



OPERATIONAL GUIDELINES

PERISHER

2026

Contents

- Accommodation Transfer Services
- Weekend Luggage Storage
- Freight Terminal Operations
- Waste Collection
- Fuel Operations

NOTE: Changes to 2026 operations displayed in this colour

Web: perisher.accommodation-transfers.com



Distributed to Lodge Owner, Managers, and Relevant Mountain Staff.

Introduction

We would like to start by thanking the Perisher community for another fantastic season in 2025.. We have done an extensive debrief on last season operations and wish to inform you of some changes based on your feedback and our operations to better improve our services to this mountain.

Following the distribution of this document we will distribute an information document that can be published and placed in lodges for guests.

Accommodation Transfers

Accommodation Transfers will continue to operate for the 2026 winter season, with several improvements designed to make your arrival experience smoother and more efficient.

A new Mt Perisher Accommodation Transfers website has been introduced, allowing guests to pre-book their accommodation transfer before arriving at the mountain. This will help streamline the transfer process and reduce waiting times during peak periods.

The arrival process at the Skitube Terminal remains largely unchanged. Guests will still check in at the Accommodation Transfers desk and receive a buzzer for their transfer. However, the process is now significantly faster, with staff able to scan your booking ticket directly before issuing your buzzer.

For the 2026 season, North Perisher accommodation transfers will depart from the opposite side of the Skitube building. This change has been implemented to reduce congestion around the terminal, improve traffic flow, and minimise pedestrian interactions with snowcats and other operational vehicles at busy crossings.

Guests travelling to North Perisher should continue to report to the same Accommodation Transfers desk on arrival. When your buzzer is called, a 4Site team member will direct you to the correct departure location and assist you as required.

Please refer to the “Accommodation Transfers Pricing” section below for current season pricing.

Operational Hours

- 8.00am - 10.00pm. Monday to Thursday (Shoulder season closing 8.00PM)
- First accommodation transfer 8.00am.
- 7.30am - 10.00pm. Friday to Sunday
- First accommodation transfers from 7.30am.

Contact

- Phone - 02 6412 2244 (Active from 5th June)
- Email - perisheradmin@4siteaustralia.com

Operations

Guest Procedure (Booking in person)

1. When you arrive in the Ski tube building, attend the 4Site Perisher Guest services desk.
2. At this point we will book in a Return Date and Pick Up time that suits you and our availability in our online calendar system.
3. We will then allocate a buzzer to you, this buzzer puts you into a virtual queue.
4. We will then arrange for you to get onto the next available oversnow vehicle to your lodge.
5. Your ticket will be on your receipt that our guest services give you. This must be shown to the driver when loading.
6. On Checkout day we will send an Oversnow Vehicle to your lodge to pick you up at the scheduled time, depending on the number of people our drivers may do several pickups on the way. We work in 30-minute blocks. E.G a 10.00am booking may not arrive at your lodge till 10.15 am. Please be ready 15 minutes before pickup.

Shuttle Customer Portal Instructions (Online)

1. Select your transfer direction (arrival transfer or departure transfer).
2. Select your lodge from the destination list.
3. Choose your ticket type (One way or Return).
4. Select your arrival and/or departure date.
5. Click Proceed to Booking.
6. Enter the number of passengers travelling and the number of bags being transported.
7. Enter your contact details, including last name, mobile phone number, and email address.
8. Review your booking details and proceed to payment.
9. Click Submit Booking to complete your reservation.
10. A booking confirmation will be sent to your email address. Please keep this confirmation for your records.

Arrival at 4Site with an online ticket

11. Arrive at the 4Site Perisher desk located in the Ski Tube Terminal.
12. Scan your pre-purchased ticket at the QR code lane.
13. You will receive your buzzer from a 4site staff member.
14. Wait in the designated area for your transfer.

Notes For Lodge Managers

- For lodges that have oversnow transport included in their accommodation charges - We will add this transfer to your account. We will still give guests a printed receipt with their pickup time.
- We request you share with us a document via email of who you are expecting each week. This can be organised with our guest service team from 5th June.
- Luggage Storage services will only be available on weekends, Please see "Weekend Luggage Storage" for details.

Skier Special

(Skis Only, No Luggage)

- Operational hours for this service will be: 8.00am - 9.30am and 3.30pm - 5.00pm daily, as well as Tuesdays and Saturdays when night skiing is on.
- Luggage transfers will take priority during these times
- Pricing - Adult - \$18.00 pp Children - \$12.00pp

Taxi Service

(On Demand)

- This service is for guests wishing to book a taxi service, for example, “a dinner reservation at another lodge or venue ”. To book please contact our Guest services team on 6412 2244.
- Please note, The last taxi service will take place at 9.30pm and no luggage is allowed with this service.
- Luggage transfers will take priority during these times
- Pricing - Adult - \$23.00 pp one way
Children - \$18.00 pp one way
- Payment can be made over the phone prior to transfers or at 4Site Guest Services.

