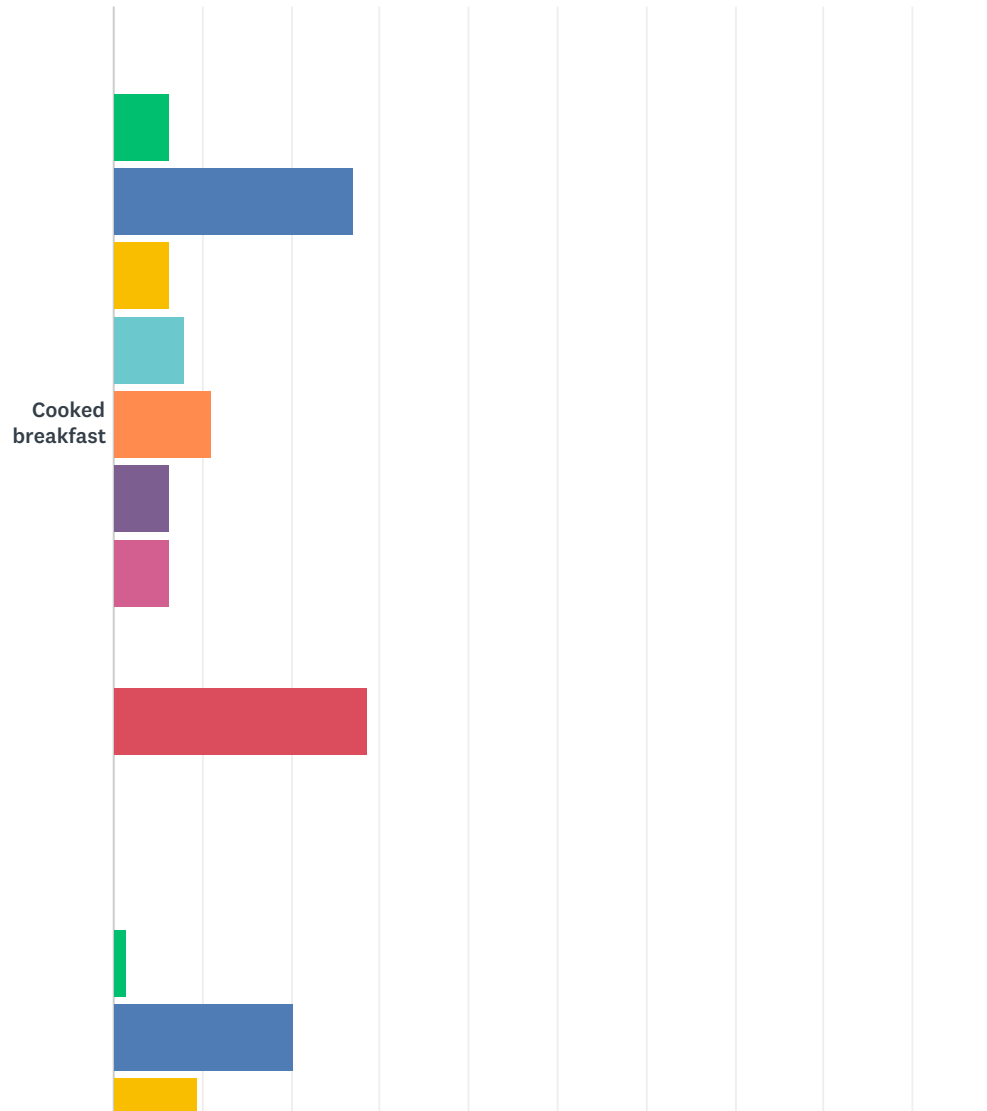


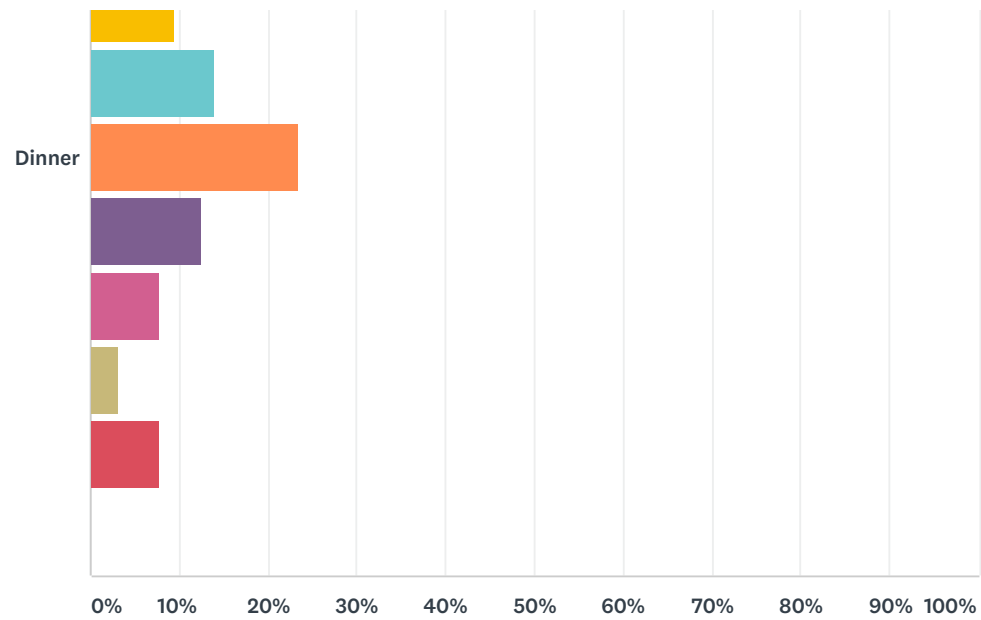
ANSWER CHOICES	RESPONSES
Cooked Breakfast	25.44% 29

Dinner included	28.07%	32
Linen and towels provided	72.81%	83
Cleaning provided	61.40%	70
Snow Cleaning done by club staff or contractors	35.96%	41
Luggage delivery from the base of the stairs	36.84%	42
Audio / Visual equipment including Netflix, Foxtel and Stan	27.19%	31
Ski Storage to store your equipment over winter	21.93%	25
Gym equipment (inc ski and rowing ergo)	7.02%	8
NONE OF THE ABOVE	10.53%	12
Total Respondents: 114		

Q9 IF YOU INDICATED AN INTEREST IN A COOKED BREAKFAST OR DINNER AT Q8 PLEASE ANSWER Q9.If you stayed at the lodge for a week (7 days), for those 7 days how often would you like the following services provided?

Answered: 69 Skipped: 48



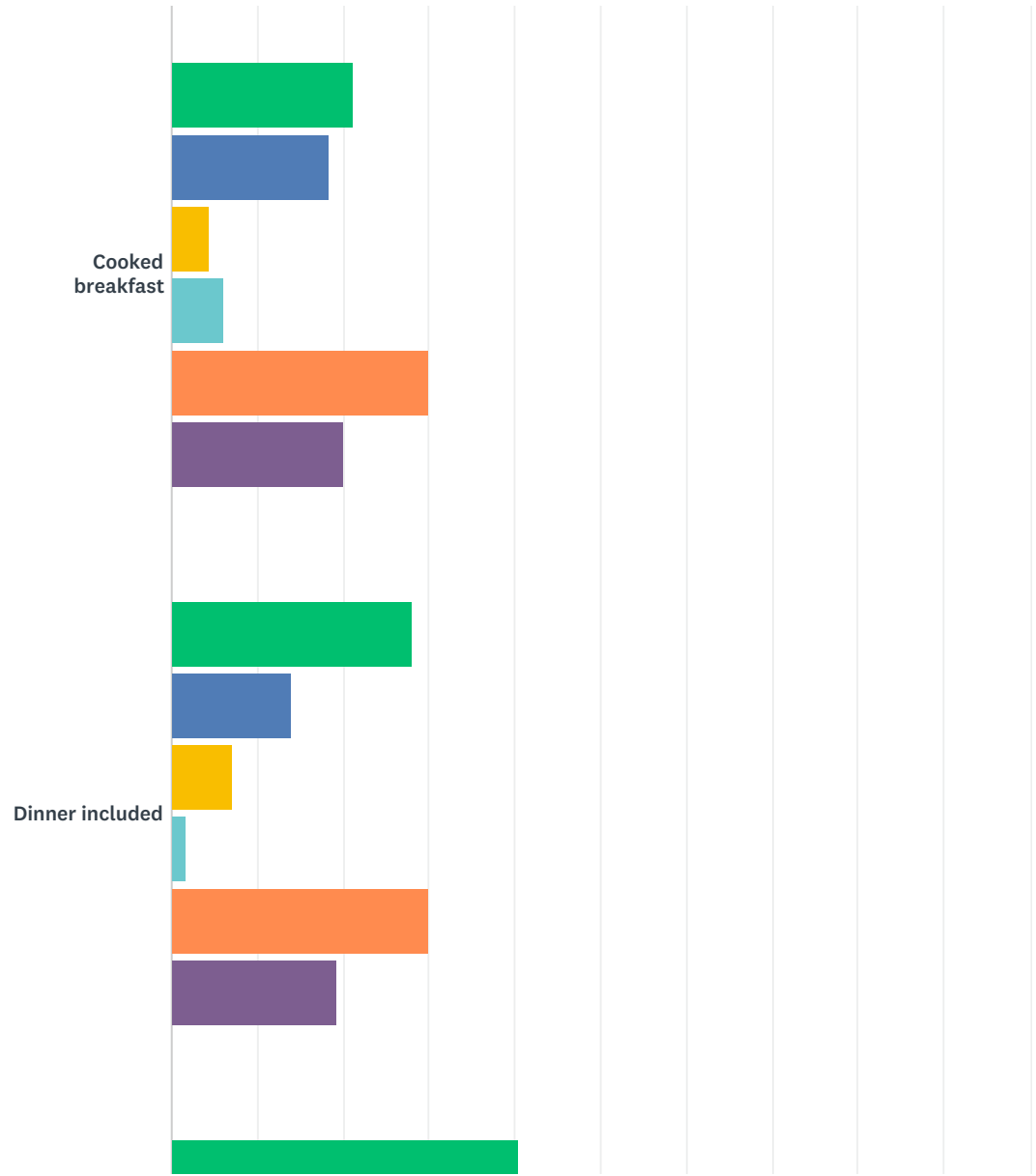


■ 0
 ■ 0
 ■ 1
 ■ 2
 ■ 3
 ■ 4
 ■ 5
 ■ 6
 ■ 7

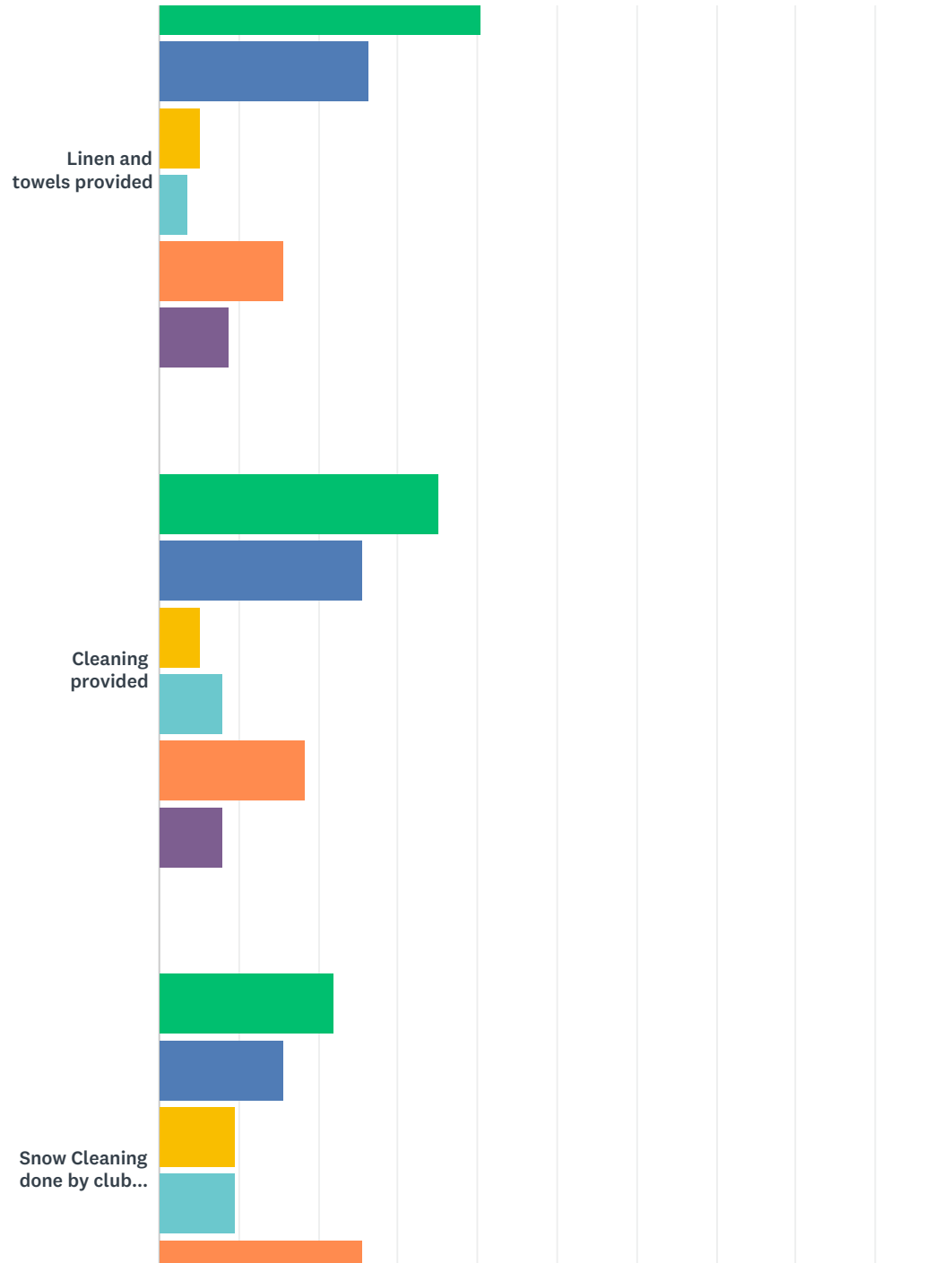
	0	0	1	2	3	4	5	6	7	TOTAL
Cooked breakfast	6.35%	26.98%	6.35%	7.94%	11.11%	6.35%	6.35%	0.00%	28.57%	63
	4	17	4	5	7	4	4	0	18	
Dinner	1.56%	20.31%	9.38%	14.06%	23.44%	12.50%	7.81%	3.13%	7.81%	64
	1	13	6	9	15	8	5	2	5	

