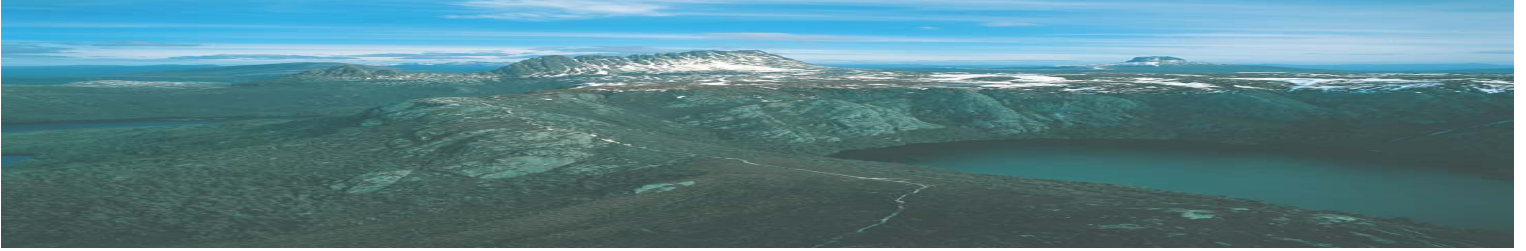


Cradle Mountain Lodge

Information Kit



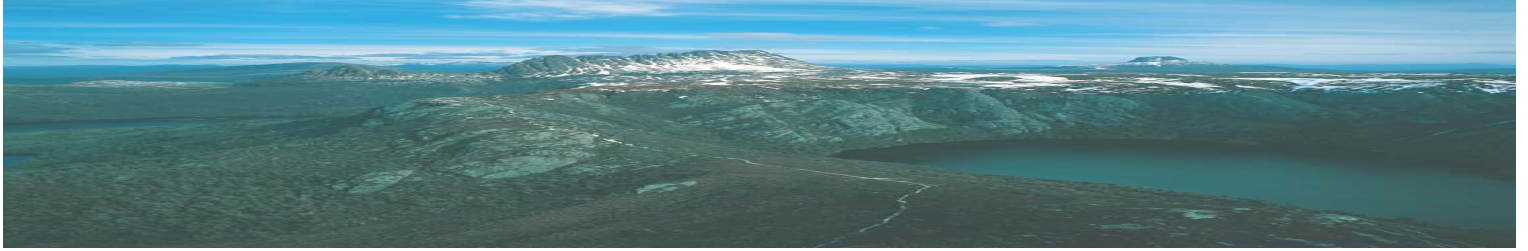
A guide to living and working at Cradle Mountain Lodge



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The History of Cradle Mountain Lodge

The unique history of Cradle Mountain Lodge started in 1909 when an Austrian-born Australian by the name of Gustav Weindorfer purchased land in Cradle Valley. The amateur botanist was so passionate about the region that he built a small chalet named 'Waldheim' so that tourists could stay in the valley and experience Cradle Mountain and its beautiful surrounds. Gustav was quoted as saying "This must be a National Park for the people for all time. It is magnificent, and people must know about it and enjoy it."

Following his death in 1932, the land was purchased by the government who proclaimed it The Cradle Mountain / Lake St. Clair National Park.

In 1970, 800 acres of land bordering Cradle Mountain/Lake St. Clair National Park was purchased by brothers Alex and Ossie Ellis. Only a short two years later the Ellis brothers opened 'Pencil Pine Lodge'; a two-level Lodge featuring a dining room with huge fireplace, kitchen, bar and seven simply furnished rooms and two bathrooms.

In 1984 the Pencil Pine Lodge was sold to a young and enthusiastic 'mainland' couple. Without compromising the rustic charm of the original Pencil Pine Lodge, Simon and Anne Currant added thirty cabins to the property as well as upgrading the lounge, bar and dining facilities. It was at this time that the resort was re-named 'Cradle Mountain Lodge', but the name Pencil Pine was retained to marquee the guest cabins.

In 1988, Cradle Mountain Lodge was purchased by P&O Resorts and the property underwent extensive expansion and refurbishment, turning it into the world-class, award winning facility that it is today. In addition to more cabins, P&O also introduced the Waldheim Alpine Spa and a premium grade of accommodation known as the King Billy Suites.

