

Welcome to
lakemountain
ALPINE RESORT

**2025 SNOW SEASON
INFORMATION**

*LAKE MOUNTAIN
WEBSITE*



admin.lakemountain@alpineresorts.vic.gov.au



(03) 5957 7201



@lakemountainresort

RESORT ENTRY

Car Entry _____ \$67.00

Entry for vehicles with less than 8 seats, with a maximum of 8 passengers

Bus Passenger Entry

Entry for vehicles with more than 8 seats, with a minimum of 4 passengers & a maximum of 57 passengers

Adult _____ \$22.00

Child (Under 5yrs) _____ \$11.50

**All prices exclude any transaction fees.*

HOW DO I BOOK RESORT ENTRY?

PRE-PURCHASE ONLINE

You can pre-purchase your resort entry ticket online via our website prior to arrival. The benefit of pre-purchasing online is that it elevates the risk of missing out on the day if we are 'sold out' once the carparks have been filled. If pre-purchasing online, you will be emailed your resort entry ticket which you must show upon entering on the day.

(It is best to download your ticket or screenshot it as there is no phone reception at the resort entry gate)

AT THE GATE ON THE DAY

You may purchase your resort entry ticket at the gate on the day via EFTPOS. Tickets are available to purchase from 8am-3pm.

ARE THERE ANY CAPACITY LIMITS?

Yes, the resort is limited to the number of carparks available. The resort has experienced 'sold out' days over the weekends in the June/July Victorian school holiday period, where the online entry tickets have been sold out in the morning or night prior. In these circumstances, those without a pre-purchased ticket will be required to wait at the gate on the day to purchase a resort entry ticket once they become available however, this process can involve a several hours wait, as it is based on a 1 in 1 out system. Therefore, we highly recommend pre-purchasing resort entry tickets to ensure entry on the day.

OPERATING DAYS & HOURS

The declared 2025 snow season is June 7th to October 5th.

RESORT ENTRY GATE - OPENS AT 8AM

RESORT FACILITIES - OPENS AT 8.30AM

RESORT ENTRY & TICKETS - CLOSED BY 3PM*

*No vehicles/ guests can enter the resort after 3pm.

RESORT FACILITIES - CLOSED BY 3.30PM

RESORT ENTRY GATE - CLOSED BY 4PM

Visitors may enter the resort between 8am and 3pm. All visitors must exit the resort by 4pm.
Some services or facilities may have different operating hours on resort.

Lake Mountain will be closed to the public every Tuesday and Wednesday outside of the July Victorian School Holidays, as outlined below:

OUTSIDE OF JULY VICTORIAN SCHOOL HOLIDAYS

7th June to 4th July & 21st July to 5th October 2025

Monday, Thursday, Friday, Saturday & Sunday, 8am to 4pm.

DURING JULY VICTORIAN SCHOOL HOLIDAYS

5th July to 20th July 2025

7 days, 8am to 4pm



**SNOW SEASON
OPERATING CALENDAR**

SNOW SEASON OPERATING CALENDAR

June

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



Resort CLOSED



First day of declared snow season



First day of July Victorian School Holidays



Last day of July Victorian School Holidays



Last day of declared snow season

TOBOGGANING AT LAKE MOUNTAIN

WHAT IS IT?

The Toboggan Access Ticket will provide you with all day access to the Village Toboggan, Mini Toboggan and Koala Creek Toboggan Runs, which may include the use of the magic carpet. These toboggan runs will be maintained with artificial snow throughout the season if the natural snow is not ideal.

Guests wanting to participate in tobogganing must have a valid Toboggan Access Ticket to enter. Upon entering the toboggan runs, you will be handed a Lake Mountain compliant toboggan to use. When exiting the toboggan run, you will return the toboggan. External toboggans of any kind are NOT permitted on the ticketed toboggan runs to ensure the safety of all participants.

Spectators will not be allowed on the toboggan runs however; there are plenty of viewing areas along the runs where you can watch and capture the experience!

HOW DO I PURCHASE THE TOBOGGAN ACCESS TICKET?