School Groups Luggage Transfers

For lodges that host school groups (16yrs & under) 4Site will offer a “Luggage Only” transport option to your Lodge. We ask that this is booked in with our Guest Services team before they arrive at Perisher so we can ensure a smooth experience. Schools are welcome to contact our Guest Services at their earliest convenience. We ask teachers and students to assist at both loading and unloading of vehicles at each end.

This is the only service that can be booked prior to arriving at Perisher. When arriving at Perisher we ask one staff member to attend the 4Site guest services desk to organise loading procedures.

Luggage Only (Per Vehicle)	One Way	Return
Any Location	150.00	\$250.00

Approximately 40 Ski bags or Suitcases per vehicle.

Pricing 2026

See Map for Pricing Zones

Smiggins 4x4		Purple Zone	
Adult One Way	\$37.00	Adult One Way	\$23.00
Adult Return	\$67.00	Adult Return	\$40.00
Child One-Way	\$22.00	Child One-Way	\$14.00
Child Return	\$37.00	Child Return	\$23.00
Family* Return	\$171.00	Family* Return	\$99.00
Orange Zone		Green Zone	
Adult One Way	\$34.00	Adult One Way	\$40.00
Adult Return	\$61.00	Adult Return	\$73.00
Child One-Way	\$20.00	Child One-Way	\$23.00
Child Return	\$34.00	Child Return	\$40.00
Family* Return	\$153.00	Family* Return	\$182.00
Extra Bags \$10.00	\$10.00	Oversized Bags	\$10.00

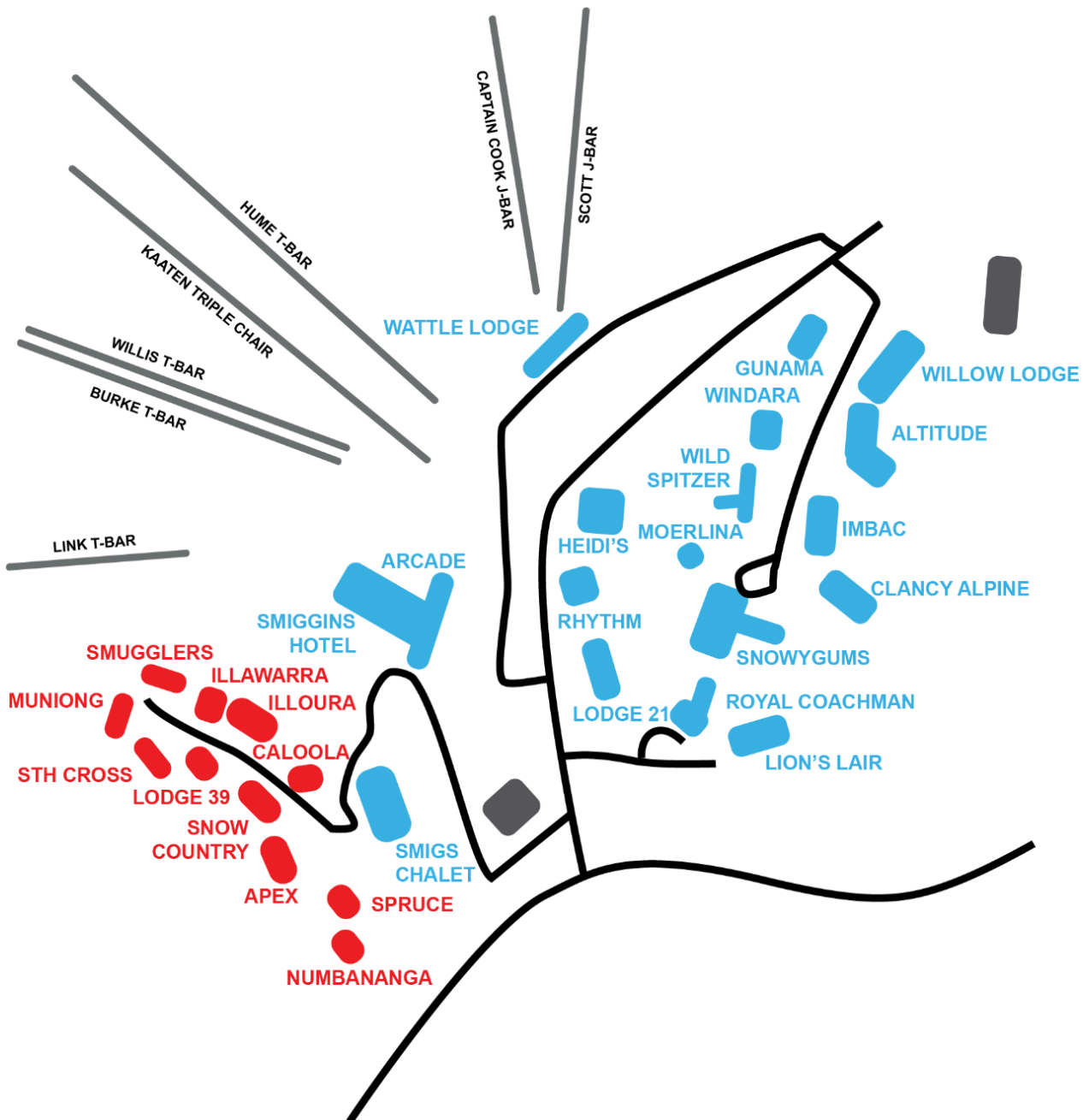
<p>*Family Tickets include 2 x Adults & 2 x Children Return * Child (5-16 yrs) must be accompanied by an Adult</p> <p>Prices will remain unchanged if oversnow vehicles are not in use</p>	<p>*Child (5-16yrs) * 4 Years and under travel free</p>
---	--

