

Thanks for booking one of our backcountry huts. Please read everything in this document, containing essential tips and critical safety information.

PLEASE ENSURE YOU READ THIS BEFORE ARRIVING AT SNOW FARM

Please ensure you inform us of anyone in your group with a medical or physical condition. Please tell us of this so we can provide the best emergency response.

Parking

Please ensure you park your car in the appropriate location; you can drop off people and bags at the Drop-Off Zone. Vehicles are to be parked where the signs indicate overnight parking. If overnight spaces are unavailable, check with Snow Farm staff about the best parking place.

What to bring?

Cellphone – Your group must have a working and fully charged cell phone with you for emergencies. We also recommend a back- up USB battery pack in case your phone runs out of battery.

First Aid Kit – Our huts have first aid kits, but we always recommend our guests carry a first aid on them in case an accident occurs travelling to or from the huts.

Sleeping Bag and Pillow - Snow Farm provides mattresses in the huts, but you must bring your sleeping bag and, if required, a pillow.

Food and Drink –Snow Farm backcountry huts have gas cookers, cutlery, pots and pans, cups and everything you need to enjoy your meal.

Drinking Water – Snow Farm provides water at the huts in 20-litre containers filled at the Snow Farm base, and at Meadow and Musterer's, there is running tap water. However, we recommend you boil any water for 3 minutes before drinking it or bring in water.

Torches – While the Meadow and Musterers Hut have solar LED lighting systems and the Bob Lee has portable solar lights, we recommend that each member of your group has a head torch (flashlight) or similar light with them. All Huts have outdoor long-drop toilets with no lighting, and torches will be needed in an emergency or evacuation at night.

Medication – If anyone in your party has a medical condition that requires medication, please ensure they take three extra days of medicine. Please also ensure you have made the staff at the Snow Farm aware of their condition.



Hut Bag transfers (winter only)

Snow Farm provides bag delivery to Meadow and Musterer's hut using our snowmobile or Side By Side and an attached luggage trailer. This trailer is open-topped and can occasionally get snow in it. Please use weather-proof bags or a chilly bin, or a sturdy box. All liquids must be in sealed containers.

Snow Farm reserves the right to refuse individual items of gear not stored inside a pack or bag or bags weighing over 15 kilograms. Our pricing is per bag, chilly bin or box, additional bags may be purchased at check-in at the Snow Farm, but we prefer that you book in advance.

Bags must be checked in before **1 pm** midday. Our bag transfer service leaves the main base area at **2 pm**, and bags will be at the huts by **4 pm** at the latest. Please take anything you need upon your arrival in a day pack. We will begin collecting bags from the huts at **9 am**. All bags, including sealed rubbish, must be packed and placed by the hut's door. Please take all rubbish and recycling off the mountain with you in bags or containers you provide.

We will happily transfer this back with your bags and leave it with them at the pickup zone at no additional cost. However, any rubbish left will incur a minimum \$30 fee per bag for disposal and will be charged to the card that made the booking.

It is challenging to be flexible at these times as the round trip can often take time, and we need to ensure the safety of our employees being off the trails before dark. Please have your gear ready when indicated and understand that weather and mechanical issues can delay these services.

Vehicle Access - Exclusive Group Bookings Only (summer only)

During the summer operational period, we allow one support vehicle to help transport gear and guests if they cannot trek to the huts. This is booked on our website; passage can only occur if conditions are dry and firm. If we decide the conditions are not suitable for a vehicle, this is not considered a condition for a refund or transfer of date. Guests must be prepared to travel to the huts irrespective if they have a vehicle with them.



Emergencies

In the event of a severe weather event while you are staying at the hut or if one of your group becomes sick or injured, please follow the instructions below:

Bad Weather

The basic principle is - if in doubt, wait it out. The huts are the best location for you, and we will endeavour to reach you in the event of bad weather. Contact us using the two-way radio located at the hut. We will advise you of the forecasted conditions and when it might be safe to return to the Snow Farm Base. Contact us upon departure.

If we have yet to reach you and the weather stays bad or worsens, assume the weather conditions are such that we cannot risk attempting to get to the hut. Stay in the hut if you doubt your party can safely return to the base.

Sickness

If one of your parties becomes injured or unwell and cannot make the trip out, have them wait with another party member for the gear transport to arrive. The injured/sick person will most likely be able to travel in the passenger seat on the snowmobile or side by side. If they cannot, our staff will assess and advise on handling the situation.

Injury

If you have a minor injury or are unsure what to do, you can attempt to contact Snow Farm staff using the radios provided at the huts or by phoning the on-call staff member's cellphone number given to you at check-in.

In case of an injury requiring medical assistance, you must contact emergency services. If you are at the Bob Lee, Daisy Lee or Musterers Hut, you can dial 111 from your mobile phone.

You can activate the Emergency Position Indicating Radio Beacon (EPIRB) and attempt to contact the emergency services at 111. If you are at the Bob Lee, Daisy Lee or Musterers Hut, you will have cellphone reception at the hut. You must climb up the eastern hill face at Meadow Hut to get cell reception.



Contacting emergency services

If you want emergency services, immediately contact 111 or activate the Emergency Position Indicating Radio Beacon. You can stay on the line at the Musterers, Bob and Daisy Lee Huts while they ask you further questions.

If you are at the Meadow Hut, after activating the Emergency Position Indicating Radio Beacon (EPIRB), make quick notes or mental notes of your current situation. This includes the name and age of the patient, what happened, their current health condition, and GPS coordinates of the Meadow Hut as listed below, then, trek up the hill and call 111 and inform them you have activated the EPIRB, and provide them with further details.

GPS Co-ordinates for emergency services

Location	Latitude	Longitude
Meadow Hut	44° 52' 15.8" S	169° 06' 59.1" E
Musterers Hut	44° 51' 59" S	169° 07' 00" E
Bob and Daisy Lee Hut	44°51'39.5"S	169°06'49.7"E

How to say these to emergency services:

Meadow Hut - "44 degrees, 52 minutes and 15.8 seconds South, 169 degrees, 6 minutes and 59.1 seconds East.

Musterers Hut - "44 degrees, 51 minutes and 59 seconds South, 169 degrees, 7 minutes and 00 seconds East.

Bob and Daisy Lee Huts – "44 degrees, 51 minutes and 39.5 seconds south, 169 degrees, 6 minutes and 49.7 seconds east.



Helicopter landing

Preparing the landing area is essential if you have a helicopter coming in. One person should be put in charge of greeting the helicopter & pilot. They will be the LZ Officer.

The landing area should be 30m by 30m square. It should be flat and free of obstacles. You must scan the area first for any debris that could blow up and damage the helicopter or hurt people nearby.

Keep all others well-clear of the landing site to avoid confusing the pilot or creating any issues.

The LZ Officer is to stand on the side of the landing area, enabling them to face the landing area but have the wind at their back. This tells the helicopter pilot where to approach from, as they will land on a diagonal angle into the wind, not straight down.

As the helicopter lands, the LZ Officer will crouch down and will wait for the paramedics to leave the helicopter. The helicopter should only be approached if the pilot or paramedics specifically request it.

