



Sugarloaf Farmstay Guest Guide

Welcome to Victoria's beautiful Alpine Region!

To make the most of your stay, we have included some helpful hints and local points of interest.

House

For assistance during your stay, please contact Ray White Myrtleford on

Phone: 0409 152 948 or 03 57522888

Email: Myrtleford.vic@raywhite.com

Keys

Keys can be collected from the key lock box situated outside the front door. Key code will be sent when full payment has been made. You will be provided with one set of keys. The keys (marked with an H) will open the front door.

IMPORTANT - You will be responsible for paying a callout and/or replacement fee of \$150 if keys are lost, damaged, stolen, or locked inside.

Internet

The joy of remote living is peace, quiet and sometimes intermittent Wi-Fi. As Sugarloaf Farmstay is in a remote area, we do not have an NBN connection. The Wi-Fi is via satellite, and when it isn't in the right position overhead, we sometimes find it drops out.

The Wi-Fi network and the password is located on the Netgear Nighthawk underneath the TV unit. Swipe up and you will see the network and password. Please do not unplug from power or remove the aerial cable as the Wi-Fi will not work.

If you are having difficulties with the Internet, we suggest tethering your devices until the Wi-Fi connects again.

Television & Entertainment

To watch Free to Air channels or DVDs, press the Source/Input button on the remote to find the correct input.

You can sign into your own account for Apple TV, Netflix etc. Please remember to sign out when you leave!

We also have a large selection of DVDs available in the cabinet under the TV.

Amenities

We supply a starting amount of household and pantry items such as tea, coffee, toilet paper, detergent, hand soap, firewood.

Please consider other guests by using only what you need of bulk laundry and cleaning products.

Children, Toys, Books and Games

Children are welcome here. A small stock of children's toys is in the cupboard in the single bedroom. There is also a range of Children's DVDs in the cabinet underneath the TV. Children are welcome to use the trampoline.

We also have board games and books for your use in the entryway and entry cupboard.

Local Recommendations

Wineries	Outdoor activity	Half and Full Day Trips
<p>There is a large variety of Wineries nearby. Our recommendations are:</p> <p>King Valley – Sam Miranda (try the Arneis)</p> <p>Beechworth – <u>Eldorado Road Cellar Door Cantina</u> (the Nero D’Avola is our favourite, or the Chardonnay)</p> <p>Gapsted – Gapsted Wines (try the Saperavi or Sparkling Rose)</p> <p>Myrtleford & Bright – Billy Button (this is an urban Cellar Door, so you can enjoy a tasting with a cheese plate)</p>	<p>Hiking There are plenty of swimming holes and outdoor activities: <u>Rock Climbing, Kayaking & Caving in Bright & Surrounds, Victoria</u> (visitbright.com.au)</p> <p>Plus some great walks in Mt Buffalo National Park: <u>Mount Buffalo National Park</u> (parks.vic.gov.au)</p> <p>Fishing A trout farm just outside Bright is great fun for everyone. <u>Mountain Fresh Trout & Salmon Harrietville</u> (mountainfreshtroutharrietville.com) With permits, Buffalo River has lots of spots for fishing.</p> <p>Cycling Ride the rail trail, or for the more avid cyclist, try the Alpine Classic: <u>Cycle the Murray to Mountains Rail Trail in Bright, Victoria</u> (visitbright.com.au)</p>	<p>Bright: <u>Bright & Surrounds, Victoria - Official Tourism Website</u> (visitbright.com.au)</p> <p>Historic Beechworth</p> <p>Yackandandah</p> <p>Mt Buffalo National Park</p>
Food Shopping	Cafes/Bars	Pubs/Restaurants
<p>Myrtleford: Coles Foodworks Dale’s Butchery Seafood truck (Tuesday at Dale’s Butchery) – Carl’s Catch of the Day: check days of service with them via Facebook</p> <p>Milawa Gourmet Region: <u>Milawa and King Valley, Destinations, High Country, Victoria, Australia</u> (visitvictoria.com)</p>	<p>Myrtleford: Café Fez Coffee Chakra Alpine Gate Café Reclaim Wine Bar & Café Billy Button Wines</p>	<p>Myrtleford: Bastoni Pizzeria The Old Butter Factory Tu Vietnamese Street Food Café Fez</p> <p>Gapsted Wines Restaurant</p> <p>Punka Pub, Porepunkah</p> <p>Bright Brewery, Bright</p>
Other Shopping		
<p>Red Ramia Trading, Myrtleford <u>Home Red Ramia Trading</u></p> <p>Bowerbird, Bright <u>Bowerbird Bright Unique Alpine Interiors</u></p>		