Skip the queue and pre-purchase your Toboggan Access Ticket, along with your resort entry ticket, online via our website. Otherwise, tickets are available to purchase at the information & ticket window on resort. To collect the physical ticket, you can do so on resort at the information & ticket window or Toboggan Run entry points.

If you do not have a valid Toboggan Access Ticket, you will not be able to access the ticketed toboggan runs. You will still have access to Leadbeater's Toboggan Run (if open based on natural snow), along with the rest of the resort and the designated snow play areas.



LAKE MOUNTAIN TOBOGGAN ACCESS TICKETS

ADULT & CHILD TICKET

This Toboggan Ticket is for Adult's with a Child under the age of 5yrs. A ticket will be provided for the Adult & Child to wear.

- A child with this ticket **MUST** be accompanied by a full paying Adult at all times
- A child with this ticket will be required to share the Adult's toboggan, as they will be tobogganing together
- A child with this ticket will **NOT** be allowed to utilise the Magic Carpet without their accompanied Adult present

SINGLE TICKET

This Toboggan Ticket is for anyone over the age of 5yrs. A ticket will be provided for the individual to wear.

TICKET CONDITIONS

- All ticketholders **MUST** have their valid ticket fastened to their person **BEFORE** entering a toboggan run.
- Toboggan tickets are **NON-TRANSFERRABLE**
- Each toboggan ticket is valid for one day
- Lake Mountain has the right to open or close any of the ticketed toboggan runs on or during the day at any time
- Once purchased, toboggan tickets are **NON-REFUNDABLE**
- All toboggan ticketholders **MUST** adhere to the instructions of Lake Mountain staff, along with the set rules & regulations
- Lake Mountain staff have the right to provide one warning before asking a ticketholder to leave the toboggan run due to incorrect or unsafe behaviour

LAKE MOUNTAIN TOBOGGAN ACCESS TICKETS

\$40.00

**1 ADULT
+
1 CHILD
(Under 5yrs)**

\$30.00

**1 ADULT
(Over 5yrs)**

**All prices exclude any transaction fees.*

**YOU MUST ATTACH THE TICKET TO THE
OUTSIDE OF YOUR CLOTHING.**



OR





LAKE MOUNTAIN COMPLIANT TOBOGGANS ONLY

At Lake Mountain and all other Victorian Resorts (Alpine Resorts Regulation 15.2)



*Except when sharing with a child under 5yrs

LAKE MOUNTAIN STAFF ARE NOT BABYSITTERS

YOU are responsible for YOUR CHILDREN at ALL TIMES

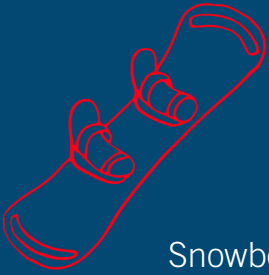
Parents & Guardians should actively supervise their children at all times

TOBOGGAN RUN TERMS AND CONDITIONS.

The following Terms & Conditions are put in place in order to mitigate the risk of injury to yourself and others. Please follow these safety rules when entering our designated tobogganing areas.

- You must have a valid Toboggan Access Ticket to enter the toboggan run.
- Children under 5yrs MUST be accompanied by a parent with a valid Toboggan Access Ticket, sharing the same toboggan & assisting with the use of the Magic Carpet.
- The toboggan run will be CLOSED by 4pm.
- There is a set number of toboggans allocated for this toboggan run. Once all toboggans have been collected, you are required to queue until a toboggan becomes available.
- You must follow all signage & instructions given by Lake Mountain staff when inside the run.
- Aggressive behaviour of any kind will NOT be tolerated towards Lake Mountain staff or others.
- No walking on the toboggan slopes, only along the designated walking areas.
- No smoking, food or alcohol allowed on slope. See designated smoking areas.
- No erected selfie sticks or poles/rods while using a toboggan, including umbrellas.
- The toboggan runs are NOT to be used for snow play or other activities outside of tobogganing. See designated snow play areas.
- The responsibility is on the individual participating in tobogganing to manage the use of their toboggan on the slope, utilising the toboggan safely amongst all other users, including moving on quickly at the bottom of the run.
- It is the responsibility of the individual to determine if you are physically fit to participate in tobogganing safely.
- Lake Mountain Alpine Resort management reserves the right to refuse or revoke entry if a person/s at any time are not adhering to our set Terms & Conditions.