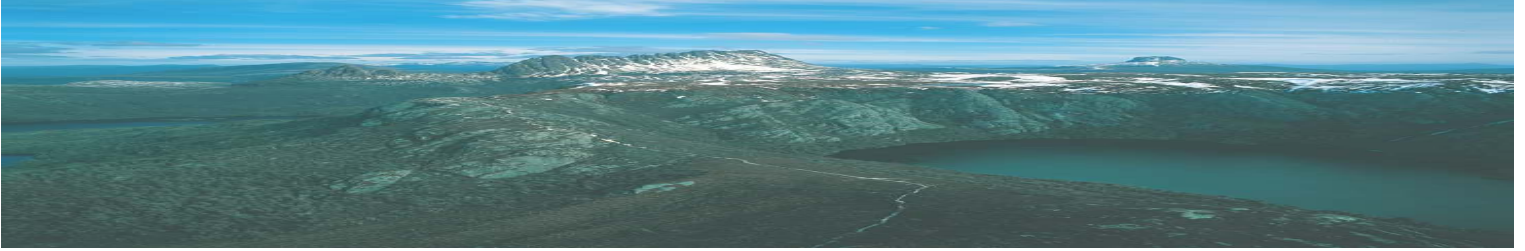
In July of 2004 Cradle Mountain Lodge, along with all other P&O Resorts (including Dunk Island, Lizard Island, Heron Island, Brampton Island, Silky Oaks Lodge and Wrotham Park), was sold to Voyages Hotels and Resorts and joined the collection of exquisite properties that they already owned including the renowned Ayers Rock Resort.

5 years later in July 2009, after a decision to sell off the Voyages Resorts, Cradle Mountain Lodge was the first property to be sold by Voyages' parent company, the GPT Group.

The new owners are Queensland based private investors The McFie Group. The McFie Group are owners of several properties throughout Australia including Treetops Resort & Spa in Port Douglas.

Cradle Mountain Lodge will continue to provide guests with superior service under the McFie Group ownership with a few subtle improvements along the way.





The Location of Cradle Mountain Lodge

Australia's Tasmania is located 450 kilometres below Victoria, over the Bass Strait. Commonly known as an agricultural state, renowned for its outstanding produce, breathtaking scenery and extraordinary wildlife; Tasmania really is Australia's best kept secret! From deserted beaches to enchanted forests and small country towns, this oversized island offers something for everyone.

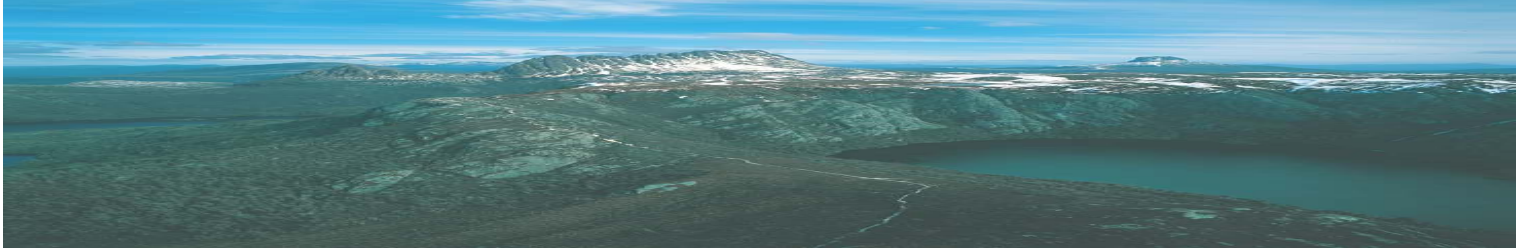


Cradle Mountain is 85 kilometres/1.25 hours from its nearest city, Devonport; 145 kilometres/2 hours from Launceston and 325kms or 4 hours from our capital city, Hobart.

Weather at Cradle Mountain Lodge

The weather in this alpine region is changeable and unpredictable, but if you are well prepared for it, you will enjoy the many moods of the mountains and rainforests. The area has an average maximum temperature of 18 degrees Celsius in summer and 6 degrees Celsius in winter.