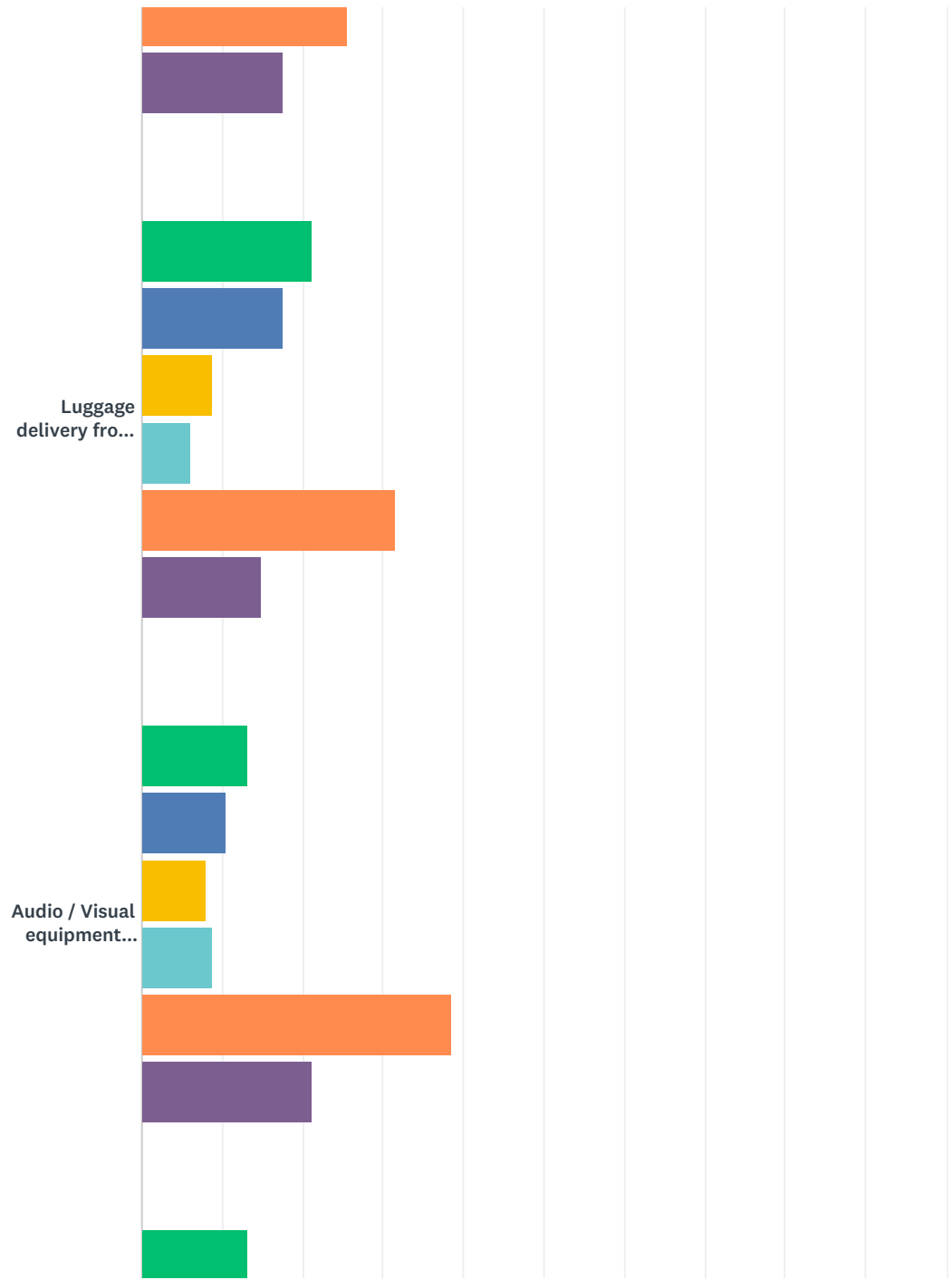
Q10 And how likely are you to pay additional fees for each of the following services?

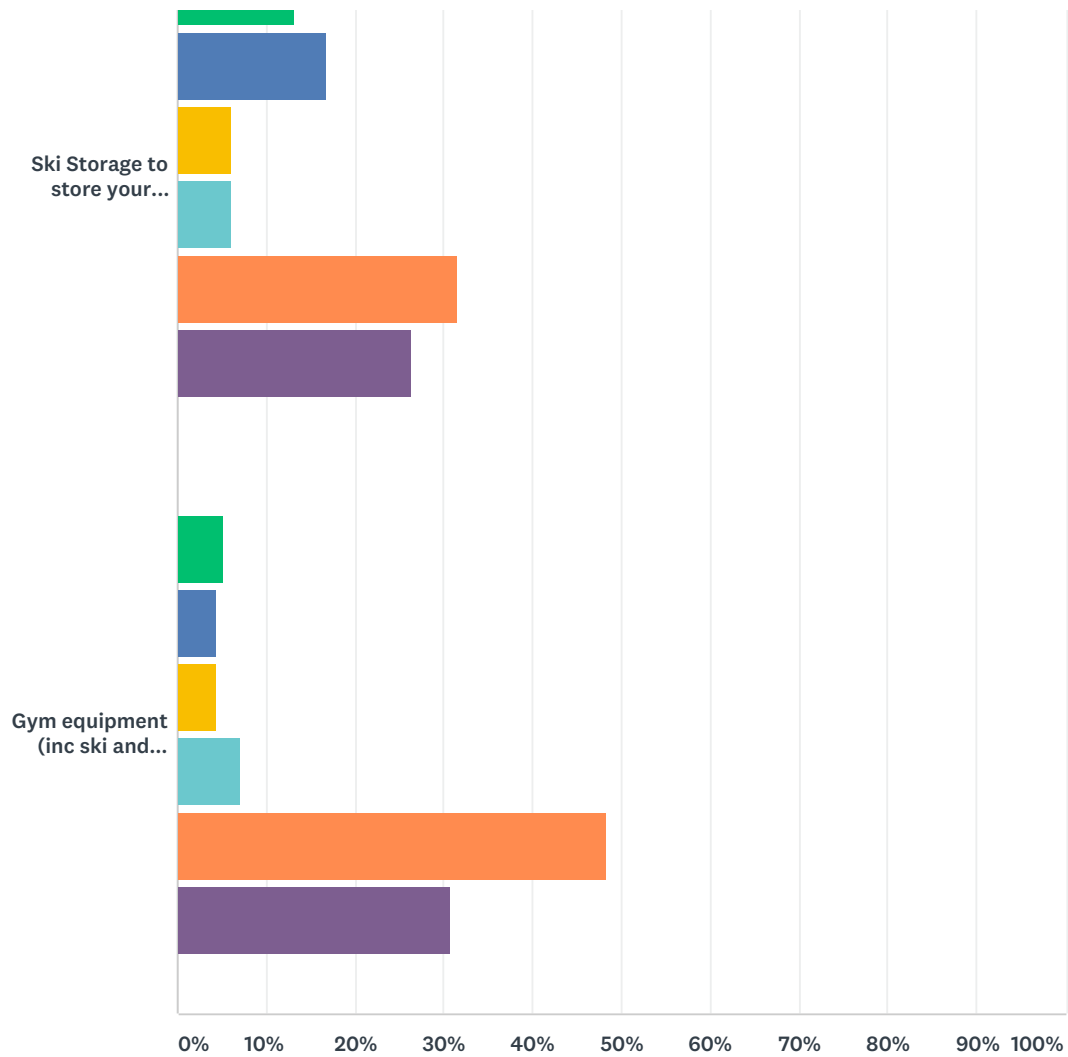
Answered: 114 Skipped: 3



75 / 128







■ Very likely
 ■ Somewhat likely
 ■ Neither unlikely not likely
■ Somewhat unlikely
 ■ Very unlikely
 ■ Not applicable

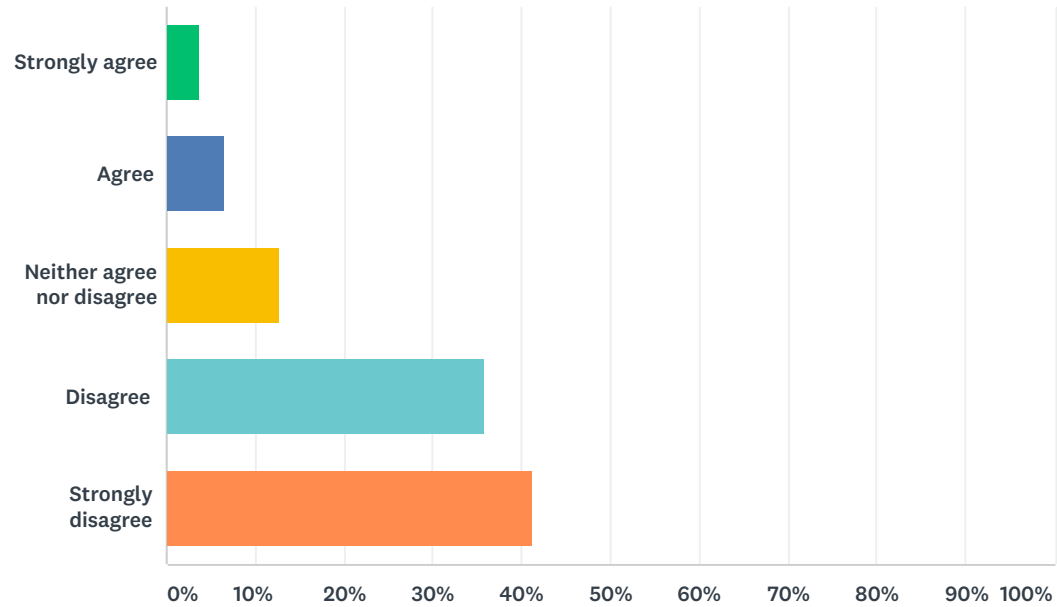
	VERY LIKELY	SOMEWHAT LIKELY	NEITHER UNLIKELY NOT LIKELY	SOMEWHAT UNLIKELY	VERY UNLIKELY	NOT APPLICABLE	TOTAL
Cooked breakfast	21.05% 24	18.42% 21	4.39% 5	6.14% 7	29.82% 34	20.18% 23	114

Dinner included	28.07% 32	14.04% 16	7.02% 8	1.75% 2	29.82% 34	19.30% 22	114
Linen and towels provided	40.35% 46	26.32% 30	5.26% 6	3.51% 4	15.79% 18	8.77% 10	114
Cleaning provided	35.09% 40	25.44% 29	5.26% 6	7.89% 9	18.42% 21	7.89% 9	114
Snow Cleaning done by club staff or contractors	21.93% 25	15.79% 18	9.65% 11	9.65% 11	25.44% 29	17.54% 20	114
Luggage delivery from the base of the stairs	21.05% 24	17.54% 20	8.77% 10	6.14% 7	31.58% 36	14.91% 17	114
Audio / Visual equipment including Netflix, Foxtel and Stan	13.16% 15	10.53% 12	7.89% 9	8.77% 10	38.60% 44	21.05% 24	114
Ski Storage to store your equipment over winter	13.16% 15	16.67% 19	6.14% 7	6.14% 7	31.58% 36	26.32% 30	114
Gym equipment (inc ski and rowing ergo)	5.26% 6	4.39% 5	4.39% 5	7.02% 8	48.25% 55	30.70% 35	114

#	OTHER (PLEASE SPECIFY)	DATE
1	The above can be set up as a user pays system. There is already a luggage system on the mountain SnowTow for those who want or need it.	8/19/2019 6:20 AM
2	Depends on projected cost of using the gym equipment	8/17/2019 9:24 PM
3	These should already be part of the current fees	8/15/2019 3:11 AM
4	I think these are unnecessary costs that the lodge can't really afford, people need to remember that this is a club lodge and we should all contribute.	8/3/2019 2:34 AM
5	Premium parking	7/31/2019 4:34 AM
6	Why would we have gym equipment? That's something that very few people would use on a ski holiday.	7/31/2019 2:28 AM
7	Happy for cleaning to be an optional extra and pay for the service as the current situation.	7/30/2019 1:39 AM
8	If dinner was cooked I may only use it a few times in the season depending on the cost.	7/28/2019 1:34 AM
9	Providing meals would make it unaffordable for our family to stay at the lodge and we would consider joining a different lodge.	7/26/2019 7:17 AM

Q11 How strongly do you agree or disagree with the following statement; "Carrying my luggage up the stairs from the parking prevents me from using the lodge." Do you...

Answered: 109 Skipped: 8



ANSWER CHOICES	RESPONSES	
Strongly agree	3.67%	4
Agree	6.42%	7
Neither agree nor disagree	12.84%	14
Disagree	35.78%	39
Strongly disagree	41.28%	45
TOTAL		109

Q12 Do you have any suggestions as to how we could make it easier to get your luggage from the car to the lodge.

Answered: 85 Skipped: 32

#	RESPONSES	DATE
1	Don't over pack! Being fit enough to ski requires a little tenacity and strength.	8/22/2019 8:41 AM
2	Flying fox style pulley system	8/21/2019 7:35 AM
3	I use oversnow to the back of the lodge and I pay for this. Maybe the lodge managers could have a skidoo and we could pay them to do it.	8/19/2019 8:44 AM
4	Sure do. Contact SnowTow. They are a service who have been operating at Hotham for many, many years. They will skidoo all your gear to the lodge if required.	8/19/2019 6:25 AM
5	Use the top road to drop off luggage.	8/17/2019 9:28 PM
6	No.	8/17/2019 6:00 PM
7	Perhaps A skidoo service from main carpark (unload) load up the skidoo and up along the back road or some sort of rail line for luggage	8/17/2019 2:46 AM
8	Rail system, or something similar	8/15/2019 8:41 PM
9	Lift and pully system	8/15/2019 4:44 AM
10	lift	8/15/2019 4:20 AM
11	LAZY SUSAN. Flying fox Excavate and install goods lift.	8/15/2019 4:03 AM
12	Tell people to get their health and fitness in check before snow season...	8/15/2019 3:17 AM
13	Buy a skidoo	8/15/2019 1:01 AM
14	Put "Get Fit to Ski" program links in the newsletter!	8/14/2019 9:55 PM
15	Oversnow Service to back foot as existing	8/14/2019 8:22 AM
16	A dumb waiter or electric lift	8/13/2019 12:53 AM
17	Pay someone on peak change over days to carry. Other days lodge managers could do it. Can have an ETA and then ring when you know you are 10 away.	8/11/2019 10:44 PM
18	Skidoo trailer to back entrance.	8/10/2019 3:00 AM
19	I use the skidoo delivery. It's expensive but for a family of 4 it's fine.	8/9/2019 7:34 PM
20	No	8/9/2019 5:52 AM