ADDITIONAL OPERATIONAL CHANGES FOR 2025



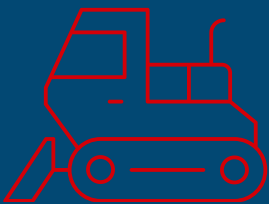
NO SNOWBOARD OR SKI LESSONS

We are no longer offering snowboard or ski lessons of any kind for the 2025 snow season.

Snowboarding is not allowed at Lake Mountain as there are no dedicated areas for this activity. You are unable to use your personal snowboard, skis or toboggans on the toboggan runs, snow play areas or any other sloped areas.

NO SNOW SHUTTLES

As per last season, Lake Mountain will not be operating a shuttle service (other than the car park shuttle on resort) during the snow season. The only way to access the resort is to drive or select an external tour company that services the mountain.



SNOW GROOMING

Cross country ski trails will be groomed daily if the snow conditions are suitable. The toboggan runs will also be groomed daily.

GOING CASHLESS

Beginning in winter 2025, ARV will be moving towards all purchases being made digitally, either online, or on resort via **debit or credit card ONLY**. This move is reflective of the broader step-change in the culture at the moment, where cash is no longer the preferred method of payment for the majority of travellers.

This change will come into effect on June 7th 2025 for all products and services offered by Lake Mountain Alpine Resort.

The key benefits of making this change include:

- A safer and more secure method of transacting with guests.
- A safer resort for our valued employees as they will no longer be handling cash tender.
- Better efficiencies in resort, as securely transferring cash has a significant cost impact.



RENTING AT LAKE MOUNTAIN

RENTAL EQUIPMENT & ITEMS

Outerwear Jacket (Unisex) _____ \$27.00

Unisex sizes 2XS - 4XL

Outerwear Pants (Unisex) _____ \$27.00

Unisex sizes XS - 4XL

Kids Snow Suit _____ \$27.00

Sizes 0yrs - 8yrs

Snow Boots _____ \$27.00

Euro sizes 21/22 - 47

**All prices exclude any transaction fees.*

WHAT IS REQUIRED TO RENT AT LAKE MOUNTAIN?

To hire clothing or boots from the Rental Department, guests must have a valid debit or credit card for the payment process. Guests must have a smartphone or device to scan a QR code and enter in their details and rentals order in at the resort. All rentals must be returned by 3.30pm.

CAN I HIRE SKI EQUIPMENT ON RESORT?

No. For snow season 2025, there will be no ski equipment hire available at the resort. If you are interested in cross-country skiing or snowshoeing, you must hire your ski equipment in Marysville prior to arriving.



FACILITIES AT LAKE MOUNTAIN

Public toilets (including accessibility & a baby change room)

Free electric BBQ's

Outdoor picnic shelter

Bistro (offering a mixture of hot food, snacks, beverages & coffee- cafeteria style service)

Cafe

Rental Department (providing clothing & snow boots for hire)

Retail shop (offering a range of souvenirs, gloves, beanies, eyewear, clothing & more)

Information office (a central point to provide visitor services, information & tickets required for activities, such as Toboggan Access Tickets)

Ski patrol centre (offering first aid services when required)

Ticketed Toboggan Runs (includes the Village Toboggan Run, Mini Toboggan Run & Koala Creek Toboggan Run which require a valid Toboggan Access Ticket to enter)

Free Toboggan Run (includes Leadbeater's Toboggan Run which is available to use for free when open*)

*This toboggan run is not maintained with artificial snow and will therefore only be open if the conditions permit

Designated Snow Play (these areas are located near the toboggan runs and are maintained with man-made snow)

Cross Country ski trails (there are over 20-km of groomed cross country ski trails available to ski or snowshoe on, walkers are not allowed)

Walking trails (we have a range of walking trails such as Leadbeater's walk or the Summit walk that are perfect for the whole family)

*Please note that the resort does not have potable drinking water available.