About Cradle Mountain Lodge

Overview

The winner of numerous awards including the Gourmet Traveller 2008 & 2009 Best Lodge and 2008 Best Hotel in Tasmania with Hotel Club, Cradle Mountain Lodge is a world apart. Approximately 80% of our guests are Domestic and 20% are International. Our target market is couples but we also have a strong group market during summer. Cradle Mountain Lodge caters for conference groups mainly in the winter months. Our peak season is during the warmer months from October to April.

Accommodation

Today Cradle Mountain Lodge consists of 86 Cabins offering 4 different designs;

- 38 Pencil Pine Cabins (\$320)
- 20 Spa Cabins (\$396)
- 23 Spa Suites (\$484)
- 5 King Billy Suites (\$760)

The Highland Restaurant

Recognised as one of Tasmania's premier dining experiences, the Highland Restaurant features the very best of Tasmanian food and wine. The Highland Restaurant is where guests will enjoy the Mountain Buffet Breakfast or a casual fine dining dinner (bookings are necessary for dinner). Picnic hamper service is available by prior arrangement for those guests that wish to take lunch outdoors with them.

Tavern Bar and Bistro

This has a rustic tavern atmosphere with a roaring log fire, bistro-style meals for lunch and dinner with afternoon tea also being served.

The Weindorfer Lounge

Designed like a private club lounge with deep leather armchairs and a crackling fire; we offer newspapers, board games and a selection of books to help guests relax.

Guest Lounge Bar

A private guests only retreat, ideal for pre-dinner drinks or a late night port.

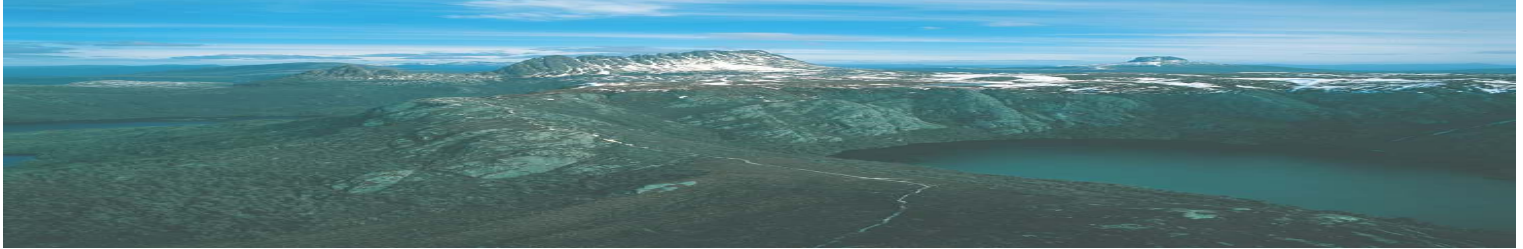
Wine Cellar

A superb wine cellar located below our Highland Restaurant used for our wine and cheese tasting sessions along with general access for restaurant guests to choose themselves a bottle to accompany their meals.

Waldheim Alpine Spa

Offering a range of therapies and treatments to suit all guests, our Spa is sure to relax everyone. All treatments are currently carried out in line with Elemis products and procedures.