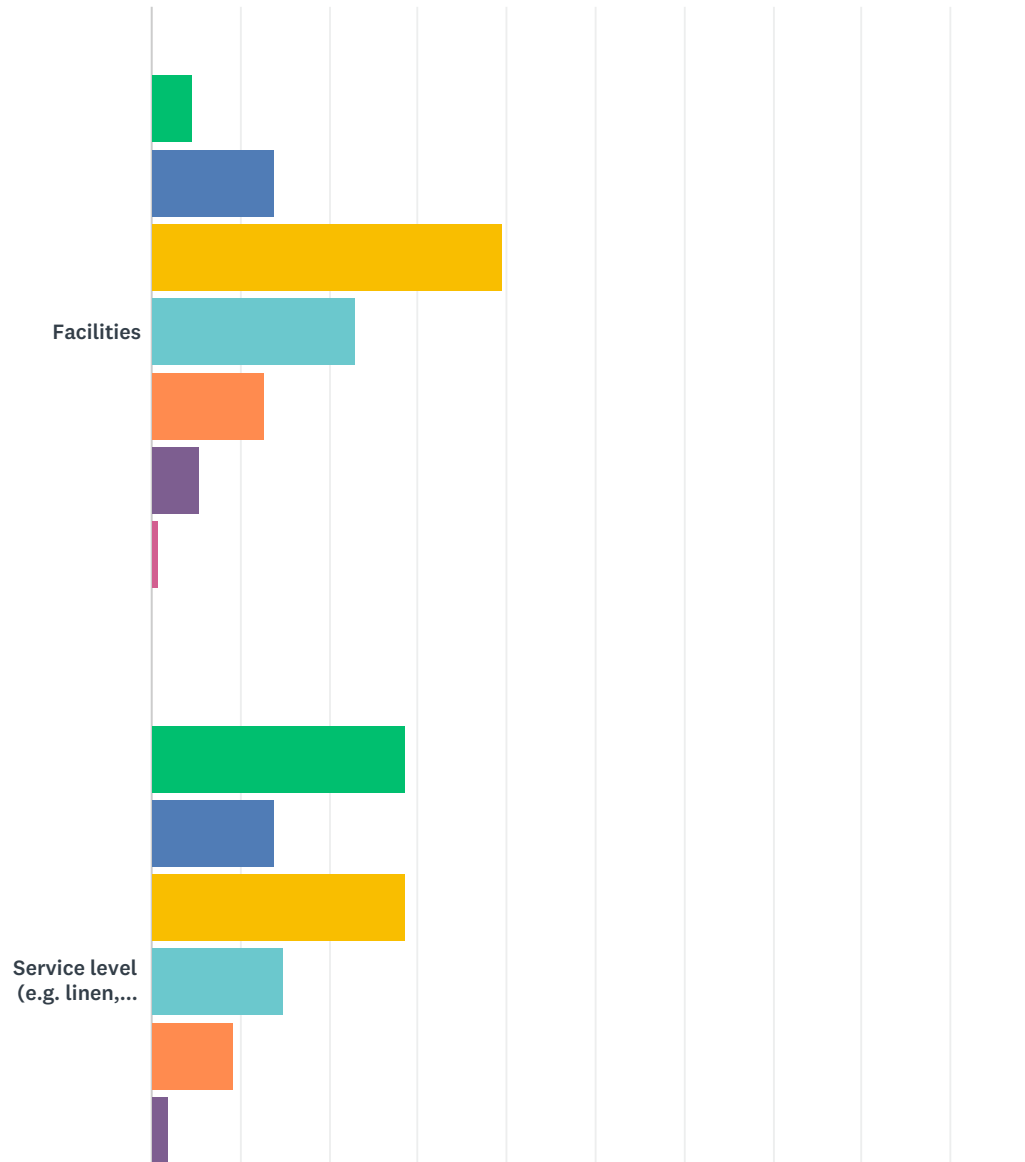
21	Can you use the back access??	8/9/2019 4:48 AM
22	Flying fox? I have discussed this for years. Surely we can look at our Nordic nations for inspiration. A pulley system is not that bad idea. That's how they move furniture upstairs in Holland. There are lots of out of the box ideas for this I think.	8/9/2019 1:38 AM
23	Help carting it up or service from behind track	8/9/2019 12:07 AM
24	Pully system at side of stairs	8/9/2019 12:06 AM
25	Use the luggage over snow service	8/6/2019 8:24 PM
26	No	8/4/2019 11:22 PM
27	Use snow tow luggage services	8/4/2019 9:17 PM
28	Not at this stage. I've not been to the lodge yet.	8/4/2019 7:52 PM
29	Unsure	8/4/2019 6:52 AM
30	If you have a lot of luggage, use Snow Tow, we have been using them for about the last 10 years, only once they were unable to help as there was too much snow to get to the lodge.	8/3/2019 2:38 AM
31	No	8/3/2019 1:07 AM
32	Draw Members attention to the oversnow service already available. Otherwise a Covered haul system from the road to the lodge (costly)	8/2/2019 9:06 PM
33	A luggage conveyor - for luggage only	8/2/2019 4:48 AM
34	Need youth enhancing drug...?.	8/2/2019 2:48 AM
35	Don't have a suggestion not sure what is available	7/31/2019 10:30 PM
36	travelator	7/31/2019 4:41 AM
37	It isn't a problem at all for us personally. Plus you can pay for someone to take it over from the village carpark anyway..	7/31/2019 2:35 AM
38	Use the existing sno tow service. It's a user pays system. Maybe it needs a plug in the newsletter.	7/30/2019 6:15 PM
39	Use a cart on the back of the skidoo	7/30/2019 9:53 AM
40	Have previously paid for snow mobile eg. from Central or spiral stairs. At \$15 pp is the toss up point. Assume anything more automated would be too expensive. Don't think the lodge managers could handle it given the time frame of exit and entry on the same day. Employ someone on a Sunday to cart up and down. Do a deal with country fire authority and buy a trailer for the snow mobile.	7/30/2019 5:35 AM
41	I think of it as pre-skiing exercise. I use back packs mostly.	7/30/2019 1:45 AM
42	If you provide dinners, breakfast (quality breakfast) and a linen service, that would minimise the amount of luggage that needs to be taken up the stairs. There could be an oversnow service where bags are dropped off in the village and brought to the lodge for a small fee. I'm sure a lift of some sort would be out of the question due to regulations	7/29/2019 10:36 PM
43	see https://inclinedlifts.com.au	7/29/2019 8:29 PM
44	This is a very good question when trying to keep costs at a reasonable level. I guess in terms of cost from low to high you have, staff to carry > snow vehicle to carry around to read of lodge > mechanical device to lift from road to lodge...	7/29/2019 7:48 PM

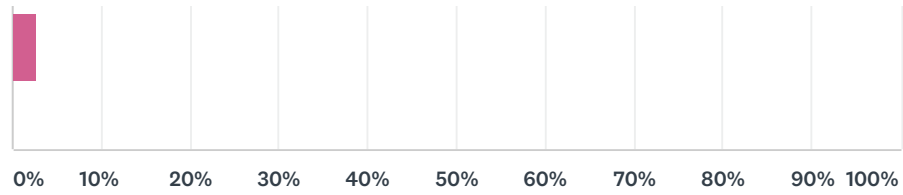
45	Winter storage	7/29/2019 7:45 PM
46	I already use the Snow tow service to deliver my luggage to the back door. Perhaps do a deal with the service owner to give a discount to Anton members.	7/29/2019 7:40 PM
47	Teleport :)	7/29/2019 8:20 AM
48	Offer oversnow transport to back door? Inclinator?	7/29/2019 6:17 AM
49	no	7/28/2019 11:01 PM
50	If there was someone to help.Carry it up. Can the skidoo be used to help take the luggage up?	7/28/2019 1:39 AM
51	Let people know about the over snow service. It's awesome- maybe cut a deal with them.	7/27/2019 6:15 PM
52	Luggage lift	7/27/2019 6:09 PM
53	Elevator	7/27/2019 4:36 AM
54	Would it be possible to install a roller next to the stairs? A lift of sorts, but not that complex - obviously maintenance would be needed regularly due to the climate though...	7/26/2019 8:35 PM
55	Flying fox?	7/26/2019 7:56 PM
56	Not really	7/26/2019 7:37 PM
57	a conveyer belt	7/26/2019 6:55 PM
58	Ski doo luggage pick up	7/26/2019 6:52 PM
59	Over-snow to back entrance	7/26/2019 6:30 PM
60	No	7/26/2019 4:49 PM
61	skidoo from Hotham Heights to back door	7/26/2019 11:26 AM
62	No need to It's character building	7/26/2019 8:57 AM
63	Something machanical - nice friend to help	7/26/2019 8:10 AM
64	Not financially practical. If people can't carry their luggage, shouldn't be there	7/26/2019 7:37 AM
65	Pay a Sherpa. Bring less luggage. Get fit - could help with your skiing.	7/26/2019 7:24 AM
66	Lower the high step up at the second from top landing. It's higher than the others and a trip hazard.	7/26/2019 7:20 AM
67	Skidoo service from main car park	7/26/2019 6:54 AM
68	tobbogan? delivery from rear?	7/26/2019 6:23 AM
69	No	7/26/2019 6:18 AM
70	Bring less luggage or sno-tow	7/26/2019 5:55 AM
71	no	7/26/2019 5:25 AM
72	oversnow transport behind lodge?	7/26/2019 4:38 AM

73	some sort of elevator system from the road side, obviously would be costly... A version of the snowmobile service that currently operates from the village.... there would just need to be consideration to getting the luggage from the back road to the front door area	7/26/2019 4:17 AM
74	no.	7/26/2019 3:24 AM
75	Keep the steps completely clear of snow at all times	7/26/2019 3:12 AM
76	that is a hard one. Ideally some kind of mechanical conveyor would be good but appreciate cost and maintenance could be a barrier.	7/26/2019 3:08 AM
77	Provide the contact of the oversnow luggage transfer at booking.	7/26/2019 2:57 AM
78	It's difficult or we would have fixed it years ago. Members who are finding it hard could pay the manager for help with the luggage	7/26/2019 2:50 AM
79	Yes, use the exiting service located near Medical centre on a contract arranged by Anton . Members ring from Bright and pre book a time. luggage etc dropped at same place as bread and milk.	7/26/2019 1:04 AM
80	we are lucky to be so close to the road it is not a problem	7/24/2019 7:00 AM
81	Employ people to carry up from car park on changeover days. They could be notified of time of arrival ahead of time.	7/24/2019 3:29 AM
82	Possible oversnow to back door	7/23/2019 5:41 PM
83	Contract snow mobile at back of lodge	7/23/2019 8:06 AM
84	Dumb waiter type elevator?	7/23/2019 7:56 AM
85	Existing service from near medical centre contract to lodge or our lodge managers do it with their skidoo	7/21/2019 7:24 AM

Q13 Thinking broadly about the lodge facilities and service levels in the lodge. How would you rate them CURRENTLY?

Answered: 109 Skipped: 8

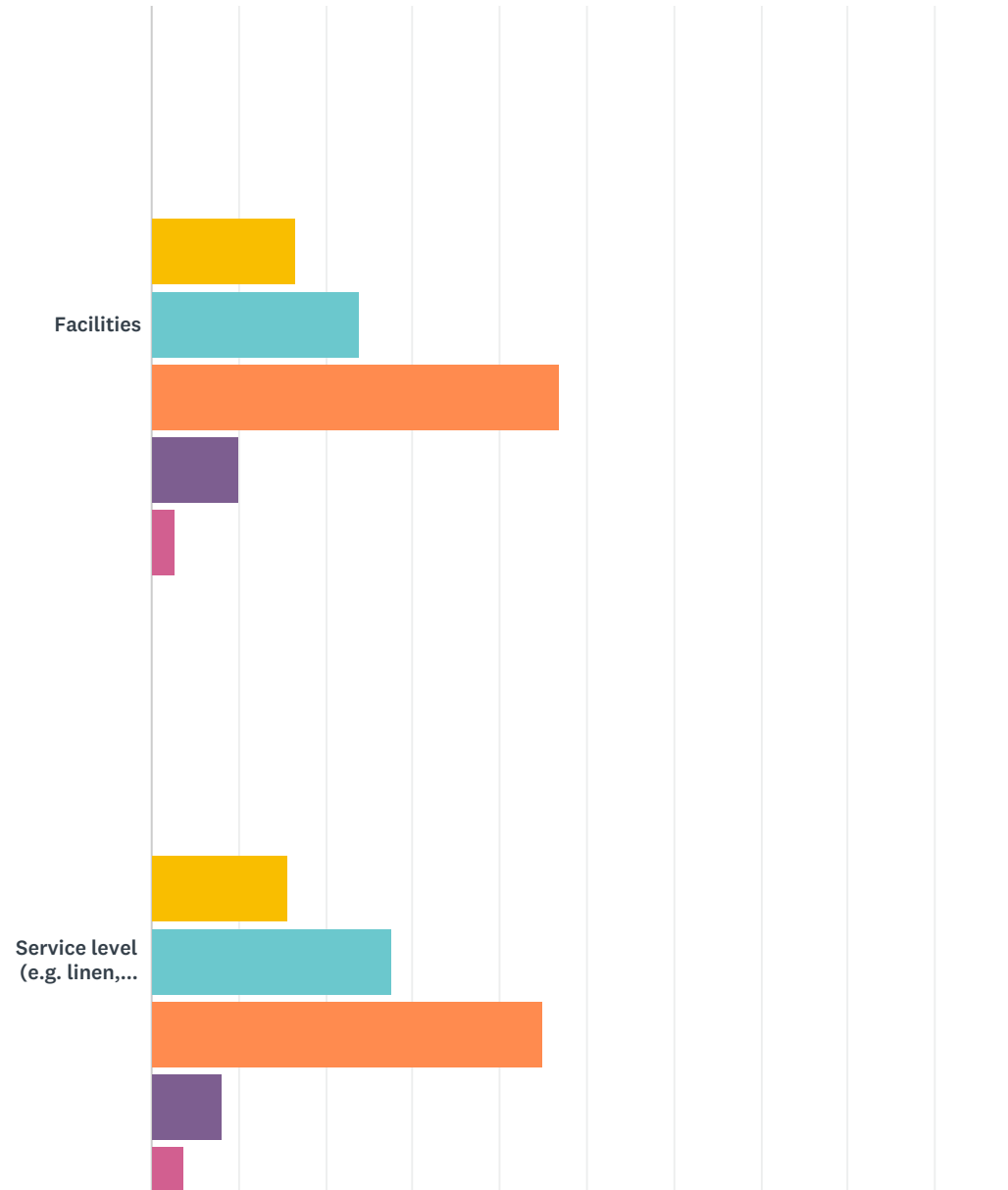


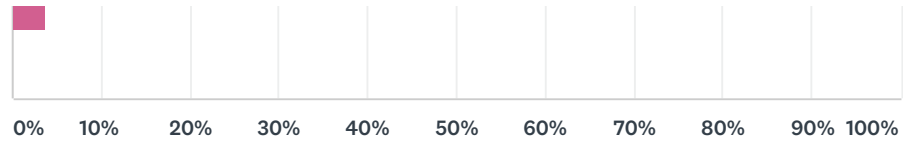


	2 STAR	2 1/2 STAR	3 STAR	3 1/2 STAR	4 STAR	4 1/2 STAR	5 STAR	TOTAL	WEIGHTED AVERAGE
Facilities	4.59% 5	13.76% 15	39.45% 43	22.94% 25	12.84% 14	5.50% 6	0.92% 1	109	3.46
Service level (e.g. linen, cleaning etc.)	28.70% 31	13.89% 15	28.70% 31	14.81% 16	9.26% 10	1.85% 2	2.78% 3	108	2.79

Q14 Moving forward what star rating would you like the lodge to be?

Answered: 109 Skipped: 8

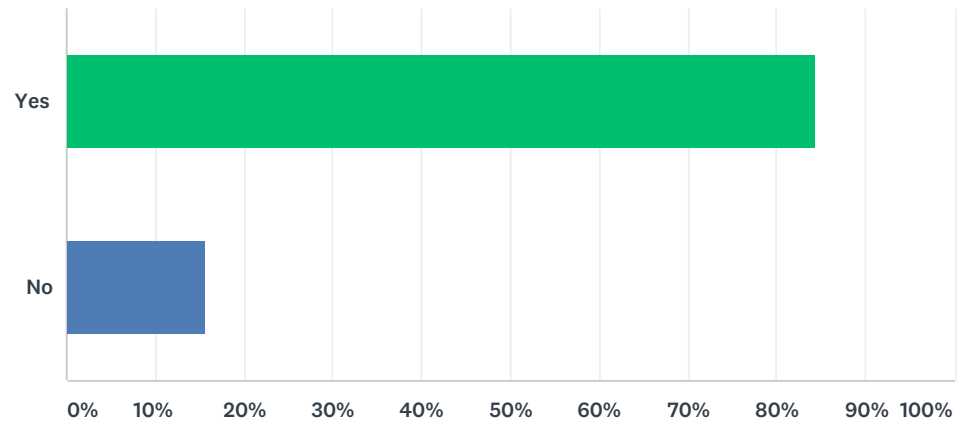




	2 STAR	2 1/2 STAR	3 STAR	3 1/2 STAR	4 STAR	4 1/2 STAR	5 STAR	TOTAL	WEIGHTED AVERAGE
Facilities	0.00% 0	0.00% 0	16.51% 18	23.85% 26	46.79% 51	10.09% 11	2.75% 3	109	4.59
Service level (e.g. linen, cleaning etc.)	0.00% 0	0.00% 0	15.60% 17	27.52% 30	44.95% 49	8.26% 9	3.67% 4	109	4.57

Q15 'Sports week is held every year in the last week of July. It is open to members and friends who would like have access to recreational and race ski lessons. The cost of the lessons are subsidized by the club. The week culminates in club races and a team is then chosen to race against other AAC clubs in Victoria and NSW. Are you aware of Sports Week?

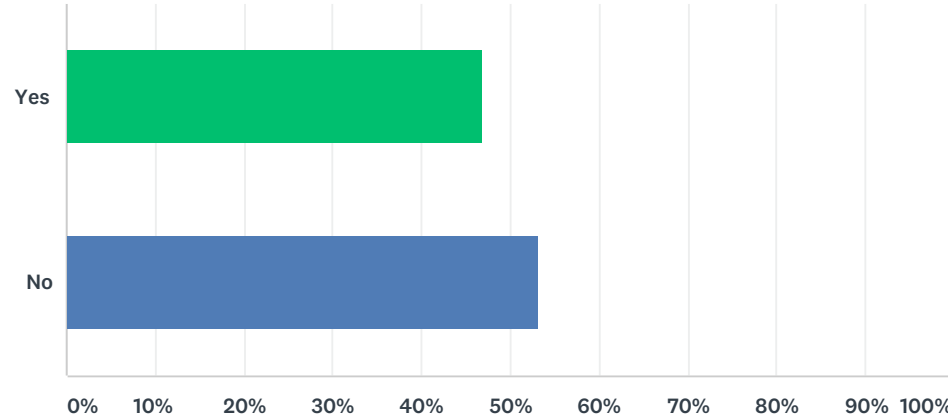
Answered: 109 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	84.40%	92
No	15.60%	17
TOTAL		109

Q16 Have you ever participated in Sports week?