Skier Special

Operating 8.00am - 9.30am & 3.30pm - 5.00pm Daily
 Skies and Snowboards Only - No luggage

Adult One Way	\$18.00
Child One Way	\$12.00

SMIGGIN HOLES



Smiggins 4x4		Smiggins Oversnow Route	*Subject to conditions & Vehicle Availability
Adult One Way	\$37.00	*Adult One Way	\$49.00
Adult Return	\$67.00	*Adult Return	\$90.00
Child One-Way	\$22.00	*Child One-Way	\$27.00
Child Return	\$37.00	*Child Return	\$48.00
Family* Return	\$171.00	*Family Return	\$228.00

Weekend Luggage Storage

2026 Season we will continue our weekend luggage storage, Saturday and Sundays only, No long weekend Mondays. This will operate from the Perisher Freight Terminal. Access will be from inside the Ski Tube building.

Hours of Operation

Saturday & Sunday
7.30am - 9.30pm

Location

Upper Level Skitube Terminal, Perisher Valley

Pricing 2026

\$10 per bag, flat rate, EFT only.

Inquiries

4Site Guest Services
Phone: 6412 2244

Terms & Conditions

- No overnight storage
- All items must be inside a suitable bag or container (e.g. no loose ski boots)
- Day use only, All luggage must be pickup before 9.30 pm of the day it was dropped
- No Short-term holding of luggage unless paid for in full (e.g. while dropping your hire gear back to the Perisher Centre)
- 4Site Pty Ltd holds no responsibility for damage, lost or stolen luggage.
- Luggage must be dropped off and picked up by the owner of the item, No lodge staff or 3rd party can do this on the luggage owner's behalf.

Freight Terminal Operations

We have upgraded our freight terminal operations by implementing a new electronic counting system. Upon processing, you will receive an immediate text notification, significantly reducing wait times between unloading and notification. This enhancement streamlines the collection process, minimises wait times, and reduces congestion at the pickup point. Entry to the freight shed is still restricted. All freight to be counted and signed out of the freight terminal. Pickup and delivery of laundry will be outlined in "Laundry".

Self Collected Freight

The new electronic counting system automatically alerts lodges once a supplier has been unloaded and counted. When you are notified by text message that your freight is ready for collection, we ask that you respond via the link to let us know your arrival time. This can be updated continuously via the link if your pick up time gets delayed. Our team upon receiving the notification on our Pick Up Board will collect your freight and have it placed in our pick up location, they will then help load your vehicle, take a photo of collected freight and ask for a signature as proof of collection.

We thank you for the patience in taking photos and signatures. The new system will eliminate the waiting time between lodge and freight collection but relies on both freight teams and lodges correctly using the messaging service.

4Site Delivered Freight

4Site provides a delivery service which can be organised with us via the website linked. Once we have received this a staff member from our team will contact you directly.

Freight will be dropped at a designated area outside the lodge or venue. Location will be discussed on a lodge by lodge basis. We ask lodges & venues to ensure empty pallets are stacked neatly and pallet wrapping and rubbish to be disposed of after freight has been taken.

4Site Deliver / Pickup laundry

Laundry will now be tracked via our new system. We will be counting dirty linen bags and taking a photo for proof of pick up. Delivery will remain unchanged with proof of delivery via photos. A new QR code has been generated for each laundry customer to request pick up of dirty laundry on days other than our set pick up day.

Laundry will be picked up every Monday morning. Clean laundry is delivered the same day from the supplier.