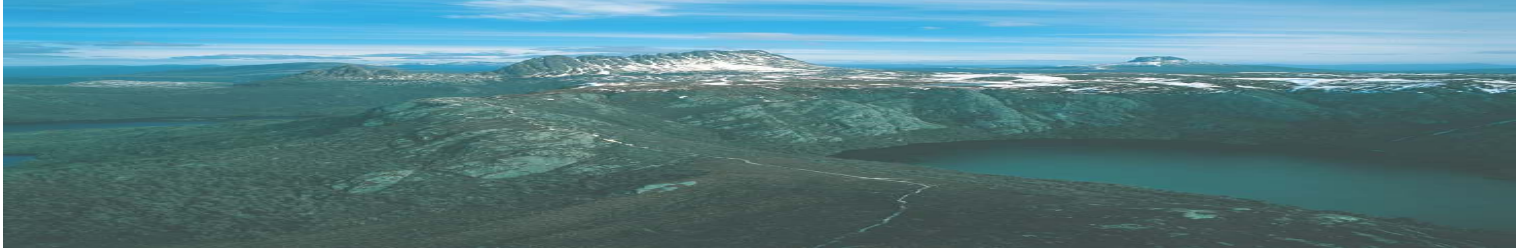




Facilities and Services for Staff

- Accommodation** Accommodation within the Staff Village is provided with your employment.
- Bank – ATM** There is only one EFTPOS facility available for **cash withdrawals** on the Mountain and it is located at the Tavern Bar and Bistro within Cradle Mountain Lodge.
- General Items** Staff are able to purchase general items from our Boutique “Cradle Mountain Shop”, for example... basic toiletries, cigarettes and some snack food items. The Boutique operates between 9a.m. and 5p.m. during Winter and 9a.m. and 6p.m. during Summer. Alcohol may be purchased from The Tavern Bar where staff will receive a 50% discount off the retail price for take-a-way drinks.
- Guest Facilities** All Cradle Mountain Lodge employees are encouraged to use the guest facilities as long as this is carried out in a responsible manner and does not impact on a guests experience in any way. Reservations can be made, subject to availability and resort occupancy, and some discounts apply. Staff Use of guest facilities is regarded as a privilege and may be withdrawn by management at any time.
- Internet** There is a coin operated internet station located in the Weindorfer Lounge for guest and staff usage. If you require your own internet access, you can always bring your own laptop with wireless **Telstra Next G Internet** card at a personal cost.
- Medical Clinic** The nearest medical clinic is located in Sheffield, some 40 kilometres away. Cradle Mountain Lodge does not have any trained medical staff living on site; however, if you require first aid, there are a number of staff on-site that can assist with minor medical situations.
- Post Office** Our Post Office box is located in Sheffield. Mail is collected from and delivered to Sheffield by our truck driver four times a week (three times in Winter) and is distributed to department pigeon holes. Stamps and envelopes are available for purchase from Front Office.
- Social Club** Staff members are encouraged to donate \$2.00 per week to the Social Club for social functions and yearly events; this can be automatically deducted from your pay each fortnight once you have completed the payroll deduction form given to you upon starting with us.
- Staff Canteen** The staff canteen is open all day with meals offered at prescribed times. Our Chef ensures a quality selection of hot and cold food, including salads and meals which cater for vegetarians. It is casual self-service dining where you can eat in the dining area or grab a take-a-way meal.
- Telephone** There is no public telephone in the Village for staff to use; however we do have two payphones in the main lodge which you are welcome to use. Telstra Next G is the only mobile service that works in Cradle Mountain and surrounding areas, so be sure to arrange this if you require a working mobile phone.
- Staff Bar** The Bull Bar is available for use by all staff members on a BYO basis and offers staff a chance to play a game of pool, have a BBQ, play Nintendo wii, board games or simply sit around the outdoor fire place. A key is required for access and can be collected from Reception. Often there will be theme nights, or other social events for all staff to join in - remembering that employee code of conduct is practiced at this bar and poor behaviour will not be tolerated. It is also essential that noise be kept at a reasonable level to ensure it doesn't travel to guest areas.





Accommodation

Staff accommodation is owned and supplied by Cradle Mountain Lodge. There are four homes within the Village a) The Bunkhouse b) Alcatraz c) The Stables d) The Barn. The type of accommodation that you are allocated is based on factors such as your position, length of stay and availability of accommodation.

All houses have a living room (fitted with TV and free of charge Austar), a kitchen with utensils, male & female bathrooms and laundry facilities. Laundries include washing machines, dryers, laundry detergent, irons and ironing boards.

Each bedroom is furnished with a bed (queen or single, depending on room type), wardrobe and bedside table. All rooms are heated; some also have a small balcony area. All staff are to provide all linen and towels for their accommodation, along with their own contents insurance for all equipment and personal items if desired. -The Resort will not replace any items that are lost, damaged or destroyed due to theft, fire, earthquake, water or cyclone damage, etc.

No bedroom is fitted with TV's or Stereos. You should supply any electrical equipment that makes you feel comfortable along with any personal possessions you wish to decorate your room with.

Room inspections within the Staff Village are conducted every month or as advised. A minimum of 24 hours notice will be given prior to an inspection taking place.

Housing Allocation

Housing will be allocated for you prior to your arrival. The staff residential area is located up a small hill from the Resort, accessible by short walking tracks. It is recommended that you bring decorations and personal items to make yourself feel at home (i.e. photos, posters, floor mats, etc.).