Answered: 109 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	46.79%	51
No	53.21%	58
TOTAL		109

Q17 If yes, what year was it?

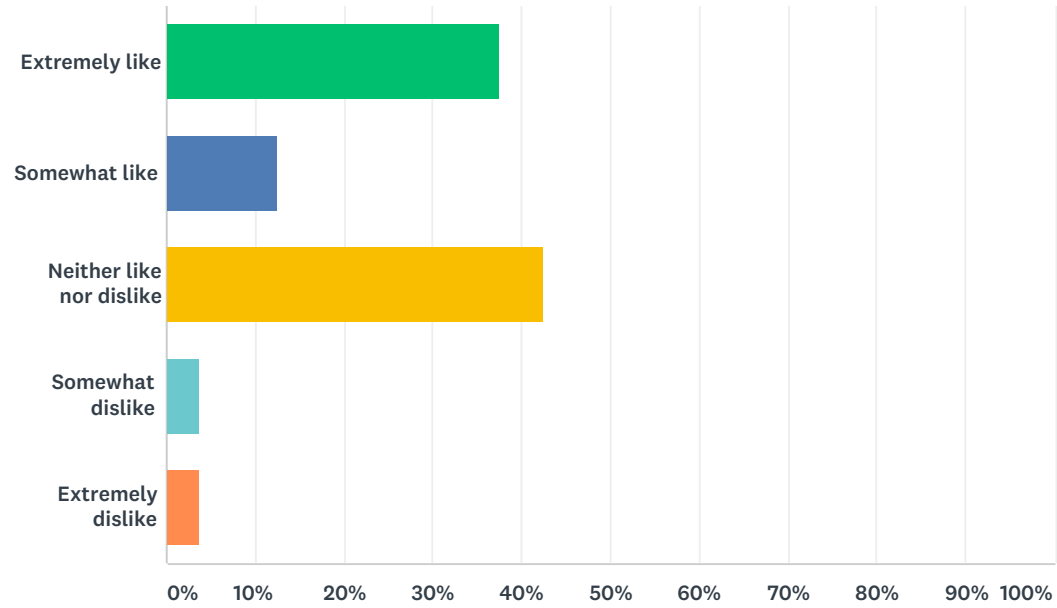
Answered: 53 Skipped: 64

#	RESPONSES	DATE
1	2001 up until 2012	8/19/2019 6:25 AM
2	In the 80's and recently 2000 2001	8/17/2019 2:46 AM
3	2007	8/15/2019 8:41 PM
4	2017	8/15/2019 1:01 AM
5	1980s and 1990s	8/14/2019 9:55 PM
6	2018	8/11/2019 10:44 PM
7	2009?	8/10/2019 3:00 AM
8	2019	8/9/2019 5:52 AM
9	2006 & 2007	8/9/2019 5:23 AM
10	Don't remember	8/9/2019 4:48 AM
11	2013	8/9/2019 1:38 AM
12	prior to 2015	8/8/2019 2:25 AM
13	2017	8/6/2019 8:24 PM
14	1990	8/4/2019 11:22 PM
15	2015	8/4/2019 9:17 PM
16	N/A	8/4/2019 6:52 AM
17	2014, 2015, 2016 & 2017	8/3/2019 2:38 AM
18	From 1980's to 1990's	8/3/2019 1:07 AM
19	Cant remember	8/2/2019 9:06 PM
20	2011	8/2/2019 4:48 AM
21	many years ago	8/2/2019 4:25 AM
22	2018	7/31/2019 2:35 AM
23	many	7/30/2019 6:15 PM
24	At least 2014-2019 possibly more	7/30/2019 9:53 AM

25	long time ago	7/29/2019 8:29 PM
26	25+ years ago.	7/29/2019 7:48 PM
27	Don't reo	7/29/2019 7:45 PM
28	Every year I have been a member except this year due to injury.	7/29/2019 7:40 PM
29	1980 & 1990	7/27/2019 6:09 PM
30	2012-2019	7/27/2019 4:36 AM
31	N/A	7/26/2019 7:56 PM
32	No	7/26/2019 7:37 PM
33	Almost every year since joining	7/26/2019 6:55 PM
34	Nil	7/26/2019 6:52 PM
35	3 times in last 10 years or so	7/26/2019 6:30 PM
36	2018	7/26/2019 8:57 AM
37	Many years ago when it was called race week	7/26/2019 8:24 AM
38	30 years ago!!!	7/26/2019 8:14 AM
39	2013	7/26/2019 8:10 AM
40	We came up one weekend but weren't part of the port weekend and found that some people were unfriendly and have been put off ever since	7/26/2019 7:24 AM
41	2017, 2018 and 2019	7/26/2019 7:06 AM
42	Last five years including this year	7/26/2019 5:55 AM
43	In the 80's	7/26/2019 5:25 AM
44	2002	7/26/2019 3:12 AM
45	1983	7/26/2019 3:08 AM
46	1980	7/26/2019 2:50 AM
47	1974 -1990	7/26/2019 1:04 AM
48	1990	7/24/2019 3:29 AM
49	2019 and many more	7/23/2019 5:41 PM
50	1986	7/23/2019 8:06 AM
51	1983	7/23/2019 7:56 AM
52	1980's	7/23/2019 5:07 AM
53	1974-1990	7/21/2019 7:24 AM

Q18 And overall how much did you like or dislike Sports Week?

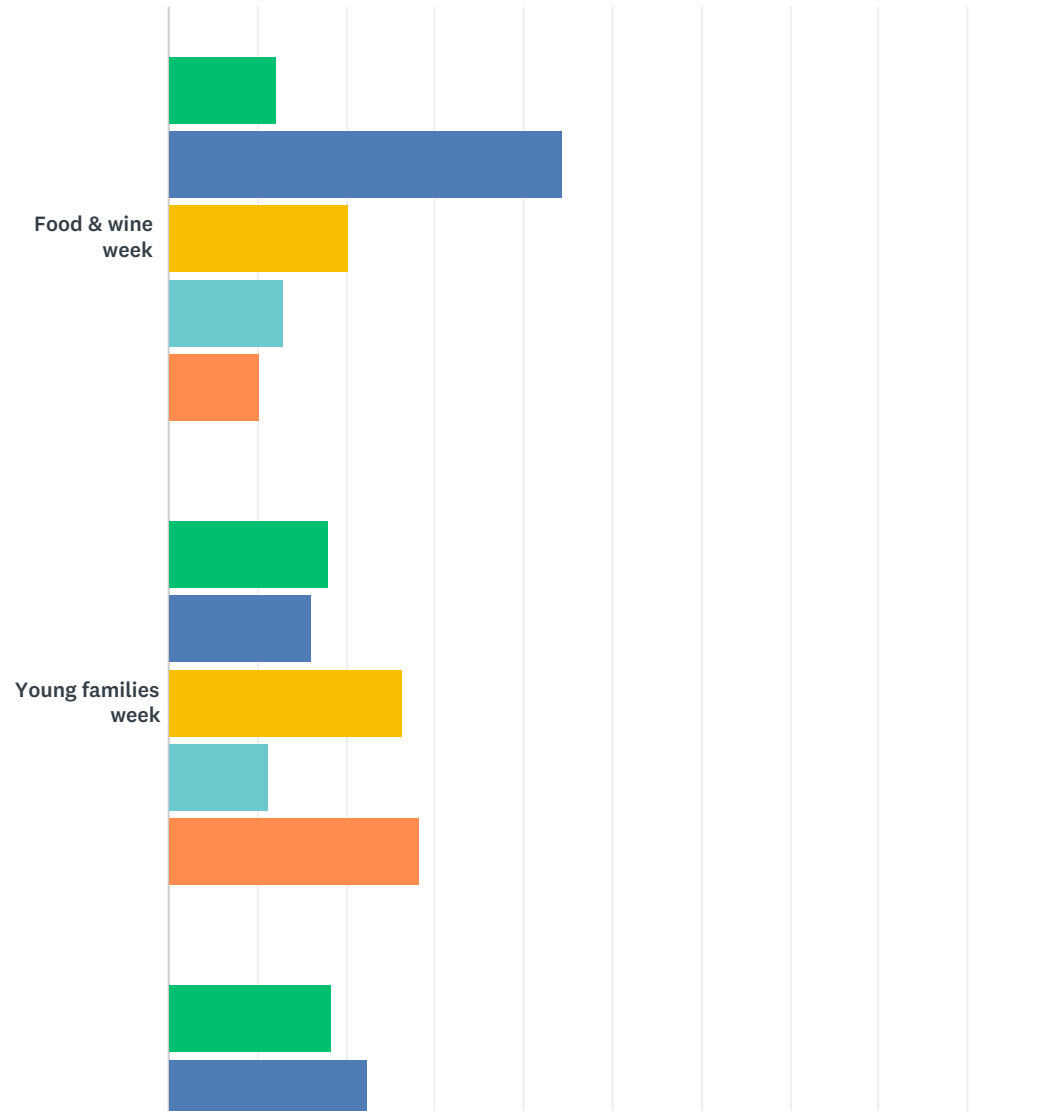
Answered: 80 Skipped: 37

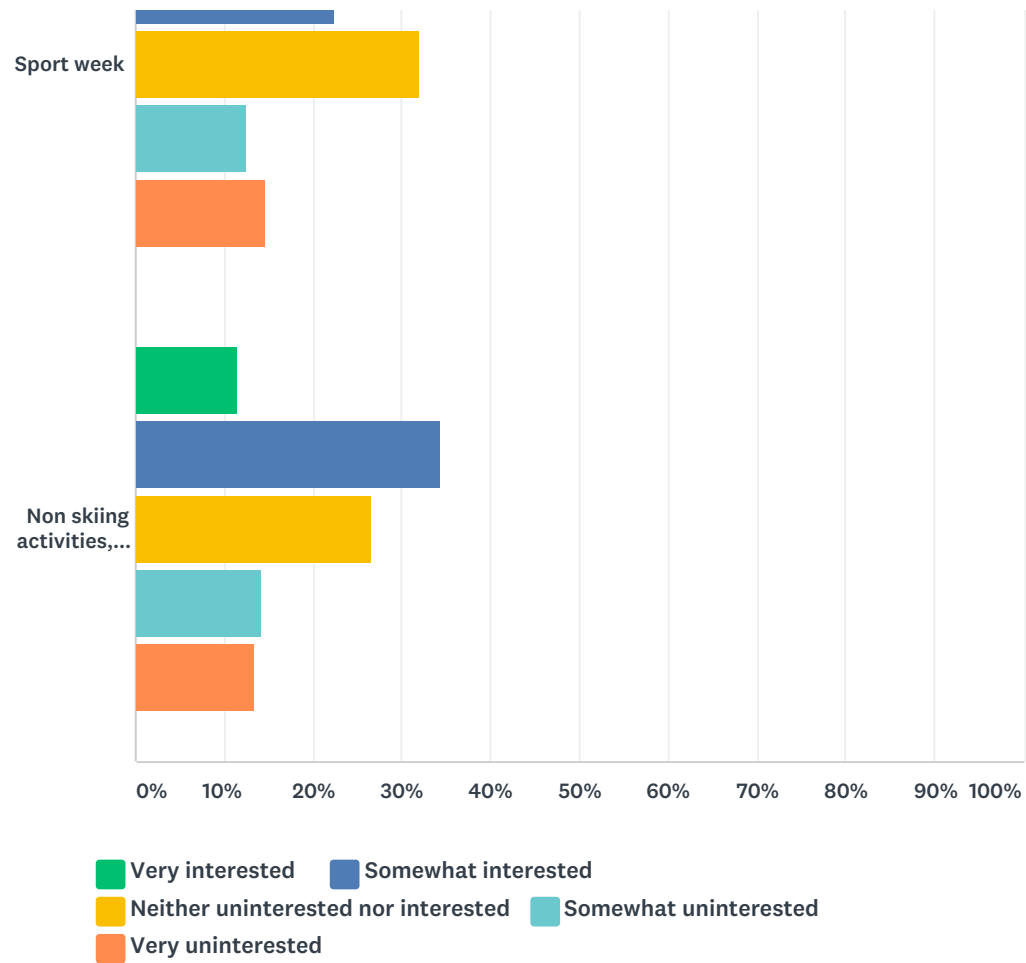


ANSWER CHOICES	RESPONSES	
Extremely like	37.50%	30
Somewhat like	12.50%	10
Neither like nor dislike	42.50%	34
Somewhat dislike	3.75%	3
Extremely dislike	3.75%	3
TOTAL		80

Q19 Sports Week is just one themed week that happens at the lodge. We are considering implementing other themed weeks throughout the year, how interested would you be in any of the following weeks?

Answered: 109 Skipped: 8



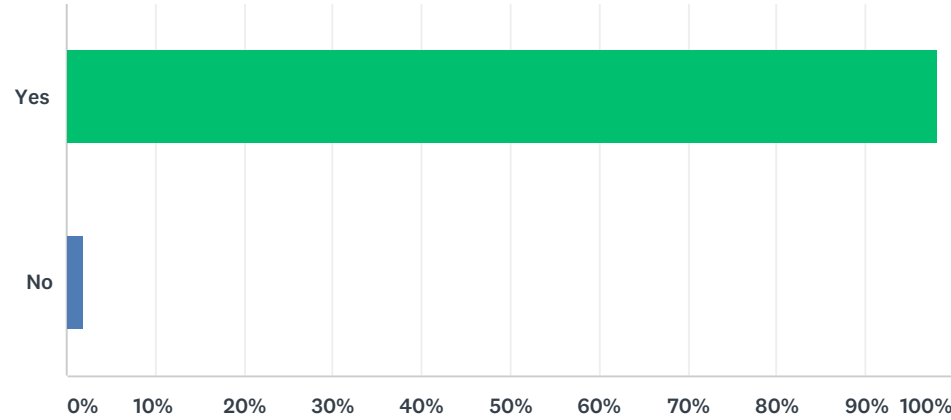


	VERY INTERESTED	SOMEWHAT INTERESTED	NEITHER UNINTERESTED NOR INTERESTED	SOMEWHAT UNINTERESTED	VERY UNINTERESTED	TOTAL	WEIGHTED AVERAGE
Food & wine week	12.04% 13	44.44% 48	20.37% 22	12.96% 14	10.19% 11	108	2.65
Young families week	17.92% 19	16.04% 17	26.42% 28	11.32% 12	28.30% 30	106	3.16
Sport week	18.45% 19	22.33% 23	32.04% 33	12.62% 13	14.56% 15	103	2.83
Non skiing activities, e.g. Fishing, 4WD, mountain biking	11.43% 12	34.29% 36	26.67% 28	14.29% 15	13.33% 14	105	2.84

#	OTHER (PLEASE SPECIFY)	DATE
1	Bushwalking between lodges in the area eg between Hotham and Falls	8/17/2019 9:28 PM
2	Those weeks mentioned could be themes to increase lodge usage out of the ski season	8/17/2019 2:46 AM
3	bring a friend week at subsidized pricing	8/16/2019 5:25 AM
4	Snow shoeing trips in spring	8/9/2019 5:52 AM
5	Spa week, women's week (could include inspirational speakers etc), buddy week - a great skier with someone who wants to improve, wellbeing week, Xmas in July, pride week, invite a possible member week and because I'm on a roll you can't not have a pirate week!	8/9/2019 1:38 AM
6	Hiking	8/9/2019 12:28 AM
7	-	8/2/2019 9:06 PM
8	Sports week that is less about racing and nurturing recreational skiers.	7/30/2019 5:35 AM
9	Bushwalking,	7/30/2019 1:45 AM
10	Ongoing 2 week lesson program	7/29/2019 7:45 PM
11	Ladies Week	7/29/2019 8:20 AM
12	If these themed weeks are on weekends or school holidays.I would participate. Taking the children out of school during the term is very difficult.	7/28/2019 1:39 AM
13	yoga retreat week	7/26/2019 6:55 PM
14	Hiking	7/26/2019 4:49 PM
15	Hiking the iconic walks in the region over summer would be attractive.	7/26/2019 7:24 AM
16	Road Cycling	7/26/2019 3:08 AM
17	Back country guide/transport	7/26/2019 2:57 AM
18	Music festival, Bicycling week	7/23/2019 8:06 AM

Q20 Are you aware you can use the lodge outside of the winter months?

