

Linen Ordering Procedures:

Winter Season - June Long Weekend to October Long Weekend only

Leesville Laundry, our linen service provider, is now working in partnership with AlSCO. Leesville will be responsible for the distribution and collection of linen and AlSCO will undertake the washing service and receive all linen orders.

The following procedures apply for the linen services and it is the Lodge Captain's responsibility to ensure the system runs smoothly each week to ensure following guests are not inconvenienced.

At the start the season the linen store upstairs will be provided with two full sets of linen for 14 people (plus a number of extras spares). Any time during the season, there should be at least one complete set of linen available in the store prior to the next linen delivery arriving, just in case of a problem with ordering linen. Once a new delivery has been packed away at the end of the week, there should then be two full sets of linen in the store. See below details of linen requirements:

	<u>One full set of linen</u> As a minimum, to be available always be available in the store	<u>Two full sets of linen</u> To be available for incoming parties, following the linen delivery on Thursday
Single Sheets (have black stitching on hem)	28	56
King sheets (have blue stitching on hem)	8	16
Pillow cases	24	48
Towels	14	28
Bath mats	8	16

On Arrival at the Lodge

On arrival at the lodge the lodge captain shall organise the distribution of linen, comprising two single sheets, one towel, up to two pillow cases per bed and one bath mat per occupied ensuite. (two king sheets may be used for 2 beds joined together). After distribution of linen, check that one full set of linen is available in the linen store.

Weekly Ordering of Fresh Linen

Before 3 pm on Monday afternoon the Lodge Captain shall place an order for fresh delivery of linen. The order shall be based on the **amount of linen being used that week** and shall also include an estimated allowance for anyone arriving later in the week. A normal delivery time is 2 – 3 days from the placing of the order.

Orders should be submitted:

- as an email to servicecampbelltown@alsco.com.au (the most reliable method for placing an order); or, if emailing is problematic;
- by phone to 02 8796 6800 (AlSCO's service department number)
- If an urgent linen order is required due to insufficient linen in the lodge orders should be emailed as above to servicecampbelltown@alsco.com.au with an email cc to: ordersleesvillelaundry@bigpond.com and also to: bold@alsco.com.au This is to ensure that Brian at Leesville Laundry is aware of the order and can expedite things.
- For any queries on a pending linen delivery, phone Brian at Leesville Laundry on 0431 088 646.

The new linen order should arrive by Thursday (via Hans Oversnow) and should be checked and placed in the linen store. The Lodge Captain should then ensure that there are two full sets of linen available in the linen store (see Table above). If two full sets of line are not available, a note should be left for the incoming Lodge Captain to order additional stocks when they place the next order. If the Thursday linen delivery does not arrive please contact Brian at Leesville Laundry.

Return of Dirty Linen

On Sunday afternoon the green dirty linen bag located in the ski room shall be placed out the front of the lodge for collection on Monday morning by Hans Oversnow. If heavy snow place on top of the garbage cupboard outside the front door

On Departure

Prior to leaving the lodge the Lodge Captain shall place all unfolded dirty linen in a clear plastic bag inside the green linen bag. The bag shall be stored in the ski room for collection the following week by Hans Oversnow.

For any queries or concerns please contact the booking officers.