Water is available to purchase in the bistro however, it is advised that guests bring adequate water when visiting.



WHEEL CHAINS

DO I NEED WHEEL CHAINS FOR MY VEHICLE?

Here at Lake Mountain, snow or wheel chains are not required unless it has been declared a "chain day".

For declared chain days, all 2WD vehicles must carry chains until advised to fit by Lake Mountain staff. Those entering the resort in 4WD or AWD vehicles do not require wheel chains however, you must know how to engage the 4WD or AWD setting if required.

Any guests hiring a vehicle to enter the resort must understand if it is a 2WD, 4WD or AWD and if wheel chains are able to be fitted to the vehicle as per the hiring terms and conditions set by the car hiring business.

HOW WILL I KNOW IF IT IS A CHAIN DAY?

If a declared chain day has been announced, this information will be available on the header of our website, along with yellow traffic signs as you enter into the town of Marysville on the day.

WHERE CAN I GET THE WHEEL CHAINS?

Wheel chains must be hired in town prior to entering the resort. If it is a chain day and you arrive in a 2WD without wheel chains, you will be turned around at the resort entry gate.

Wheel chains are available for hire in Marysville and the Black Spur, at the various hire shops.

It is extremely important that you understand how to fit the wheel chains prior to arriving to the resort, as Lake Mountain staff are unable to assist with the fitting process.



ARTIFICIAL SNOW FOOTPRINT



Illustrated in the 'Artificial snow footprint' image, is the reality of the resort when we do not receive any natural snow fall. In this circumstance, the Mini toboggan run, Village toboggan run, snow play area & possibly Koala Creek will have artificial snow coverage. The artificial snow coverage may be limited at times or poor if the weather does not allow for optimal snow making conditions therefore, coverage in these areas is not guaranteed.

KOALA CREEK TOBOGGAN RUN



VILLAGE TOBOGGAN RUN



MINI TOBOGGAN RUN



DESIGNATED SNOW PLAY



NATURAL SNOW FOOTPRINT



Illustrated in the 'Natural snow footprint' image, this is what the resort would look like once we have received a good amount of natural snow. These conditions will allow for many more areas for snow play than the designated space outlined in the image. The cross-country ski trails will also be opened and groomed in these conditions.

CUSTOMER JOURNEY TO LAKE MOUNTAIN



1

Stop at the resort entry office to scan your pre-purchased resort entry ticket, or purchase one via EFTPOS between 8am & 3pm.

2

Continue the 10-minute drive up the mountain, to the resort



CUSTOMER JOURNEY TO LAKE MOUNTAIN



3

Follow the road signs & instructions of the car park attendant

4

Park, & unpack!