****Freight Suppliers Invoices/Picking Slips****

It will be the supplier's responsibility to arrange a system for invoices to be supplied to their end customer directly. We recommend this to be done via email, Alternatively, suppliers can attach invoices to an item of freight before arriving at Perisher but please note ***4Site Perisher Pty Ltd holds no responsibility in supplying customer invoices from suppliers.***

General Notes

- All freight must be collected on the day of delivery
- If lodges wish to change their “Self Collect” or “Delivery arrangement during the season you must email the Freight manager (**perisherfreight@4siteaustralia.com**) with a start and end date of service. We ask you to do this as early as possible to ensure our services to you are as efficient as possible. If you are moving to a delivery service please be aware of the charges as laid out in the Pricing Schedule.

Operational Hours

- 7.00am - 5.00pm, Monday to Friday
- Last Truck to be unloaded by 2pm
- Open from 3rd June 2026 (weather and resort operations permitting)
- Closed on weekends
- After hours access is strictly limited due to Work,Health and Safety Regulations

Contact

Phone - Freight Shed - 0459 362 865

Email - perisherfreight@4siteaustralia.com

Pricing Schedule 2026

Item	Price	Description
Self Collected	Free	
4Site Delivery Per Box/Item	\$8.00	4Site will sort and build a pallet of your freight and deliver it on a pallet to your lodge
4Site Delivery Full Pallet	*\$120 Per Pallet	4Site receives a whole individual pallet from a supplier of your freight and does not sort it in any way.
Laundry bag delivered	\$8.00 per bag	
Laundry bag Pick Up	\$8.00 per bag	Dirty laundry pickup charges will be calculated on the amount of laundry delivered. Therefore if 4 bags of clean laundry are delivered you will be charged for 4 bags to be picked up.
Firewood Delivery	\$250.00 per Basket 2m2	Drop and go arrangement, <i>Lodges responsibility to unload</i>
Oversized (Fridge/Freezer on a standard pallet)	\$120.00	Drop and Go Arrangement <i>Lodges responsibility to unload</i>
Empty Keg/Crate/Pallet Pickup	Free	

**4Site retains the right to determine what is classified as a carton and freight which has arrived at our terminal which does not need to be sorted. We will always work within reason to achieve a fair outcome.*

Please Note 4Site aims to work with freight companies and suppliers to ensure as much freight comes to our terminal palletised in lodge/venue arrangement to ensure a cost-effective solution to freight deliveries. This is a working progress and in most cases is not possible.

2026 Freight Customer Information Form

This form is for all lodges/venues to supply the relevant information for our freight team.

Please use the hyperlink below and fill in the details. For existing customers, could you please fill in the form again this year to keep our information up to date.

This form includes Freight and Laundry.

<https://forms.gle/Ju7VzqJc927vocm28>

Waste collection

This year, we are implementing updates to our waste collection procedures for lodges and venues in Perisher to support the initiative to reduce single-use plastic bags. We are transitioning from lidded tubs to reusable mesh bags for co-mingled recycling. Our team will empty these bags and return them to your waste receptacles for reuse. For venues utilizing trailer-mounted bins, please empty your reusable bags directly into the bin.

If lodges require additional reusable bags or organics bags, please contact the Perisher National Park Office.

Please adhere to the following waste collection requirements:

- All waste bags must be tied securely.
- Co-mingled waste must be placed in mesh bags.
- Organic waste bags must be tied and placed inside a plastic tub.
- Ensure bags are not overfilled or excessively heavy.

We reserve the right to refuse collection for waste that does not meet these standards.

- **Black Plastic** -Garbage Bag (General waste)
- **Green / Black Mesh**- Reusable NPWS mesh bag (Recycling)
- Organics - White NPWS Organic's bag placed in a container
- Cardboard - Boxes need to be flattened & neatly stacked in a box or small loose cardboard placed in a **Green / Black** mesh bag.
- Used Oil - Placed in used oil drums with tightly fitted lid.

NPWS is phasing out the clear bags.



Fuel Operations

Operational Hours

- 7.00am - 5.00pm, Monday to Friday through the freight terminal
- If a venue is desperate for fuel on the weekends we can accommodate between 12:00pm - 2:00pm Saturday and Sunday.

Operations

- We are now able to take payment for fuel at the bowser. Please let our staff member know rego, vehicle, lodge, name
- Fuel will be paid for every time you fill up, similar to a service station
- No new accounts for fuel purchases
- Our staff will assist in unlocking the fuel bowser and processing your payment at the bowser

Contact

Phone - Freight terminal 0459 362 865 (7am- 5pm Monday to Friday)

Email - perisherfreight@4siteaustralia.com

Guest Services - 02 6412 2244