Answered: 109 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	98.17%	107
No	1.83%	2
TOTAL		109

Q21 And is there anything that limits you from using the lodge outside of the winter months?

Answered: 109 Skipped: 8

#	RESPONSES	DATE
1	no	8/23/2019 7:21 AM
2	My family commitments in elite kayaking takes up most of the time.	8/22/2019 8:41 AM
3	Time	8/21/2019 7:35 AM
4	The facilities available at Hotham.	8/19/2019 8:44 AM
5	the distance...Northern NSW	8/19/2019 6:25 AM
6	No. It's a great venue. It might be nice to have the sauna/spa facilities available out of season.	8/17/2019 9:28 PM
7	The mountain is dead	8/17/2019 6:00 PM
8	No Our family have used the lodge in the summer and at Easter many times	8/17/2019 2:46 AM
9	work	8/16/2019 5:25 AM
10	No	8/15/2019 8:41 PM
11	no	8/15/2019 4:44 AM
12	Distance from Adelaide	8/15/2019 4:27 AM
13	Distance from Sydney	8/15/2019 4:25 AM
14	arranging access	8/15/2019 4:20 AM
15	Tyrrany of distance	8/15/2019 4:03 AM
16	Expensive and difficult	8/15/2019 3:17 AM
17	Nothing	8/15/2019 1:01 AM
18	Being overseas. The drive from Melbourne.	8/14/2019 9:55 PM
19	Not really	8/14/2019 8:22 AM
20	Lack of open facilities on mountain Loneliness of club	8/13/2019 12:53 AM
21	Knowing how to operate	8/11/2019 10:44 PM
22	Living in NSW prevents frequent visits	8/11/2019 2:53 AM
23	Nothing specific	8/10/2019 3:00 AM
24	Bushfires	8/9/2019 7:34 PM

25	No	8/9/2019 5:52 AM
26	No	8/9/2019 5:23 AM
27	Distance	8/9/2019 4:48 AM
28	The palava of keys etc etc	8/9/2019 1:38 AM
29	No	8/9/2019 12:28 AM
30	Not a lot to do at Mt hotham	8/9/2019 12:07 AM
31	distance from melbourne and children sport commitments	8/9/2019 12:06 AM
32	no	8/8/2019 2:25 AM
33	No	8/6/2019 8:24 PM
34	Entry Fee	8/4/2019 11:22 PM
35	No	8/4/2019 9:17 PM
36	I live in Brisbane so its mostly just the time to get down there that's the issue of more trips than just one per year for skiing.	8/4/2019 7:52 PM
37	Available Time	8/4/2019 6:52 AM
38	Only that we do not have the time now, we have used the lodge out of season before.	8/3/2019 2:38 AM
39	I have no knowledge of opening/closing procedures, ie. the use of generators etc.	8/3/2019 1:07 AM
40	Time	8/2/2019 9:06 PM
41	We live on a farm & have to feed livestock most of the summer. We go to the beach/river in summer because it's so dry here.	8/2/2019 4:48 AM
42	ease of operation of the building	8/2/2019 4:25 AM
43	Numbers required	8/2/2019 2:48 AM
44	Other commitments elsewhere / travel	7/31/2019 10:30 PM
45	I have my own apartment	7/31/2019 8:01 PM
46	I dont think the mountain promotes itself well over summer. as such too many other options which are appealing and other mountains have better facilities for summer	7/31/2019 4:41 AM
47	Nope	7/31/2019 2:35 AM
48	not as far as I'm aware	7/31/2019 12:04 AM
49	no	7/30/2019 6:15 PM
50	No	7/30/2019 9:53 AM
51	Long way to go. Haven't come up with an event where enough people would come up to use it. Feel a bit lost if it were just the 3 of us and would feel daunted by opening it up. Conscious of the amount of maintenance and knowledge that lodge managers need to have.	7/30/2019 5:35 AM
52	Not having lodge managers available, having to start up the boilers etc.	7/30/2019 1:45 AM

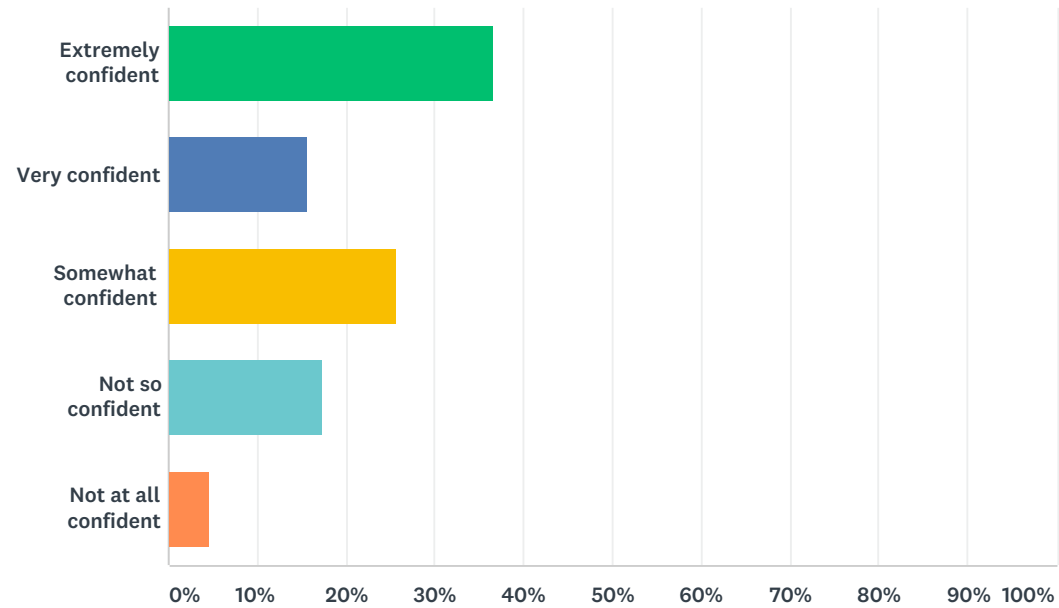
53	No	7/29/2019 10:36 PM
54	minimum stay	7/29/2019 8:29 PM
55	More so the available activities on the mountain. Buller and Falls are leading the way in Summer activities. I have spent a number of weeks in January at Falls over the last few years supporting my son in Triathlon training. Hotham needs to start looking at Mountain Biking in a serious way as a lure. Maybe a lift running. Epic should understand this from their ownership of Whistler and Vail.	7/29/2019 7:48 PM
56	Distance	7/29/2019 7:45 PM
57	As previously stated the minimum charge is too high when we want to stay just one night.	7/29/2019 7:40 PM
58	Live in QLD, no car... airfare	7/29/2019 8:20 AM
59	The need to 'hire' the whole lodge - I'm lead to believe	7/29/2019 6:34 AM
60	Unless you`re interested in bushwalking, mountainbiking or horse riding there isn`t much open on the mountain.	7/29/2019 6:17 AM
61	no	7/29/2019 2:20 AM
62	no	7/28/2019 11:01 PM
63	No reason.	7/28/2019 1:39 AM
64	Not really	7/27/2019 6:15 PM
65	Living interstate	7/27/2019 6:09 PM
66	No	7/27/2019 5:17 PM
67	I thought it wasn't really available easily	7/27/2019 7:04 AM
68	Work	7/27/2019 4:36 AM
69	no	7/26/2019 10:19 PM
70	Other than fires (unlikely), no	7/26/2019 8:35 PM
71	Other summer time activities (I row)	7/26/2019 7:56 PM
72	Family sport involvement	7/26/2019 7:37 PM
73	No	7/26/2019 6:55 PM
74	Nil	7/26/2019 6:52 PM
75	Go elsewhere. Used to use lodge in summer and would like to again but never get round to it.	7/26/2019 6:30 PM
76	Attempted to use at start of hiking in 2018, but entire lodge was booked for that weekend.	7/26/2019 4:49 PM
77	Cost	7/26/2019 11:26 AM
78	Lack of time	7/26/2019 8:57 AM
79	min number of guests	7/26/2019 8:24 AM

80	Too many other activities for our family	7/26/2019 8:14 AM
81	No - just time	7/26/2019 8:10 AM
82	Time	7/26/2019 7:37 AM
83	The minimum occupancy required	7/26/2019 7:24 AM
84	Work and distance to get there. Also, if I go out of season, I overnight hike with tent, so no requirements for accommodation. The need to clean up is a barrier to staying for the night before a walk, as we would not have time. My overnight hiking friends probably wouldn't want to pay for a night anyway.	7/26/2019 7:20 AM
85	Minimum booking numbers and fees. Difficult access. Cleaning	7/26/2019 7:06 AM
86	No	7/26/2019 6:54 AM
87	cost	7/26/2019 6:23 AM
88	Not really, just have other things to do	7/26/2019 6:18 AM
89	Busy	7/26/2019 5:55 AM
90	No	7/26/2019 5:25 AM
91	No	7/26/2019 5:17 AM
92	AGE	7/26/2019 4:38 AM
93	No	7/26/2019 4:23 AM
94	no, just tend not to go to the mountains in summer!!	7/26/2019 4:17 AM
95	a loooong drive from Sydney. too many alternatives close by.	7/26/2019 3:39 AM
96	no. its easier and in some ways more pleasant.	7/26/2019 3:24 AM
97	My own lack of motivation to drive 6hra to Hotham	7/26/2019 3:12 AM
98	Hassle and responsibility of opening and closing. Lack of familiarity with operating systems' requirements	7/26/2019 3:08 AM
99	Ease of having someone come to turn everything on - I feel bad that someone from the committee (?) has to come to open up - or has that changed? I'd use it if I could open up myself.	7/26/2019 2:57 AM
100	Difficulty opening and closing lodge services	7/26/2019 2:50 AM
101	No	7/26/2019 2:45 AM
102	hard to use	7/26/2019 1:04 AM
103	no	7/24/2019 7:00 AM
104	Perception that the operation of the lodge is overwhelming	7/24/2019 3:29 AM
105	Time. Bike storage would be good to bring up road and/or mountain bikes	7/23/2019 5:41 PM
106	Difficulty to open & close	7/23/2019 8:06 AM

107	Complicated opening and closing routines	7/23/2019 7:56 AM
108	No	7/23/2019 5:07 AM
109	Complex and how do we open it	7/21/2019 7:24 AM

Q22 How confident would you feel to operate (open / close) the lodge should you choose to stay outside of winter?

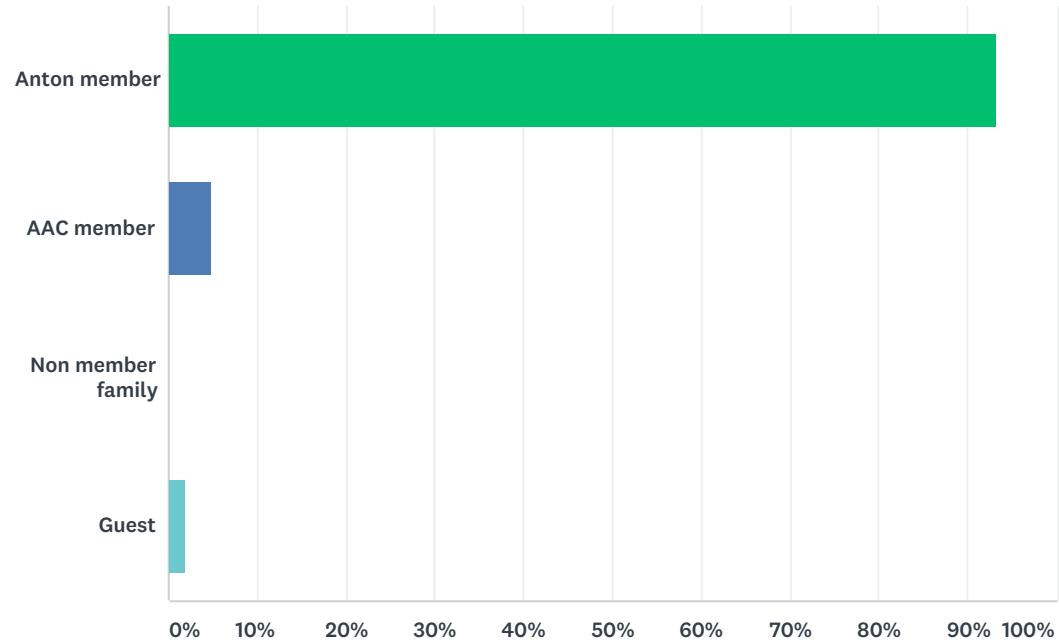
Answered: 109 Skipped: 8



ANSWER CHOICES	RESPONSES	
Extremely confident	36.70%	40
Very confident	15.60%	17
Somewhat confident	25.69%	28
Not so confident	17.43%	19
Not at all confident	4.59%	5
TOTAL		109

Q23 Membership TypeAre you?

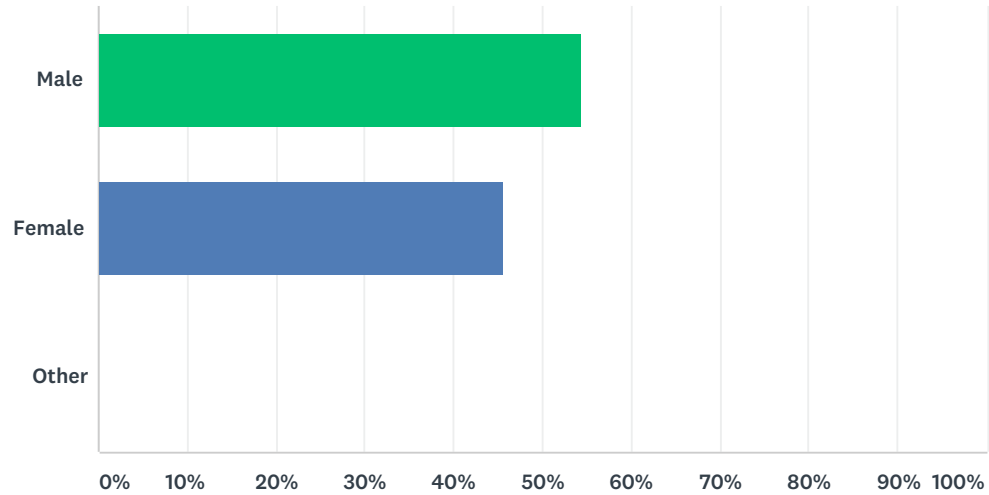
Answered: 103 Skipped: 14



ANSWER CHOICES	RESPONSES
Anton member	93.20% 96
AAC member	4.85% 5
Non member family	0.00% 0
Guest	1.94% 2
Total Respondents: 103	

Q24 GenderAre you?