Department Heads, Supervisors, and Trades People are generally provided with sole use rooms. The remainder of the staff accommodation is generally provided on a twin share basis.

Our Standards

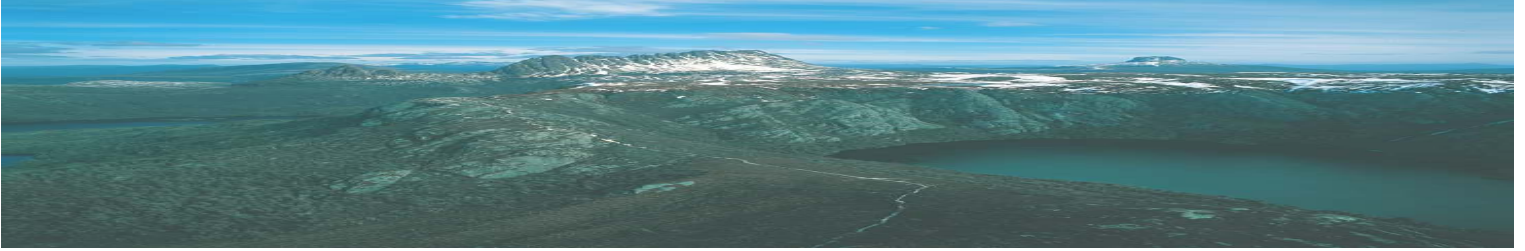
Cradle Mountain Lodge insists on a high standard of personal grooming for all staff members that is strictly enforced. The manner in which you present yourself at work is both an indication of your professionalism and an important part of the overall image of our Resort.

It should be noted that some variations to Resort grooming standards exist, as per the specific needs of various business units and departments. If there is any variation, this will be explained by your Department Manager when you begin with The Resort.

Uniforms

Most Staff Uniforms are provided, with the exception of Chef Uniforms. You are responsible for laundering your uniform, together with your own clothes. You should not smoke or drink alcohol whilst on duty, or in uniform. You must provide your own shoes and black belt.





Footwear Requirements

Shoes must be leather, fully black in colour, enclosed, non - slip and conservative.

What would I need to bring?

Just to give you an idea of what you would need to set yourself up at the Resort, the following list has been compiled as a guideline:

Essentials:

Items to start a new home:

- Bed linen, and pillows (you will be advised if twin share or single accommodation has been arranged for you);
- Blanket or doona;
- Bath Towels, face cloths and hand towels;
- Cutlery and basic crockery;
- Special pharmaceutical items;
- Alarm clock;
- Torch and batteries
- Common toiletries such as toothpaste, shower gel, etc.

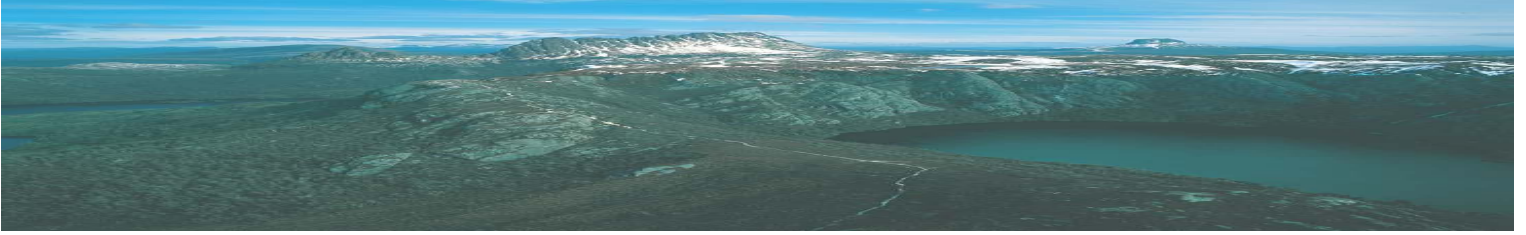
Personal Items:

- Money to last you until your first pay day (weekly);
- Work shoes (refer to footwear listing);
- Appropriate clothing for cold weather including snow and light clothing for Summer;
- Cap / hat and sunscreen;
- Smart casual clothing (required to be worn in all Food and Beverage Outlets in the Resort, no thongs).