Appliances

Air conditioning

The air conditioner remote control is in the sideboard underneath the AirCon unit. Press the power button to turn the air conditioner on and off. Use the remote to change the temperature and fan speed to your preference.

Dishwasher

Open the door and place provided dishwasher tablet inside the compartment on the inner door panel. Close the door shut firmly, adjust the program to select your preferred and press START. We use P1 for everyday loads.

IMPORTANT - Do not use tablets other than those provided (or replace with the same brand/type). The home operates on a septic system, so antibacterial disinfectants cannot be used.

Microwave

Rotate the dial to obtain desired time then press start.

Oven and Stovetop

Rotate the left dial to select the cooking temperature or to use the grill, and the right dial to control the timer. Turn both dials to the top to turn off.

To turn on a hotplate, rotate the appropriate dial to select the cooking temperature.

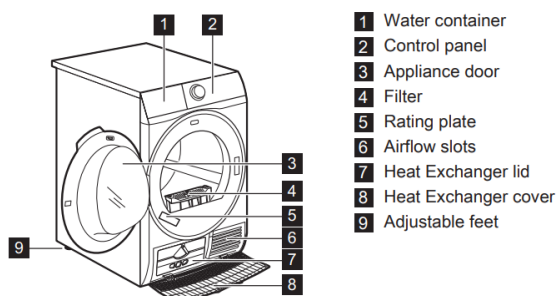
Washing Machine

IMPORTANT - Do not use washing liquid other than the one provided (or replace with the same brand/type). The home operates on a septic system, so antibacterial disinfectants cannot be used.

Press the ON/OFF button in the centre of the dial on the control panel. Pour detergent and fabric softener into the tray located left. Rotate the centre dial to preferred wash settings and press "PLAY/START". We recommend using the Mix Fabric wash cycle as it is faster than others. Link to Manual: [BOSCH - WAW28440AU - washing machine, front loader \(bosch-home.com.au\)](http://bosch-home.com.au)

Dryer

This is a Heat Pump dryer – which requires the water container (1) and filter (4) to be **emptied between use** or the dryer will not work. Press the ON/OFF button. Rotate the dial to select the preferred programme and press 'PLAY/START'. We recommend the Mixed programme as it is faster than other settings (you can adjust the heat up to full). Link to manual: [8kg heat pump dryer \(EDH803CEWA\) - Electrolux Australia](#)



Fusebox

The electrical panel is located outside on the front verandah.

The joy of remote living is peace, quiet and sometimes intermittent Electricity. During large storms, the power does flicker and sometimes goes out. This is usually restored within a few hours.

For information on local outages, please see AusNet: <https://www.outagetracker.com.au/>

If there is no power outage noted, check the fuse switches are all in the ON position. Please contact the Ray White team if you require further assistance.

Rubbish & Housekeeping

Caring for the Environment

- **IMPORTANT - Do not use cleaning products other than the ones provided** (replace with the same brand/type). The house operates on a septic system, so antibacterial disinfectants cannot be used. Jif and Earth Choice are both available at Coles in Myrtleford.



- Please ensure that all lighting, air conditioning, heaters and electrical appliances are turned off when not in use. If you notice that a lightbulb is blown, please advise us so that we can arrange a replacement.

Rubbish Disposal

- There is a large JJ's bin halfway down the driveway (next to the tobacco shed). Please dispose of your general waste here.

Transport

Sugarloaf Farmstay is located in Nug Nug, approximately 10-15 minutes from Myrtleford, Victoria and 35 minutes from Bright, Victoria.