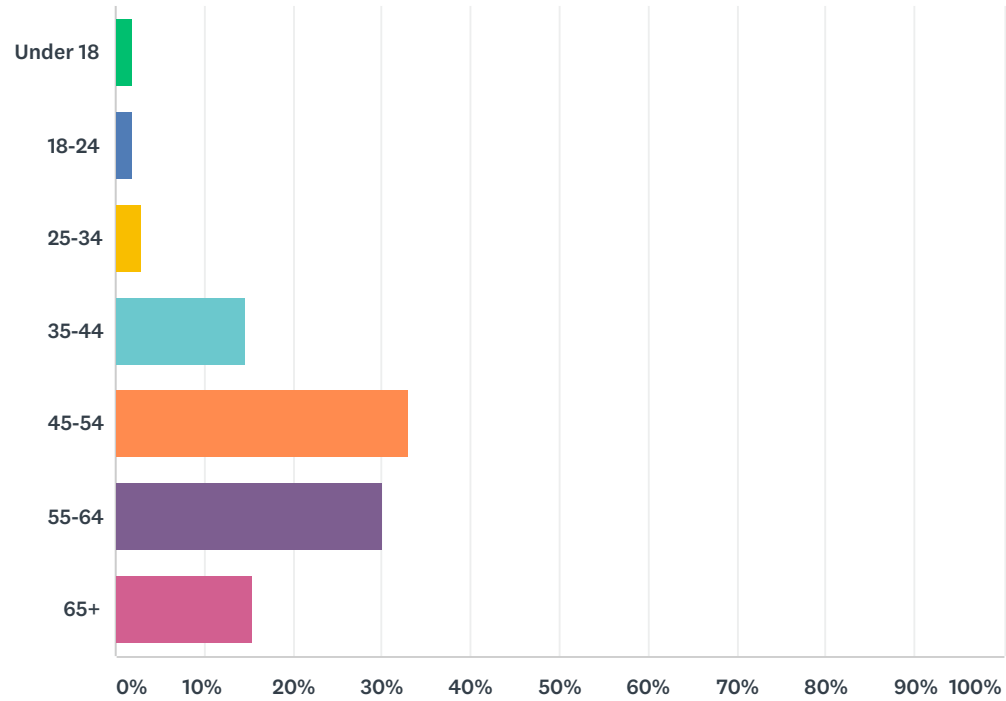
Answered: 103 Skipped: 14



ANSWER CHOICES	RESPONSES	
Male	54.37%	56
Female	45.63%	47
Other	0.00%	0
Total Respondents: 103		

Q25 How old are you?

Answered: 103 Skipped: 14



ANSWER CHOICES	RESPONSES
Under 18	1.94% 2
18-24	1.94% 2
25-34	2.91% 3
35-44	14.56% 15
45-54	33.01% 34
55-64	30.10% 31
65+	15.53% 16

Total Respondents: 103

Q26 Postcode.Where do you live?

Answered: 103 Skipped: 14

#	RESPONSES	DATE
1	3057	8/23/2019 7:29 AM
2	2097	8/22/2019 8:44 AM
3	3101	8/21/2019 7:40 AM
4	3068	8/19/2019 8:48 AM
5	2481	8/19/2019 6:38 AM
6	3930	8/17/2019 9:33 PM
7	3188	8/17/2019 6:02 PM
8	3093	8/17/2019 3:01 AM
9	3013	8/16/2019 5:28 AM
10	3079	8/15/2019 8:45 PM
11	3142	8/15/2019 4:45 AM
12	2107	8/15/2019 4:27 AM
13	2088	8/15/2019 4:07 AM
14	3880	8/15/2019 3:25 AM
15	3142	8/15/2019 1:08 AM
16	3002	8/14/2019 10:11 PM
17	3121	8/14/2019 8:28 AM
18	3223	8/13/2019 12:56 AM
19	3146	8/11/2019 10:47 PM
20	2102	8/11/2019 2:55 AM
21	3144	8/10/2019 3:03 AM
22	3122	8/9/2019 7:39 PM
23	3122	8/9/2019 5:30 AM
24	2076	8/9/2019 4:50 AM

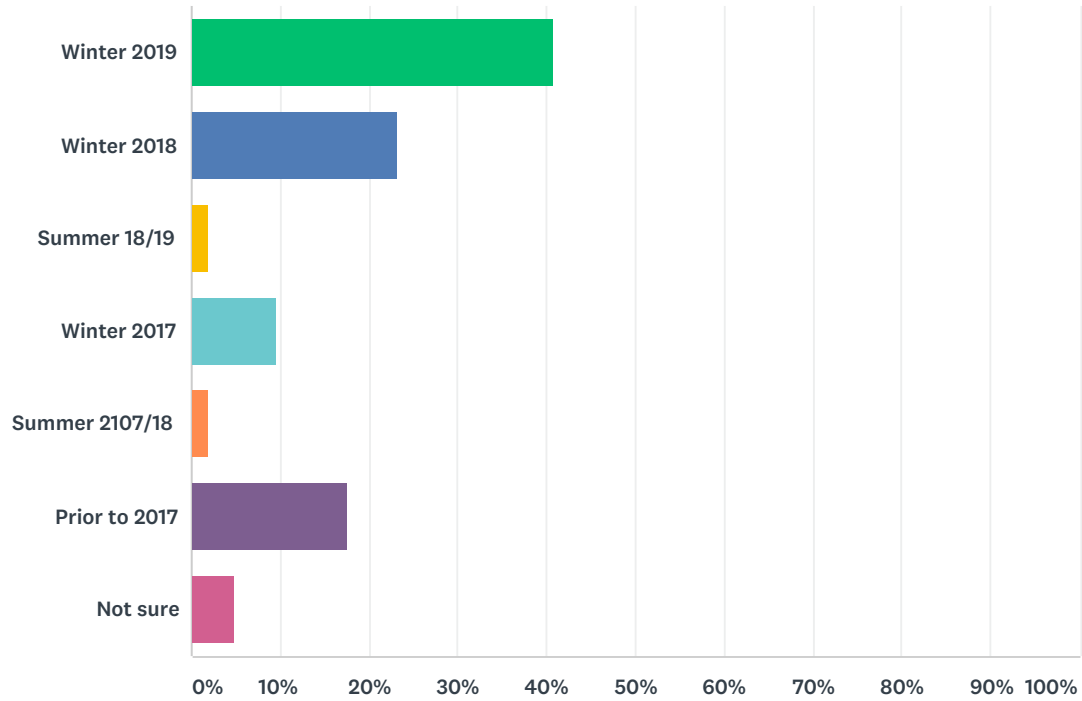
25	3039	8/9/2019 1:44 AM
26	3934	8/9/2019 12:31 AM
27	3123	8/9/2019 12:10 AM
28	3207	8/9/2019 12:07 AM
29	3741	8/8/2019 3:02 AM
30	3000	8/6/2019 8:26 PM
31	3185	8/4/2019 11:32 PM
32	3765	8/4/2019 9:21 PM
33	4053	8/4/2019 7:54 PM
34	3109	8/4/2019 6:54 AM
35	3741	8/3/2019 2:43 AM
36	3226	8/3/2019 1:12 AM
37	3225	8/2/2019 9:32 PM
38	2668	8/2/2019 4:54 AM
39	3183	8/2/2019 4:27 AM
40	3122	8/2/2019 2:53 AM
41	3183	7/31/2019 10:32 PM
42	3121	7/31/2019 8:02 PM
43	3181	7/31/2019 4:47 AM
44	3000	7/31/2019 2:37 AM
45	2602	7/31/2019 12:06 AM
46	2481	7/30/2019 6:25 PM
47	3737	7/30/2019 9:56 AM
48	3065	7/30/2019 5:42 AM
49	3197	7/30/2019 1:50 AM
50	3193	7/29/2019 10:41 PM
51	2076	7/29/2019 8:36 PM
52	3188	7/29/2019 7:55 PM
53	5049	7/29/2019 7:52 PM

54	3752	7/29/2019 7:47 PM
55	4169	7/29/2019 8:25 AM
56	2232	7/29/2019 6:42 AM
57	3040	7/29/2019 6:36 AM
58	3186	7/29/2019 2:21 AM
59	3126	7/28/2019 11:02 PM
60	3144	7/28/2019 1:46 AM
61	3145	7/27/2019 6:21 PM
62	4573	7/27/2019 6:15 PM
63	3068	7/27/2019 5:19 PM
64	3880	7/27/2019 7:09 AM
65	3752	7/27/2019 4:41 AM
66	nsw	7/26/2019 10:20 PM
67	3186	7/26/2019 8:38 PM
68	3032	7/26/2019 7:57 PM
69	3016	7/26/2019 7:39 PM
70	3737	7/26/2019 7:00 PM
71	3124	7/26/2019 6:54 PM
72	3183	7/26/2019 6:33 PM
73	3141	7/26/2019 4:50 PM
74	3199	7/26/2019 11:28 AM
75	3220	7/26/2019 9:01 AM
76	3186	7/26/2019 8:29 AM
77	3186	7/26/2019 8:20 AM
78	3808	7/26/2019 8:11 AM
79	3677	7/26/2019 7:41 AM
80	3172	7/26/2019 7:20 AM
81	3207	7/26/2019 7:11 AM
82	3066	7/26/2019 6:56 AM

83	3123	7/26/2019 6:25 AM
84	3145	7/26/2019 6:19 AM
85	3184	7/26/2019 5:58 AM
86	3188	7/26/2019 5:29 AM
87	3199	7/26/2019 5:18 AM
88	2229	7/26/2019 4:25 AM
89	3193	7/26/2019 4:19 AM
90	2229	7/26/2019 3:41 AM
91	7005	7/26/2019 3:28 AM
92	3228	7/26/2019 3:17 AM
93	3193	7/26/2019 3:10 AM
94	3228	7/26/2019 3:02 AM
95	3205	7/26/2019 2:52 AM
96	3142	7/26/2019 1:05 AM
97	3087	7/24/2019 7:01 AM
98	3146	7/24/2019 3:29 AM
99	3030	7/23/2019 5:45 PM
100	3186	7/23/2019 8:08 AM
101	3193	7/23/2019 7:58 AM
102	3185	7/23/2019 5:17 AM
103	3142	7/21/2019 7:29 AM

Q27 When was the last time you used the lodge?

Answered: 103 Skipped: 14

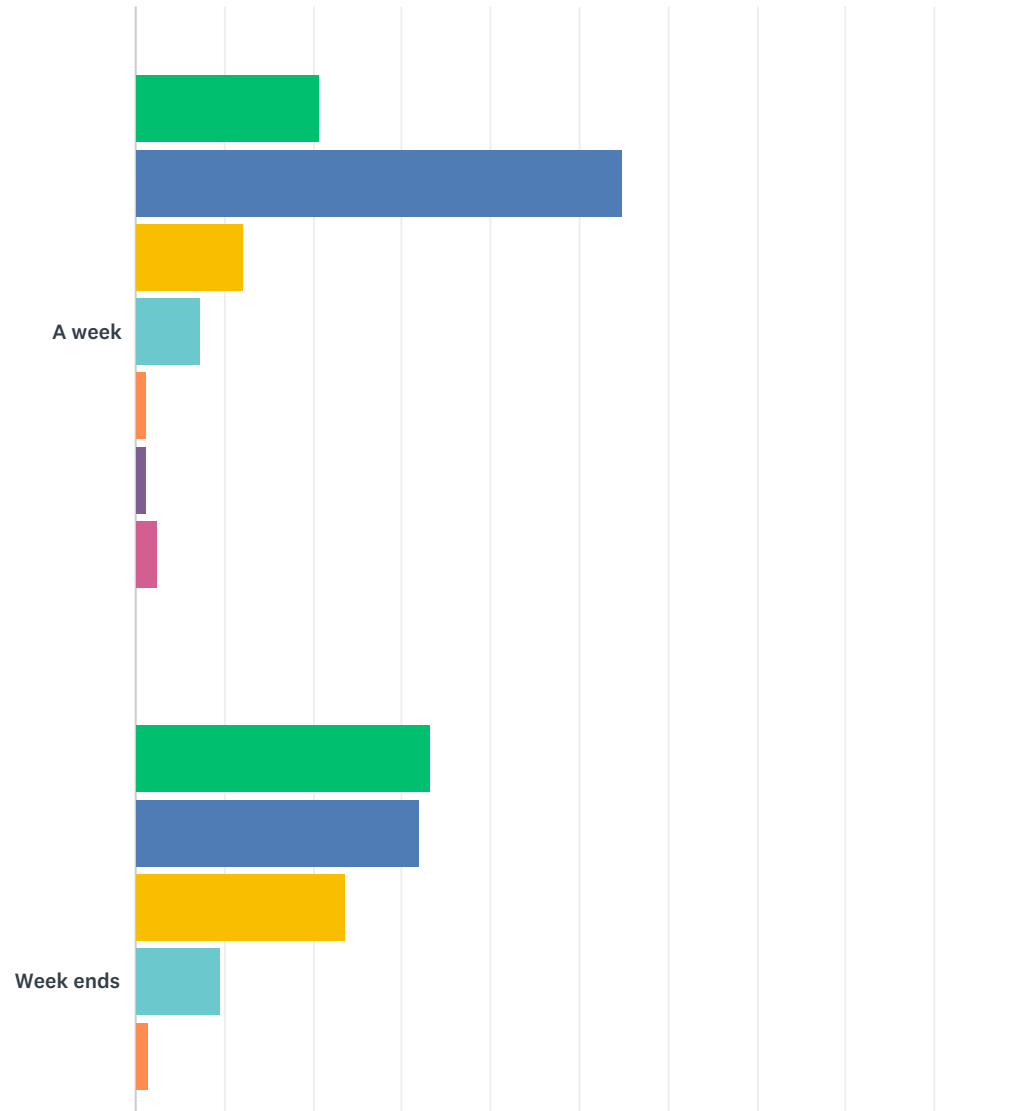


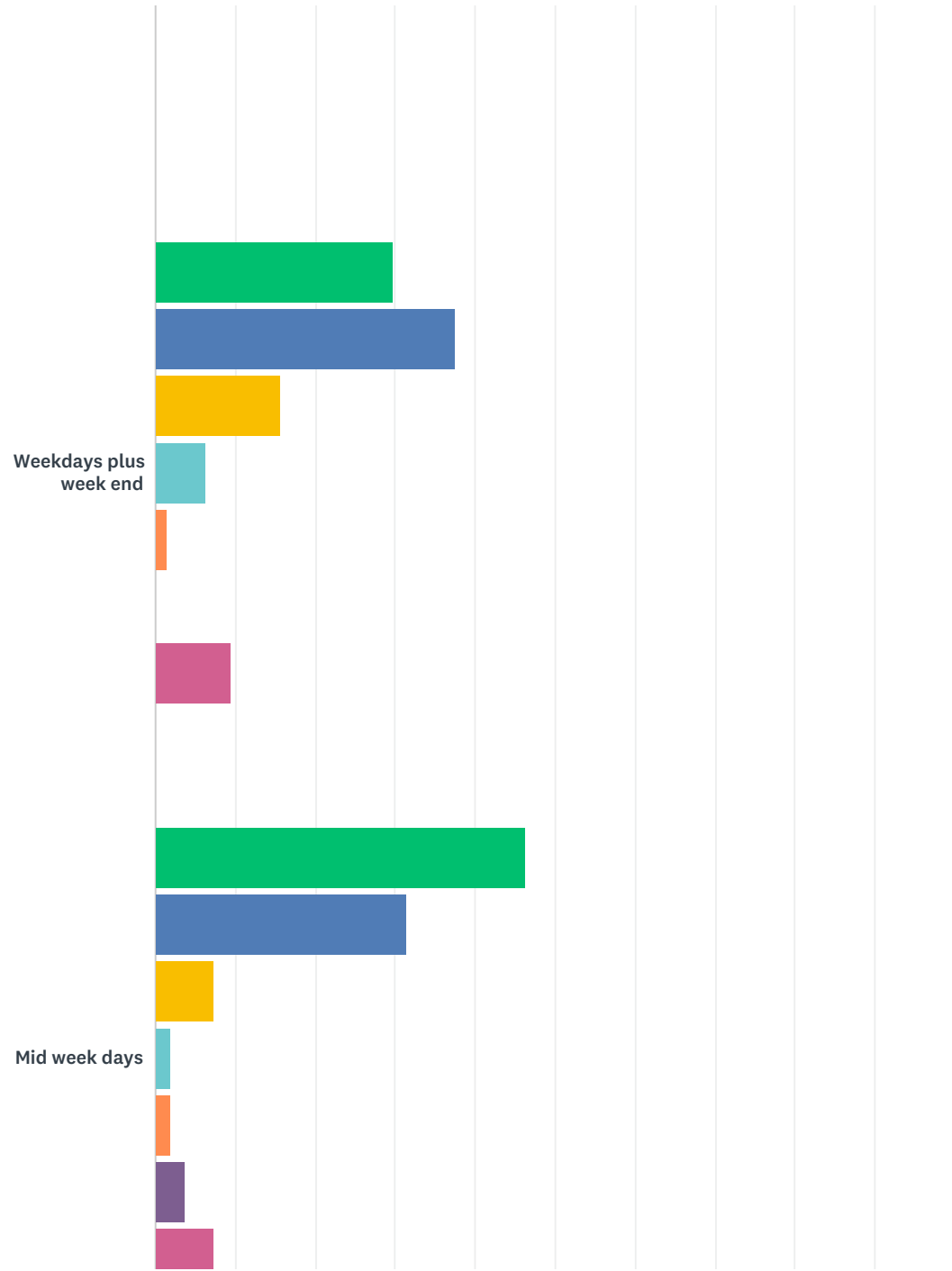
ANSWER CHOICES	RESPONSES	
Winter 2019	40.78%	42
Winter 2018	23.30%	24
Summer 18/19	1.94%	2
Winter 2017	9.71%	10
Summer 2107/18	1.94%	2
Prior to 2017	17.48%	18
Not sure	4.85%	5

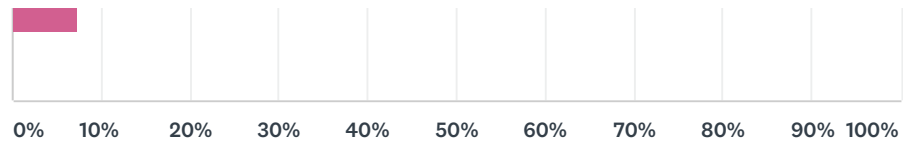
Total Respondents: 103

Q28 IF YOU HAVE USED THE LODGE HAVE DURING THE SKI SEASON IN THE LAST 5 YEARS PLEASE ANSWER THE FOLLOWING QUESTION. In an average ski season how often would you usually use the lodge?

