

EVERYTHING YOU NEED TO KNOW

Grab a cuppa, it's reading time.

OAKS.

Hotels, Resorts & Suites

Reception.

Hey there, Adventurers!

Welcome to Oaks Lake Crackenback Resort – your basecamp for epic mountain moments and lakeside lounging. Scroll on for all the need-to-know info about the resort and nearby gems.

Got questions? Our super-friendly reception team is here to help – swing by for a chat anytime between 8am and 5pm. (Bonus points if you bring marshmallows.)

AT YOUR SERVICE

Settling the bill.

When it's time to settle up, payments can be made by cash, credit card, or EFTPOS. Company charges or cheque payments are welcome with prior arrangement only. We accept major credit cards, including American Express, Diners Club, MasterCard, VISA, and UnionPay. EFTPOS is available too, though we don't offer a "cash out" facility. Just a heads-up: all credit card payments incur a service fee of 1.5%. Happy transactions!

Flying?

Canberra Airport is just 194km away – or as we like to call it, the perfect excuse for a scenic 2.5-hour road trip with snacks, singalongs, and pitstop selfies.

Time to go.

Check-out is at 10am on departure day. Need a little extra time? Come down to reception and we'll see what we can do. Late check-outs are based on availability and may come with a fee. Any charges not settled at check-out will be automatically charged to your credit card on file.

Car parking.

Chalets, studios, and apartments each have one allocated car space – so park it where it's marked. Got an extra set of wheels? No worries – overflow parking's on the resort map.

Bus.

Thredbo Shuttle's rolling daily from 9:30am–2:30pm during ski season. Book it or miss the bus – literally!

Tech Support.

Email your docs to FOLakeCrackenback@theoaksgroup.com.au and pick them up at Reception. Sorry, no USBs – we like to keep it simple!

Taking the trash out.

Don't be trashy! Bins are dotted around the Resort – check the map for your nearest dumping zone. Pop your rubbish where it belongs and keep things looking fresh!

Recycling

Bin there, sort that!

You'll spot recycling bins around the Resort, so go on, be a tidy eco-hero!

Lost something?

If you've misplaced something, just get in touch with reception. We hold onto lost items for three months and can mail them back to you at your expense.

Adventure starts here!

For info on activities and tours, swing by Harro's Activity & Ski Hire Centre – right next to reception. Your next adventure is basically a snowball's throw away!

G'day assistance dogs.

Sorry, furry friends! Only assistance dogs are welcome at Oaks Hotels, Resorts & Suites. No other animals allowed.

Electric Car Charging Station.

Juice up your EV at our charger on the corner of Rocky Road and Bullocks Drive. Need more power? There are two NRMA fast chargers waiting for you in the Snowy River Avenue carpark over in Jindabyne.

Babysitting Heroes.

Want a night off? Billy Button Babysitting's got your back. Give them a ring on 0414 846 576 and enjoy some well-earned "me time."

ALL THE GOOD STUFF

Health Centre.

Ready to sweat, stretch or splash? Our Health Centre has a gym, sauna, and indoor heated pool just waiting for you. Use the towel provided in your room and swipe your key card for access. Open daily from 8am–8pm – go on, treat yourself!

Harro's Activities Centre.

Your stay comes with bonus fun! Enjoy complimentary access to heaps of outdoor activities like:

- Archery (aim for awesome)
- Tennis courts (channel your inner champ)
- 9-hole par 3 golf
- Disc golf
- Trampolines (bounce off the energy)
- Walking & mountain bike trails*
- Sculpture Trail for your arty side

*Note: Some trails may be closed during Winter/Spring – Mother Nature calls the shots!

Harro's Ski Hire Centre.

Get geared up at Harro's Ski Hire – with over 30 years of experience, these pros know their powder. From race-tuned skis to cosy gear and accessories, they'll have you slope-ready in no time. Fast returns, friendly faces, and a money-back guarantee? Yes, please!

BBQ Time.

Feeling grill-happy? Fire up one of the FREE gas barbies on the Village Green. You'll find one by the lake beach and another in the hut across the bridge. Sizzle away, lakeside-style!

GET UP, CLOSE, AND PERSONAL WITH YOUR ROOM

Air conditioning.

If your room features air conditioning, you'll find your remote in a convenient location, perfect to help you adjust the temperature to your liking. Need help? Head to reception! For best performance, please keep windows and doors closed.

Love that view? Us too!

But please don't hang towels, clothes, or anything else over the balcony railings – and definitely no tossing stuff over the edge (we see you). All balconies and rooms are strictly smoke-free – any smoky business may result in extra charges. Keep it fresh, folks.

Be kind to our behind-the-scenes!

Our eco-friendly waste system is a little sensitive, so please only flush toilet paper – no extras, no exceptions.

Do your bit for the planet – every little flush counts!

Keepin' it cosy!

All rooms have a heating source, and some rooms have a fireplace – toasty vibes guaranteed. Need firewood? Grab some at Crackers General Store.

Heading out? Please switch off the heating and don't leave fires unattended. Let's keep the warmth in and the worries out!

No smoking zone.

Unless you're a BBQ grill master, smoking isn't allowed here! All rooms and common areas are completely NON-SMOKING. If there's any evidence of smoking or littering inside the room, extra cleaning charges will apply.

Keeping it tidy.

Your booking doesn't include daily cleaning, but if you need extra linen or amenities, just give Reception a buzz – fees may apply, but we've got you covered!

Breakages and damages.

We've got your room stocked with the essentials. Please report any breakages, missing items or damaged property to reception. Guests are responsible for the cost of replacing or repairing any damaged items.

Lock and key.

Your key to happiness, or your room key? However you see it, keep your key on you always and be sure to lock up when you leave. You get one set of keys per room, but we've got extras if you need them.

Stay Connected!

Complimentary WiFi is on tap at Cuisine Restaurant and Reception. Plus, most major phone carriers get full bars across the Resort – so you can Insta your adventures without a hitch!

Catch free-to-air digital channels or dive into Foxtel starting at channel 100. Feeling nostalgic? Grab a DVD from Reception for a small fee and get your movie night on.

Heads up: Bad weather or wild winds might play havoc with reception – Mother Nature likes to join the show sometimes!

Restaurants.

Hungry? Our restaurant is located on Bullocks Drive. For opening hours check with reception.

IN EMERGENCY

POLICE, FIRE DEPARTMENT OR AMBULANCE DIAL 000

RECEPTION

Your safety is our priority. Please take a moment to familiarise yourself with the fire evacuation plan located on the back of your apartment door and identify the nearest fire exit.

IN CASE OF FIRE

Incase of fire, please follow the procedure outlined below:

1. If the fire alarm or automatic evacuation system sounds, please make your way to the nearest fire exit. Do not run.
2. Do not telephone reception as we may require the phone lines for emergency calls.
3. Assemble at the meeting point located on the evacuation plan located on the front door of your apartment.
4. Do not re-enter the building unless you are advised to do so by the Fire Brigade or hotel staff.

Ready, set, explore!

Thanks for reading through all the important info. Now it's time to go and seize the day. Enjoy every moment of your stay with us, and remember, we're just a phone call away if you need anything.

- Really, well done, that was a lot!