Airport

Myrtleford is located 1hr 15min drive from Albury Airport.

There are hire cars available.

Train

Albury Central train station is located 1hr 15min drive from Myrtleford. Please visit these websites for the best travel advice:

transportnsw.info

[V/Line - Regional public transport for Victoria - Train & coach timetables \(vline.com.au\)](http://vline.com.au)

Bus

Alpine Spirit Coaches – Private hire and snow transfers

[North-East Victoria Bus & Coach Charter - Alpine Spirit Coaches](#)

Public Transport to Albury/Wodonga/Melbourne

[Albury - Melbourne via Seymour - Public Transport Victoria \(ptv.vic.gov.au\)](http://ptv.vic.gov.au)

[Albury - Wodonga - Myrtleford - Public Transport Victoria \(ptv.vic.gov.au\)](http://ptv.vic.gov.au)

Checkout

Checkout time is **10:00am** on the morning of your departure. Failure to do so may incur a charge of a full night of accommodation.

Please leave the house in a neat and tidy condition, as extra cleaning and excess rubbish removal will result in additional fees.

On the day of your checkout please:

- Place all dirty dishware and cutlery into the dishwasher and start a wash cycle
- Remove all rubbish and dispose in designated garbage area
- Close all the windows and turn off appliances
- Remove bed linen and towels as they will be sent for laundering
- Sweep/mop floors
- Sweep fireplace surround & empty coals in designated garbage area

If you have any questions, please contact Ray White Myrtleford on 0409 152 948 or 03 57522888.

Late checkouts

Should you require a later checkout, please contact Ray White Myrtleford to discuss. While every effort will be made to accommodate requirements for late checkout, this will depend on availability and may incur an additional fee.

Fire and Emergency

Guest Wellbeing

Sugarloaf Farmstay is a working farm. There is a dam on the property, and a running creek to the rear of the house.

It is the guests' responsibility to ensure the safety of occupants at all times. Guests stay on the property at their own risk.

Fire Safety & Awareness

The home is fitted with smoke detectors. In case of a fire, please evacuate, taking the keys with you and call 000.

Sugarloaf Farmstay is in the Victorian Alpine Shire. For emergency alerts during summer, please visit the Victorian Emergency Warnings website (or download the app) at <https://emergency.vic.gov.au/respond/>

EMERGENCY CONTACT	IN CASE OF A FIRE
<p>FOR ALL EMERGENCY SERVICES</p> <p>Police · Ambulance · Fire</p> <p>DIAL 000</p>	<p>R – Remove yourself and others away from the danger area</p> <p>A – Alert the Emergency Services and raise the alarm</p> <p>C – Contain the danger – close all doors and windows</p> <p>E – Evacuate to a safe area</p>

Terms and Conditions

- Sugarloaf Farmstay (via Ray White) reserves the right to debit the guests' credit card or request payment in full for any outstanding charges that apply to the booking. This includes extra cleaning, excess rubbish removal, late checkouts, repairs, and damage to property.
- The guest will be responsible for paying a callout or replacement fee if keys are lost, stolen, damaged or locked inside.
- Sugarloaf Farmstay has a strict 'No Smoking' policy. If you smoke in the house, additional cleaning charges will apply.
- Sugarloaf Farmstay has a 'No Party' policy. We live in a rural area, and the house shares a common entry point with our cottage. Please be mindful of noise and keep the noise levels to a minimal between the hours of 10:00pm to 7:00am.
- The guest is responsible to pay the cost of repairs and/or replacement to any fitting, fixture, or furnishing within the house resulting from misuse.
- Please do not move or remove any items from the house. Should any items not be found within the house on check out, you will be charged the cost of replacement.
- Should you need to depart earlier, please notify Ray White and ensure the checkout instructions are followed.
- Cancellation after booking is in accordance with the Terms & Conditions of the booking platform the reservation was made through. In instances of cancellation due to Force Majeure, the agent will contact the owner to negotiate an alternative arrangement on your behalf. This may be a credit for a stay at a later date.