Answered: 97 Skipped: 20





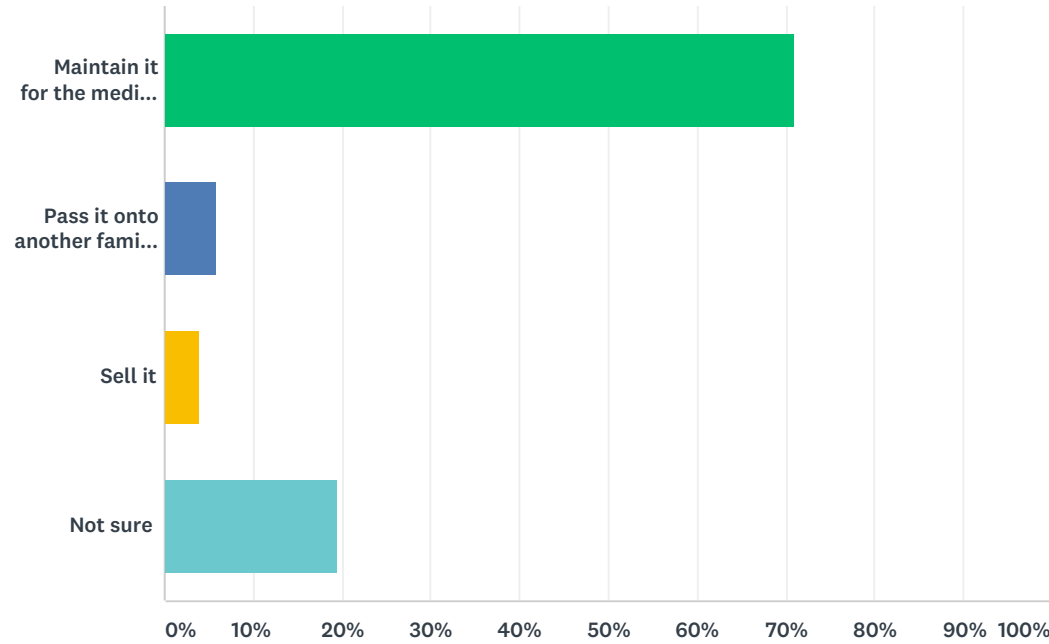


■ 0
 ■ Once
 ■ 2x
 ■ 3x
 ■ 4x
 ■ 5x
 ■ More than 5 x

	O	ONCE	2X	3X	4X	5X	MORE THAN 5 X	TOTAL	WEIGHTED AVERAGE
A week	20.73% 17	54.88% 45	12.20% 10	7.32% 6	1.22% 1	1.22% 1	2.44% 2	82	2.27
Week ends	33.33% 24	31.94% 23	23.61% 17	9.72% 7	1.39% 1	0.00% 0	0.00% 0	72	2.14
Weekdays plus week end	29.69% 19	37.50% 24	15.63% 10	6.25% 4	1.56% 1	0.00% 0	9.38% 6	64	2.50
Mid week days	46.30% 25	31.48% 17	7.41% 4	1.85% 1	1.85% 1	3.70% 2	7.41% 4	54	2.22

Q29 What is your intention regarding your membership?

Answered: 103 Skipped: 14



ANSWER CHOICES	RESPONSES	
Maintain it for the medium to long-term	70.87%	73
Pass it onto another family member	5.83%	6
Sell it	3.88%	4
Not sure	19.42%	20
Total Respondents: 103		

Q30 What was the main reason that you originally joined Anton?

Answered: 103 Skipped: 14

#	RESPONSES	DATE
1	for family ski holidays in a communal atmosphere	8/23/2019 7:29 AM
2	To be able to ski and have an oportunity to have my family come to the mountains	8/22/2019 8:44 AM
3	Convenience	8/21/2019 7:40 AM
4	Great lodge. Families and kids for my children to play with. Friendly people.	8/19/2019 8:48 AM
5	Great lodge	8/19/2019 6:38 AM
6	To ski!	8/17/2019 9:33 PM
7	Friends and facilities	8/17/2019 6:02 PM
8	I joined in the 70's and was crazy for my boyfriend at the time who skied and was a member Also to be able to afford to ski (commercial lodges at the time were expensive) and to enjoy a club environment with people who are passionate about the outdoors and the Hotham high country	8/17/2019 3:01 AM
9	member at AAC Falls Creek Huette. At Anton as bookings were available and have work partnership for next 2 years at Hotham. Have enjoyed staying at both lodges.	8/16/2019 5:28 AM
10	Parents were members for 30 years then myself and siblings took on junior memberships which we have now maintained into adult memberships	8/15/2019 8:45 PM
11	passed on from Family	8/15/2019 4:45 AM
12	Meeting with friends and their kids every year.	8/15/2019 4:27 AM
13	Affordable. Friends in AAC	8/15/2019 4:07 AM
14	Loyalty to family but the whole mountain is slowly pricing out the middle class for sub standard facilities when compared to other places	8/15/2019 3:25 AM
15	Forced by Peter Mummery or get divorced !!!!!	8/15/2019 1:08 AM
16	My parents joined me up.	8/14/2019 10:11 PM
17	Great family lodge , great position and part of Australian alpine club and affiliation to other lodges	8/14/2019 8:28 AM
18	Ski ing and camaraderie	8/13/2019 12:56 AM
19	Reasonably cheap access to ski fields	8/11/2019 10:47 PM
20	Ski with friends	8/11/2019 2:55 AM

21	Affordable skiing from a great lodge.	8/10/2019 3:03 AM
22	I didn't - I'm a dinner plain member but I've never been there (family membership). Husband is an Anton member 40 years	8/9/2019 7:39 PM
23	Affordability, facilities, location, atmosphere, not a lot of other options on the mountain at that time	8/9/2019 5:30 AM
24	I love skiing	8/9/2019 4:50 AM
25	To spend time with my friends in a great atmosphere.	8/9/2019 1:44 AM
26	Skiing at Hotham	8/9/2019 12:31 AM
27	Facility for a family is great	8/9/2019 12:10 AM
28	my parents were members	8/9/2019 12:07 AM
29	family were members	8/8/2019 3:02 AM
30	No comment	8/6/2019 8:26 PM
31	New Norwegian friends who avid skiers at Mt Buller. They suggested Mt Hotham had the best potential for mountain development.	8/4/2019 11:32 PM
32	Enjoy skiing at Hotham	8/4/2019 9:21 PM
33	Passed on from family member.	8/4/2019 7:54 PM
34	Family and to be able to go skiing	8/4/2019 6:54 AM
35	My father-in-law, passed his membership to my husband and I purchased my sons membership	8/3/2019 2:43 AM
36	I liked the Club atmosphere and to establish friends who enjoyed my love of skiing	8/3/2019 1:12 AM
37	Ski + Hotham has a lot to offer re ski area.	8/2/2019 9:32 PM
38	Love skiing Mt Hotham. Fantastic views. Great people.	8/2/2019 4:54 AM
39	Love of skiing and friendship	8/2/2019 4:27 AM
40	Family friendly skiing , reciprocal rights with other lodges	8/2/2019 2:53 AM
41	Parents ski and I was handed down my membership	7/31/2019 10:32 PM
42	So I had a place to stay at Hotham	7/31/2019 8:02 PM
43	two friends were members (no longer members)	7/31/2019 4:47 AM
44	Access to a network of cost effective Australian ski accommodation	7/31/2019 2:37 AM
45	Recently joined (took over my dad's membership), but we've been visiting Anton since I was a kid - I have many fond memories of both it and Mt Hotham. It's something I'd like to keep in the family and potentially pass down to any kids that I have.	7/31/2019 12:06 AM
46	Location and facility's	7/30/2019 6:25 PM
47	My parents liked how it was relaxed and has a good atmosphere!	7/30/2019 9:56 AM
48	Community feel and friendliness	7/30/2019 5:42 AM

49	Unreliable snow at Mt Buller!!! AAC's long and good reputation and Anton's location.	7/30/2019 1:50 AM
50	Friends and family	7/29/2019 10:41 PM
51	To ski with some economy and comfort.	7/29/2019 8:36 PM
52	Facilities, friendship and joint activity...	7/29/2019 7:55 PM
53	Well located affordable accommodation for more than a week's skiing per season	7/29/2019 7:52 PM
54	Stayed at the lodge and loved it. Great facilities and company.	7/29/2019 7:47 PM
55	Hotham, AAC reciprocal, cheapest entry, great position, renos were complete, best value for money on-going yearly commitment.	7/29/2019 8:25 AM
56	Cheap membership especially for families with children; uncrowded family-friendly resort (20 years ago)	7/29/2019 6:42 AM
57	Lodge life and consistent skiing for me and the kids	7/29/2019 6:36 AM
58	part of AAC	7/29/2019 2:21 AM
59	to ski	7/28/2019 11:02 PM
60	Daughter is in race club	7/28/2019 1:46 AM
61	My family signed me up when I was a kid. My wife is now a member. If you can sort out the booking issues then eventually my three kids will be	7/27/2019 6:21 PM
62	To go skiing at reasonable rates	7/27/2019 6:15 PM
63	Wanted to ski	7/27/2019 5:19 PM
64	Skiing & great lodge	7/27/2019 7:09 AM
65	Friendly family ski club, and everyone is welcomed to join in different activities.	7/27/2019 4:41 AM
66	the atmosphere and location of the lodge and my love for skiing	7/26/2019 10:20 PM
67	Family	7/26/2019 8:38 PM
68	My Father was a founding member and passed his membership to me	7/26/2019 7:57 PM
69	Position and size	7/26/2019 7:39 PM
70	Family friendly lodge	7/26/2019 7:00 PM
71	Passed on to me from an older family member	7/26/2019 6:54 PM
72	Dad got me a membership	7/26/2019 6:33 PM
73	Good Quality and cheap lodging at a Ski-resort that I enjoyed	7/26/2019 4:50 PM
74	N/A	7/26/2019 11:28 AM
75	Recommended by another member and family ski'd Mt Hotham each year	7/26/2019 9:01 AM
76	family lodge	7/26/2019 8:29 AM

77	With a good group of people; have not been in 20 years unfortunately. Difficult to book the family in and friends in so look at other alternatives	7/26/2019 8:20 AM
78	Family	7/26/2019 8:11 AM
79	It was a family oriented club. It was affordable and well located. Self catering is appealing. It had ensuites and had a relatively recent renovation.	7/26/2019 7:41 AM
80	Wanted to be a member of a lodge and like the location.	7/26/2019 7:20 AM
81	The friendly atmosphere and people + affordable rates for on mountain accommodation with good availability, even at short notice	7/26/2019 7:11 AM
82	Membership passed on to menu by mij	7/26/2019 6:56 AM
83	to ski cheaply	7/26/2019 6:25 AM
84	Reasonable priced accommodation during ski season	7/26/2019 6:19 AM
85	Friendly affordable lodge	7/26/2019 5:58 AM
86	My parents gave me a membership for my 21st birthday	7/26/2019 5:29 AM
87	Friends have memberships	7/26/2019 5:18 AM
88	Family passes on	7/26/2019 4:25 AM
89	great location, comfortable facilities, terrific mountain, great for the family ski trips	7/26/2019 4:19 AM
90	Handed down from family member and then we purchased another.	7/26/2019 3:41 AM
91	father passed it to me.	7/26/2019 3:28 AM
92	Attractive rates for members and offered and affordable way to take children to the snow. The clubs position, facilities, and we really liked members we met during our first visit. Our first experience was great, so we joined	7/26/2019 3:17 AM
93	I love skiing and needed somewhere to stay	7/26/2019 3:10 AM
94	Anton has a lovely wholesomeness that is lacking in other lodges, it's friendly and easy to relax quietly if wanted or have friends for a visit. Jyothe once said it's the best lodge on the mountain and I agree. Keep up the great work! And thanks for running this survey - I hope it helps.	7/26/2019 3:02 AM
95	Skiing	7/26/2019 2:52 AM
96	in 1970 you had to have a lodge as no where else to stay.	7/26/2019 1:05 AM
97	for the skiing	7/24/2019 7:01 AM
98	Love of skiing and having access to the ski fields	7/24/2019 3:29 AM
99	Family have been skiing since I was 10 and it's still a key part of our holiday planning each year	7/23/2019 5:45 PM
100	Joined by my father & mother	7/23/2019 8:08 AM
101	I like skiing and being in the mountains	7/23/2019 7:58 AM

102	Long time interest in skiing via a well known skiing family from Mt Buller. Needed to join lodge I joined from Kununara Kimberley's WA in 1970	7/23/2019 5:17 AM
103	In 1972 you needed a lodge and this was the best	7/21/2019 7:29 AM

Q31 FINAL COMMENT

Please use the following space provided to tell us anything else about the lodge that will assist in planning for the future.

