

Frequently Asked Questions - Du Nord Ski Club

Q: What is Du Nord Ski Club?

A: Du Nord Ski Club is a ski lodge located in Victoria Australia. It is a community-oriented club that provides members with access to affordable accommodation and various amenities in a prime skiing location.

Q: Where is Du Nord Ski Club located?

A: Du Nord Ski Club is situated in the alpine village of Mt Baw Baw, which is located in the beautiful Australian Alps. Mt Baw Baw is approximately 146 kilometres northeast of Melbourne, making it Melbourne's closest downhill skiing mountain for a weekend getaway or a longer vacation. It is located near the ski tows, offering convenient access to ski slopes and other winter activities.

Q: How can I become a member of Du Nord Ski Club?

A: To become a member of Du Nord Ski Club, you need to apply for membership through their website or by contacting the club directly. Membership applications typically involve filling out a form and paying a once off new membership fee and then an annual fee. Please check the club's website for detailed membership information and requirements.

Q: What are the benefits of being a member of Du Nord Ski Club?

A: As a member of Du Nord Ski Club, you will have access to club accommodation during the ski season. This includes discounted rates for lodging, priority booking, and the opportunity to participate in club events and activities. Membership also offers a sense of community and the chance to connect with fellow skiing enthusiasts.

Q: What type of accommodation is available at Du Nord Ski Club?

A: Du Nord Ski Club offers a lodge style accommodation. This means dormitory-style rooms but they are booked individually and rooms are not shared. The club's accommodation is designed to provide comfort and convenience for members during their ski trips.

Q: Are pets allowed on Mt Baw Baw and in Du Nord ski club?

A: Pets are not allowed on Mt Baw Baw other than dog sled weekends. Pets are not permitted in the ski lodge. Service dogs are permitted and welcome but Mt Baw Baw management should be notified of any additional requirements.

Q: Can I book accommodation at Du Nord Ski Club even if I'm not a member?

A: Du Nord Ski Club primarily prioritises bookings for our members. However, during vacancy periods, non-members can book accommodation during certain periods. It is recommended to check the club's website or contact them directly for more information on availability for non-members.

Q: Does Du Nord Ski Club have a refund policy?

A: Yes, we have a refund policy in place. If you need to cancel your reservation, you may be eligible for a partial refund depending on the timing of your cancellation. In some circumstances, a full refund may be provided. It's essential to review the policy before making a reservation. Our refund policy can be found on our website under the bookings tab.

Q: Can I cancel my booking with Du Nord Ski Club simply because there is no snow?

A: No, your reason for cancellation cannot be a lack of snow or other similar weather or environmental events. The availability of snow is a natural occurrence and not within the control of the accommodation providers on the mountain. Du Nord is an all-year-round accommodation provider and our cancellation policy applies at all times of the year. Refer to our Terms and Conditions for further information.

Q: Is skiing equipment available for rent at Du Nord Ski Club?

A: Du Nord Ski Club does not provide rental equipment. However, we recommend the Mt Baw Baw ski hire for all your skiing, snowboard, snowshoeing, and snow play needs.

Q: What other facilities and amenities are offered at Du Nord Ski Club?

A: Du Nord Ski Club offers a communal lounge area, industrial kitchen, ski storage, drying room and access to nearby ski lifts or slopes. Refer to the "What to Bring" tab on our website for details.

Q: Is Du Nord Ski Club ski-in/ski-out?

A: Du Nord Ski Club is the second closest lodge to the main ski lift area, allowing for easy access to skiing and snowboarding activities.

Q: Can I bring my own food to Du Nord Ski Club?

A: Yes, we recommend you bring your own food to Du Nord Ski Club. The club provides a fully equipped industrial style communal kitchen where you can prepare your meals. Food storage is provided with allocated shelving in the large refrigerator and large walk-in pantry/cold room. There are very limited options to purchase items on the mountain and what is available can be quite expensive, so it's best to bring everything you need.

Q: Are ski lessons available at Mt Baw Baw?

A: Yes, Mt Baw Baw offers ski and snowboarding lessons for all skill levels. There are professional instructors available who can provide lessons tailored to your needs, whether you are a beginner or looking to improve your skills on the slopes. You will need to book these prior to avoid disappointment through the Mt Baw Baw website.

Q: What other activities can I enjoy at Mt Baw Baw?

A: Besides skiing and snowboarding, Mt Baw Baw offers a range of activities. You can go snowshoeing, take scenic walks, enjoy snow play, or even try tobogganing. In the summer months, the area is popular for hiking, mountain biking, and enjoying the picturesque alpine landscapes. The 18 hole disc golf course (frisbee golf) is also great fun.

Q: How can I make a reservation at Du Nord Ski Club?

A: To make a reservation at Du Nord Ski Club, you can contact us directly via email to inquire about reservations and make a booking. Please note that we do our best to respond as quickly as possible but this may be difficult during normal business hours as the club is member run. Bookings can be made online through the Mt Baw Baw accommodation website.

Q: When is the ski season at Mt Baw Baw?

A: The ski season at Mt Baw Baw typically runs from early June to late September, depending on snow conditions. Please note that exact dates may vary each year.

Q: Can my children share a bed with us when staying in Du Nord?

A: Du Nord accommodation offers mostly single bed style bunks in rooms for 2 guests or 4. Children over the age of 3 are required to have their own bed. This is to comply with our occupancy limits (section 11 of public health and well-being regulations 2020). We do provide porta cots for very young children if required, but it's advisable to book these in advance, especially during peak seasons.

Q: What is the check-in time at Du Nord Ski Club and is early check-in possible?

A: Check-in time at Du Nord is from 5:00 pm and check-out is by 3:00 pm on the day of departure. Early check-ins are generally not possible depending on the turnaround time between groups. If bookings were done online or through guest services, check-in needs to be done through the guest services office next to the top day car park. When booking directly with Du Nord Ski Club check-in details will be provided via SMS a few hours before check-in.

Q: Are meals provided at Du Nord Ski Club?

A: No, meals are not provided at Du Nord Ski Club. The lodge does not offer any meal services. Guests are responsible for arranging their own meals during their stay. However, the lodge does have a large communal kitchen with all cooking and dining amenities. It is advisable to bring your own groceries or plan ahead for dining options in the nearby area.

Q: Can I drive and park at the lodge to unload my luggage in winter?

A: No, you cannot drive and park at the lodge in winter. During the white season, the village road is close to most vehicles. The resort provides designated parking areas for day visitors and for overnight guests. Over-snow transport is available for luggage transfers to and from lodges during business hours. Approx \$20 one way. We have a club sled for luggage transport during the winter season when there is snow on the road. We suggest unloading and transferring your luggage while parked in the day car park and moving your vehicle to a long-term car park.