CUSTOMER JOURNEY TO LAKE MOUNTAIN

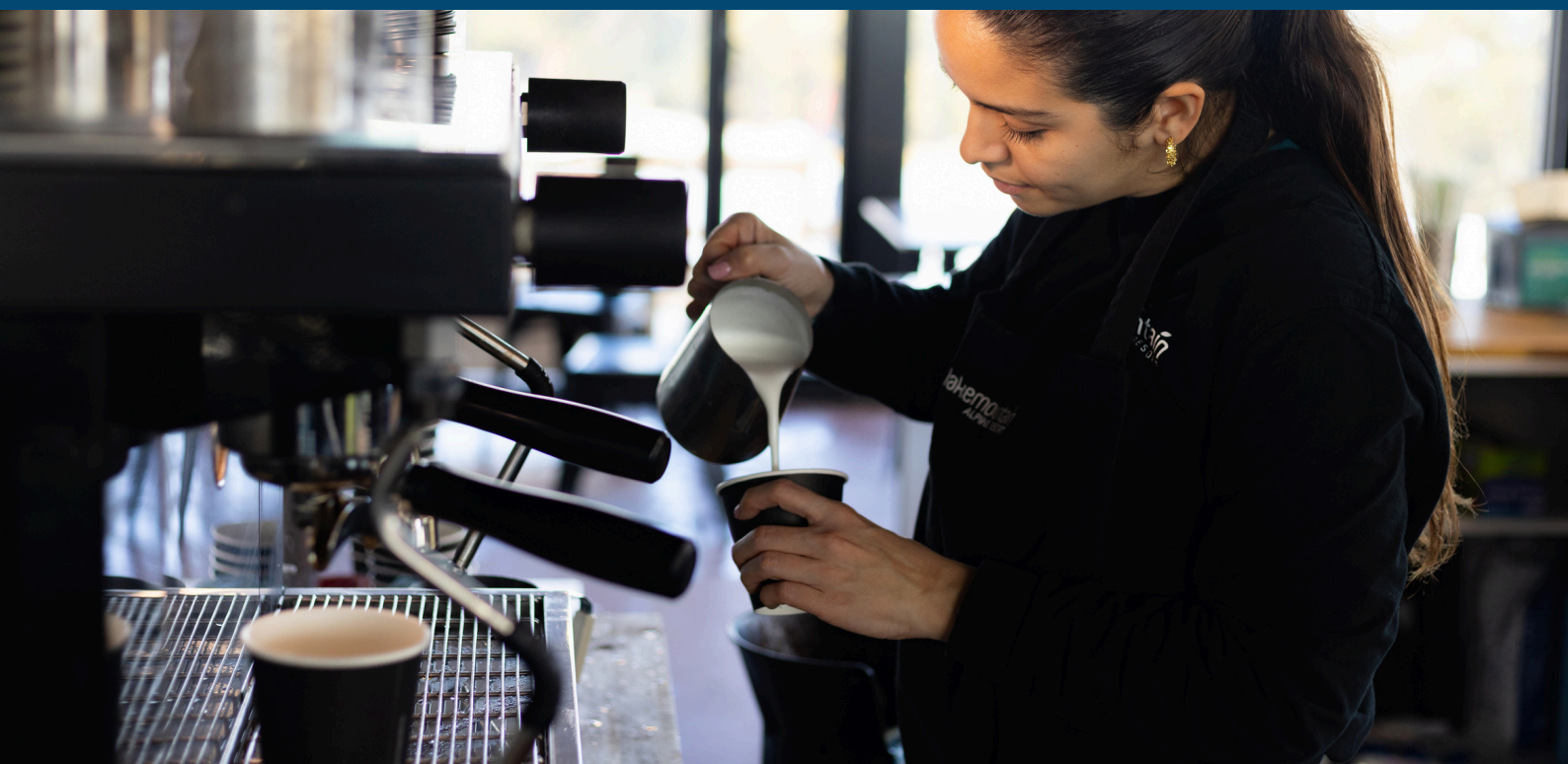


5

Grab some extra layers in the rental department or purchase some gloves to keep your hands toasty!

6

Or start the day with a nice hot cup of coffee in the bistro.



CUSTOMER JOURNEY TO LAKE MOUNTAIN



7

Head to the Information & Ticket window to redeem or purchase a Toboggan Access Ticket.

8

Walk to the toboggan run, join the queue & collect a toboggan at the entry point.



CUSTOMER JOURNEY TO LAKE MOUNTAIN



9

Enjoy tobogganing for the day!

10

Or build a snowman at the snow play area!



CUSTOMER JOURNEY TO LAKE MOUNTAIN



11

Or explore the mountain along the ski trails!

12

At the end of the day, resort facilities close at 3.30pm. Don't forget to exit the resort before 4pm.



LAKE MOUNTAIN & SURROUNDING AREA

LAKE MOUNTAIN RESORT



MARYSVILLE

Marysville to Lake Mountain entry gate is approximately 11km, with an additional 10km from the entry gate to the resort.

Marysville is the closest town to Lake Mountain, surrounded by other towns including Buxton, Taggerty, Narbethong and Healesville. There are accommodation providers, petrol stations, ski hire shops, food & beverage outlets and other essential services found throughout these towns.



*More information
on Marysville*