Answered: 72 Skipped: 45

#	RESPONSES	DATE
1	in the future, if the winter seasons change due to global warming, the viability of the club and the lodge will probably depend on all year round use becoming more popular. It's a fairly hefty expense for a family to become members, considering the value in terms of airfares and snow reliability that are all so accessible overseas these days, so encouraging new members for the future may get harder.	8/23/2019 7:29 AM
2	Need more flexibility in booking with family members who are not members. If I want to book with family members I should be able to book at the start of the season. 16 days is NOT enough!	8/21/2019 7:40 AM
3	I have heard that some people in the committee would like to stop children staying at the lodge. If this is true it leaves me astounded. Children are the future of the lodge. And I believe if this was a new rule then half the families would sell the memberships. At least just put the families next to each other.	8/19/2019 8:48 AM
4	I'm concerned that offering too many of these 'extra services' will push the price of Anton up and out of reach for the average members/families who have joined Anton for it's family friendly atmosphere and affordability. Members chasing more of a high end experience should really be looking elsewhere to achieve this as the spirit of Anton is being over shadowed by all of these unnecessary 'wants'.	8/19/2019 6:38 AM
5	We are re-evaluating our membership because our children are grown up and because it is a six hour drive from our home. We have thoroughly enjoyed our membership including using the lodge out of season. We think Anton's is a great lodge.	8/17/2019 9:33 PM
6	Worried about the younger generation taking up membership due to affordability.	8/17/2019 6:02 PM
7	The location of Anton is wonderful with the most magnificent views. The original design of the lodge is timeless with features like the beautiful cathedral ceilings, a cosy fire place and warm wood panelling The Bedrooms are small but adequate as we are there to explore the outdoors and socialize with friends and family by making use of the common areas If possible the kitchen area could be extended and perhaps the balcony area better utilized during the winter months	8/17/2019 3:01 AM
8	breakfast service, bath matts, bathroom cleaning service & modernized and expanded kitchen would improve facilities, peoples enjoyment and no doubt booking numbers. I have been very pleased that the lodge and bedrooms were warm this year. Big improvement to last year. Also like spa area, but would like option to switch it on and off 30 minutes before use by member.	8/16/2019 5:28 AM
9	Did I mention a heated car park with internal lodge access?	8/15/2019 4:07 AM
10	The young generation are the future of success for Anton. The facilities and decor should entice young families to join as they are the ones that spend big money not only at the lodge but all over the mountain. Without them there would be no ski season.	8/15/2019 3:25 AM
11	Kitchen need help not only with a total make over but new knives, platters, and better crockery. Bedrooms need new duna covers, a lovely print on the wall, ski room need to be tidied up and the dining room and lounge new furniture and carpet. The lodge has great bones but is dated with terrible colours and old furniture that we have just got use to over the years. If we want to attract new members we need to look more up to date.	8/15/2019 1:08 AM

12	Club culture makes the difference between lodge accommodation and commercial accommodation. That's a huge part of what keeps people coming back. Any step we take as a club must support club culture, not erode it. Turning Anton into a serviced apartment-style lodge will kill the club vibe and reduce members' emotional investment in Anton. Themed weeks/weekends work well for USC, increasing lodge utilisation in off-peak periods and increasing the fun members have at their club. We can adopt the same principles. Sport Week needs to be captained by a switched-on 25 year-old. It's become lame and is failing to attract the new members it could. Anton is a great asset in a superb location. It deserves to thrive for another 50 years.	8/14/2019 10:11 PM
13	It's still a wonderful club. I am so pleased to see the improvements being made	8/13/2019 12:56 AM
14	Avoid the club borrowing money to fund upgrades	8/11/2019 2:55 AM
15	Great to see the current level and standard of committee activity! Thank you for your efforts!	8/10/2019 3:03 AM
16	The luggage issue is my biggest problem. And room changeover is also a problem. If ALL members did the right thing and got out at 10 then I wouldn't have to lug 2 adult 2 kids worth of stuff to tv room and back up 2 flights of stairs! Crazy!!!! Last year skidoo dropped at the back door and I have to lug back door to tv room - right past my room- and back again. Crazy!	8/9/2019 7:39 PM
17	Good luck	8/9/2019 4:50 AM
18	Look into corporate hire in the off season. Lots of corporates love having team offsites and the setup is perfect. Would be an easy way to make a profit in the off season and pay for all the improvements. However, would need a spruce up. When I took my team away for 3 days it cost us over \$3000 in accommodation and they had to share!	8/9/2019 1:44 AM
19	Update kitchen and remove spa and sauna	8/9/2019 12:31 AM
20	Price a big factor when staying on mountain with a family. This is the main reason we use the lodge. If price increases a lot then we would not use the lodge as it would no longer be affordable for my family.	8/9/2019 12:10 AM
21	My children were third generation junior members who did not upgrade to full membership because it was too expensive. Not being able to book weekends with their friends in advance was a huge reason not to use the lodge and they lost interest in using it. It is a shame that there is not an overflow room for last minute bookings as well. This worked for members who wanted to come up on weekends before the renovation. Even offering cheaper rates for a bunk room would be good for students. When I first joined the lodge we could book weekend accommodation, this should be reinstated so that when bookings open weekend getaways or 3 or 4 days stays can be planned with friends, but have blackout periods (like school holidays). Other lodges do this. There should be more flexibility to be able to book 3 and 4 days as well. We can purchase lift tickets for 3 or 4 days so we should be able to book accommodation for this period as well. Now that bookings can be made online this should not be too hard. Bookings should operate like Buller where you book for 2+5 days and are charged accordingly. At Anton you book for 7 days and only pay for 6 days accommodation. Anton is therefore missing out on an extra nights accommodation @ weekend rate if a 7 day booking is made. It makes no sense! Allow more flexibility with bookings and we will not want to sell our memberships. For the next couple of years our children would only use Anton for weekends, and maybe a 3 or 4 day stay. But when they have children then they would use for longer periods again. So Anton needs to be flexible because members change their usage of the lodge as they go through different stages of their lives. There should be a cheaper subscription if you are not using the lodge for a period of time (eg having children can mean that you might not use for a few years but will come back when children are old enough to ski). You do not want to lose these members so offer them a cheaper subscription rate so that they still retain their membership.	8/8/2019 3:02 AM
22	Generator capability is to remain at all costs - not negotiable. Would not like to see any new structure outside lodge (eg: Baggage carrier) because in summer time this structure would exist. Existing underground diesel tank needs to be filled with sand and exposed piping removed - not visible to the naked eye. The main power board needs to be replaced with user friendly instructions on start up & close down.	8/4/2019 11:32 PM

23	Don't burden the members with too much debt, we have had 10 years since the last major upgrades and a lot surcharges/ levies etc. Make the necessary small upgrades to enhance the lodge, but no major spending.	8/4/2019 9:21 PM
24	I've not stayed at the lodge since a child in the late 90's so am really looking forward to my first visit.	8/4/2019 7:54 PM
25	I would like to see more communication from the committee to members (it is like a secret society) and a regularly updated website, members show no interest in the club because they have no idea what is happening. More promotion for Sports Week", I can remember when you needed to book early to get in and there were no children unless they were competing.	8/3/2019 2:43 AM
26	What section of the membership market are we looking at? Is the Lodge to be low cost/ High Member Numbers or High Cost / Restricted memberships. Also stay at the falls Creek Lodge and cant quite understand why Falls Creek membership is FULL with a waiting List and Anton has a "membership concern". Falls has similar access problems / costs associated with the oversnow vs Antons Stairs. Q. Is it that Falls offers a cleaning service + linen then adds a Hot cooked breakfast which makes staying there easier? The cleaning and the Linen service are a BIG Plus to me - I can live without the hot cooked breakfast at the set times. Antons "Continental Breakfast" needs to be defined so members know what is and what is not available. + Q. Is the Milk bread etc available for use all day? or do you have to bring your own milk , marg etc for use at other times? The lodge has great potential to be one of the best on The Hill. There is something missing; Is it the isolated position, the stairs, the thought of having to bring all that linen and cart it to and from the lodge. Personally I think that it is The Towels / Linen not being supplied and The STAIRS - The availability of a simple breakfast items being available is GOOD - I don't need a Hot Breakfast or Evening Meal at set times. A stanard cleaning service would be a Plus as some guests / members DO NOT follow the "rules" and clean up after themselves either in the Kitchen or on departure. If there was one requirement / Rule I would like to see introduced is " If you put a tray of kitchen crockery etc through the sterilizer then PUT IT AWAY after the cycle finishes" End of rant.	8/2/2019 9:32 PM
27	A dishwasher would be great! The stoves need an update & leak gas if burner blows out.	8/2/2019 4:54 AM
28	Love idea of family friendly skiing lodge, where everyone puts in , ie shares the cooking, cleaning, and caring for the lodge. Make members aware of the work people have put in over the years to make it the wonderful lodge it is.	8/2/2019 2:53 AM
29	I would like to be able to book in my family and friends without me staying there (because I will be at my apartment)	7/31/2019 8:02 PM
30	Some of the questions are somewhat leading...im sure all people wld like better services for the lodge and like it to be 4/5 star but the answer may differ if the cost associated with the service was included. One barrier to using the lodge is my partner and child are not members. There is no priority for recognising family members and as such it becomes difficult to secure bookings. Well done on conducting the survey.	7/31/2019 4:47 AM
31	Dont have much more to add. We love Anton and the ACC lodge network. It has been really fantastic for us !!	7/31/2019 2:37 AM
32	Better communication within the lodge. Eg news letters facebook etc. Eg. over snow baggage service. Information about race week. Really important that the lodge doesn't increase prices and push the familys that use the lodge and are the 'future' generations out. Rather that including room cleaning and linen for all. Could this be offered as a user pays system? Offering cooked breakfast and dinners will push the lodge into a different price bracket.	7/30/2019 6:25 PM
33	A better mop in the spa room	7/30/2019 9:56 AM
34	Heaters in bedrooms are not very sensitive and are not turned on during the day (unless that has changed). Stayed at Falls this year and for an additional \$120 more than I would have paid at Anton we got a cooked breakfast. If the managers are doing the linen and cleaning the increase payment to managers would make this a more substantial job with better recompense. Dinner could be one night i.e. Saturday night being the last night of a week and optional on other nights. Falls has double glazing in dining are (assume it helps with overall cost of heating).	7/30/2019 5:42 AM
35	I would like a couple of bunk rooms remain in situ but at a reduced cost. A couple of more user friendly "family rooms" This may encourage more members/guests to stay.	7/30/2019 1:50 AM

36	There are some wonderful members of the lodge and it can be a great place to stay, but it looks dated and grubby and really needs to be refreshed and to have services added that will make it more like a holiday.	7/29/2019 10:41 PM
37	Well done to the newly rejigged committee for this initiative. Looking forward to booking for the extended family which now included grandchildren without the torture of having them deemed as 'friends' and therefore unable to be booked and confirmed when members bookings open. The current system of having to book at separate times means being 'stuck' with a members booking when you find out there is no space for 'friends'. And going together was the whole idea.	7/29/2019 8:36 PM
38	It is a good time to conduct this survey to understand what the membership wants and where the club needs to be going forward...if we don't change and move forward then the outcome maybe unpalatable..	7/29/2019 7:55 PM
39	Managers play crucial role ensuring EVERYONE can rely on rules being followed for a clean and friendly environment. Old rooms, ski room & kitchen need upgrade. Cheaper rates for dorm & triple rooms.	7/29/2019 7:52 PM
40	I joined Anton because I loved it as it is, all it needs is normal maintenance and minor regular upgrades, NOT radical , major, unaffordable redevelopment !!!!!	7/29/2019 7:47 PM
41	It'd be great being able to ski in from the back, but i don't know the way. I'm sure it can be done. Are there sign posts etc etc. It would make it more attractive than catching the bus.	7/29/2019 8:25 AM
42	Perhaps it needs to offer some larger family-sized bedrooms. Sheets and towels with cleaning service would be a huge plus. I know some people would really appreciate a hot breakfast but that should be an optional extra charge. Hotham offers so many great places to eat out I don't think cooked dinners are necessary. I think member rates need to be kept at a minimum with guests paying a rate which subsidises the improvements at the lodge. Heating in bedrooms and living areas should be able to be turned on during periods of snow and wet weather during the day. The lodge needs to offer facilities at a price which attracts younger families with children.They would then grow up using the lodge and hopefully eventually become members. Luggage to lodge appears to be an issue. If so, this needs to be addressed. What do other lodges offer? Could the lodge be made available for corporate events in the non-winter season? The kitchen could do with a makeover. It hasn't changed in 20 years.	7/29/2019 6:42 AM
43	none	7/28/2019 11:02 PM
44	Making bookings- need to be done more in advance. Too plan for the season. A room should be available for only 2 people.Sharing with other members when you have young children or teens is not appropriate. Some heaters in the rooms need to be replaced.	7/28/2019 1:46 AM
45	Get the booking system right! I understand the need to maximise income by maximising weekly booking during peak times. But outside of peak times (mid August onwards) surely I can book more than two weeks out - I cannot plan my work life around "you may be able to come"... just means I will use the club less I have also tried to book multiple groups in for short stay in mid to late August, which is valuable income for the club as they are all guests (approx total of 25 people over different booking) who have all opted out as we couldn't commit far enough ahead Please reconsider the short term booking arrangements Finally. Keep Brian and Cathy. The club has never looked better and run better. They make our trip awesome. They are great with us and the kids. Please make sure you engage them for next year!	7/27/2019 6:21 PM
46	The arrival and departures times should be departure 1200 and arrival 2.00 pm no later	7/27/2019 6:15 PM
47	Very heavy dated decor Linen supply -would reduce the bag load for big families such as ours. It would make packing much easier. To keep cost down for families. Paying for meals would not help. So as a mum I'd rather cook for my own family.	7/27/2019 7:09 AM

48	Hopefully Sports week will continue and more activities will come. It would be lovely if the gas heater were removed. Linen, towels and cooked breakfast was provided.	7/27/2019 4:41 AM
49	Keep our current managers for as long as possible	7/26/2019 7:39 PM
50	Please maintain the affordability for families	7/26/2019 7:00 PM
51	Nil	7/26/2019 6:54 PM
52	Love the place	7/26/2019 6:33 PM
53	Great location, great lodge. I usually ski with a few friends. If I can't get them in I don't ski there.	7/26/2019 11:28 AM
54	Short term - lodge managers to be more accountable for keeping the lodge clean and up to standard. Being more visible to ensure kitchen clean etc. Capital works: update kitchen	7/26/2019 8:29 AM
55	I am a member but to be honest do not feel a part of the club; no real encouragement for me to make use of the lodge; maybe block out a week and encourage members that have not had use for years to book and provide a program	7/26/2019 8:20 AM
56	It's a terrific lodge with great managers. The lodge shouldn't try to be what the Dinner Plain AAC lodge is. DP offers solutions to the dinner and luggage issues that some members might have. Not looking for 5 star accommodation. In house meals are generally disappointing from my experience and not flexible timewise.	7/26/2019 7:41 AM
57	I hope to utilise more from next year, as I am retiring from work.	7/26/2019 7:20 AM
58	The people and spirit of the lodge are more important than any cosmetic improvements to the lodge. Keeping rates affordable important too.	7/26/2019 7:11 AM
59	I think we can learn what they did at Patscherkofel - good and bad points - total rebuild maybe an option - but we come mainly for the skiing and ski experience in a modest lodge not a 5-star hotel	7/26/2019 5:58 AM
60	A larger bunk room for weekenders or nominated rooms for weekends	7/26/2019 5:29 AM
61	Please supply linen and towels! Good would be good too! Reduces how much you have to cart up mountain and stairs	7/26/2019 4:25 AM
62	overall am happy with the lodge. am repeatedly astounded that the rooms aren't just cleaned and prepared for us. we used to have to give cash to Joythi and Steph to do it. it should just happen.	7/26/2019 3:28 AM
63	The kids stay free during low season was great, plus it got lots of new guests/ families to the lodge. The guest rates are too high during low season period	7/26/2019 3:17 AM
64	We have a valuable asset which can be exceptional with a bit of planning foresight and engagement of members. Non winter use would be much easier if there was a year round manager.	7/26/2019 3:10 AM
65	Remember that not all members are wealthy and can attend meetings. If any changes made mean an increase in fees and/or the annual levy I'm definitely NOT interested. It's wonderful as is.	7/26/2019 3:02 AM
66	Keep improving the facilities	7/26/2019 2:52 AM
67	Plan for 2030 not 2020. Things are changing a lot	7/26/2019 1:05 AM
68	Love the lodge and the club. Some key infrastructure investment will be needed over next 10 years to keep facilities optimal within the lodge or. Kitchen upgrade and some furniture for comfort.	7/23/2019 5:45 PM
69	Would like to use the lodge more regularly for friends and family outside water months.	7/23/2019 8:08 AM

70	Continuous evolution of affordable quality	7/23/2019 7:58 AM
71	Need to document future goals for the club detailing improvements accurately, including timeline for improvements - give us a vision for all to see, Secure Long Term lease as we have a fantastic location.	7/23/2019 5:17 AM
72	Plan 20 years out and do it well. We have the premier spot on the mountain and other cheapo clubs are and will continue to die (SCV).	7/21/2019 7:29 AM