Optional:

- Camera;
- TV / VCR and DVD Player;
- Personal effects (photos, pictures, etc);
- Books, MP3 Player, iPod;
- Laptop with wireless or broadband card capabilities (with Telstra Next G Connectivity only)





Getting There

Sea Connections

The Spirit of Tasmania I and II sail daily between Melbourne and Devonport. Please visit www.spiritoftasmania.com.au for sailing times and prices.

Air Connections

There are daily flights from all major cities to Devonport and Launceston airports. Qantaslink is the only carrier that flies into Devonport whilst Jetstar, Virgin Blue and Qantas all fly into Launceston.

REX (Regional Express Airways) is also an option; flying into Burnie. Please visit www.rex.com.au for flight details.

Coach Transfers

Coach Transfers are available from Devonport and Launceston airports (limited service during spring and winter). Bookings can be made through Tassie Link by phone 02 +61 3 6230 8900 or 1300 300 520 or by email at info@tassielink.com.au.

Car

Estimated driving times to Cradle Mountain are as follows from:

Burnie - 1hr 15mins (approximately)

Devonport - 1hr 15mins (approximately)

Launceston - 2hrs (approximately)

Hobart - 4hrs 30mins via Midlands Highway (approximately) and 6hrs 30mins via the West Coast (approximately).

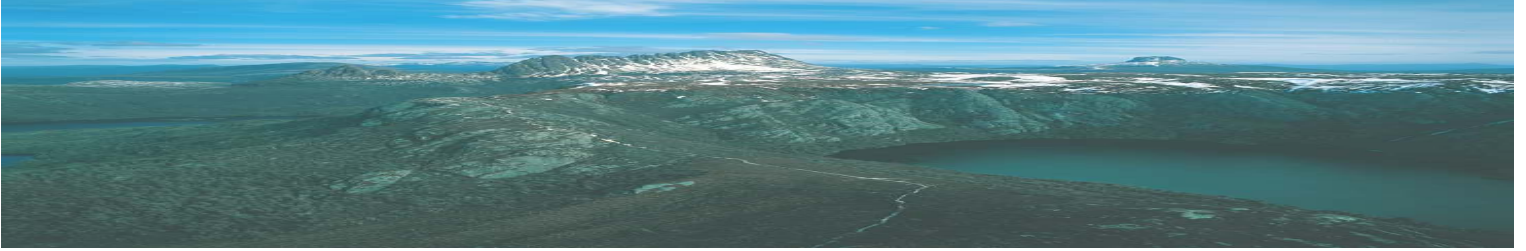
Arrival Date Confirmation

New employees are requested to arrive on a week day; if possible, this is to ensure as smooth a transition as possible for your induction to the business. Please liaise with the Human Resource Department on (03) 6492 2134 when planning your arrival.

Your Arrival into The Resort

The Human Resource Department will greet you upon arrival at Cradle Mountain Lodge. You will be taken on a brief tour of The Resort and Staff Village and settled into your accommodation. You will be provided with a Welcome Pack which includes your contract, job description and other important pieces of paperwork that need to be completed and handed to Human Resources prior to you starting your job.

In preparation for the various forms that you will be required to complete, it is recommended that you provide a statement from your bank which identifies your bank's BSB number and account number. Other information that will be required is your Tax File Number and Passport and Visa (where applicable). Finally, if you are a member of the Hostplus Superannuation Scheme, please bring your membership details with you or if you have another fund you wish to contribute to, please provide a Certificate of Compliance from your Fund Manager. We also require a copy of your driver's licence as well.



How do you get mail?

We have a truck driver who collects our mail from a nearby town several days a week. Staff can have personal mail sent to this address and we simply hand it out when the truck arrives at the resort. Mail items to:

Your Name
PO Box 153
SHEFFIELD TAS 7306

Contact Details

Cradle Mountain Lodge
4038 Cradle Mountain Road
CRADLE MOUNTAIN TAS 7306

Phone: (03) 6492 2100

Any more questions?

If you do have any more questions, please make a list and discuss them with our Human Resources Department.

You can contact Krystina Hanson on 03 6492 2134 or alternatively email at krystina.hanson@cradlemountainlodge.com.au

