



# Living & Working



## Essential Information

### Baillie Lodges

The remarkable lodges that make up the Baillie Lodges portfolio are Capella Lodge on Lord Howe Island and Longitude 131° at Uluru-Kata Tjuta. Most recently, Clayoquot Wilderness Lodge on Canada's Vancouver Island and New Zealand's Huka Lodge joined the collection, marking Baillie Lodges' launch as an international collection of luxury lodges. Soon to join them will be Silky Oaks Lodge in the Daintree Rainforest, set to open in October 2021 following a \$15million refurbishment.

### Location

Situated in the South Pacific Ocean, 780km north-east of Sydney and 580km directly east of Port Macquarie. Lord Howe Island is a small, breathtakingly beautiful island, just 11km long and 2.8km at its widest point. The island is bordered by a reef-fringed lagoon, rolling surf, and the world's southern-most coral reef, about 75% of the island and its islets are preserved as permanent national/marine parks.

### Climate

The subtropical maritime climate produces warm summers and mild winters. Daytime temperatures range from about 25-28°C in summer and 18-22°C in winter. Generally, conditions are appropriate for swimming between September and May. Walking, hiking and many other activities are enjoyed year-round. The climate is often likened to a perpetual spring.

### Sustainability

Baillie Lodges is committed to minimising our environmental footprint. We collaborate closely with the Lord Howe Island Board to implement management policies in keeping with the destination's World Heritage listing. The architectural design of the lodge takes advantage of its sub tropical climate and does not require air conditioning. The lodge employs a solar powered hot water system, supported by a LPG booster facility and captures up to 50% of all its water needs in rainwater tanks. Electric vehicles are used for guest needs and complemented by a 'fleet' of mountain bikes, which are the primary source of transport around the island.

### Working at Capella

The team at Capella is small and unique. The most common roles include Chefs, Food and Beverage Attendants, Housekeepers and Maintenance/Grounds staff. The petite Capella Spa also provides opportunities for Spa Therapists. Whilst position descriptions are provided to individuals, it is a team effort that makes all Baillie Lodges operate effectively - this spirit of cooperation also allows our team members the opportunity to develop new skills in areas they have not previously worked in.

### Guest Profile

Rates range from \$900 to \$1,800 per person per night and include both breakfast and dinner, all non-alcoholic drinks, sunset drinks with canapés, wine with dinner, in-room bar and bicycles. Capella's target market is predominantly discerning guests seeking an active boutique island experience. Many family groups visit throughout school holiday periods (Capella welcomes children 10 years and over) and there is a high number of return guests to the lodge each year. The peak season on the Island is from October to May. Winter is much quieter and Capella Lodge often closes for a month in winter to allow for maintenance and upgrade work.

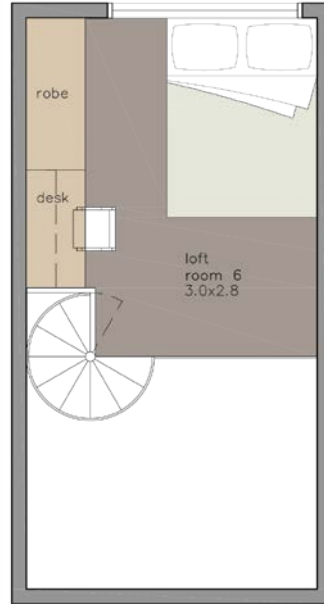
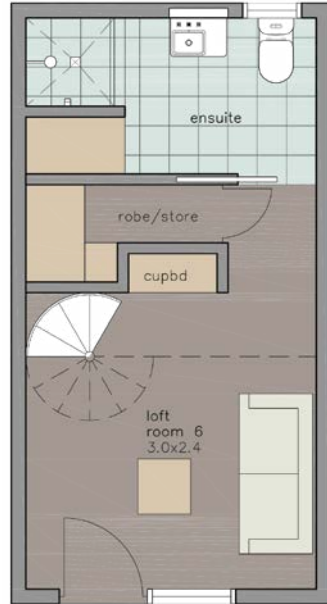


# Living at Capella

## Staff Accommodation

Furnished accommodation and three meals per day are provided to all staff as a part of their contract of employment. The majority of staff live on-site in a modern building (newly built in 2018) which contains 10 fully furnished rooms, each with its own bathroom. The lodge also rents a number of private houses nearby which some staff are accommodated in.

### Loft Room



### Single Room



## Employee Meals

Staff meals are provided in the staff room. Breakfast is self serve with toast, cereal, coffee, tea and occasional hot items. Lunch is served in the staff room at 12pm daily. Dinner is a more substantial meal, served from 5.30pm daily. Staff are welcome to eat at the Capella Lodge Restaurant with the permission of the Lodge Managers (charges apply). There are several other restaurants and cafes on the island as well as two general stores for food supplies. Whilst there is no 'Pub' as such, the Lord Howe Island Bowling Club is the place for a night out on the island.

## Uniforms

Uniforms are provided for most staff at Capella, a uniform bond is deducted from your first wage and refunded at the end of your employment, subject to the return of your uniform. You will be required to provide or purchase your own footwear, the type and style required varies by department.

## Communications

Mobile phones do not work on Lord Howe Island, however, there is a telephone in all of the onsite staff accommodation and in the staff room (you will need a phone card). There are also pay phones on the island. Complimentary WIFI is provided in staff accommodation, however the service is limited due to the data plans available through the NBN. Internet access is also available at the Lord Howe Island Visitor Centre and roaming WIFI at The Anchorage Café (charges apply).



## Baillie Lodges Staff Benefits

### Staff Discounts

Discounts available to staff at Capella include;

- 30% off Boutique purchases
- Dinner in the Capella Lodge Restaurant for a fixed rate of \$60pp (subject to availability)

### Accommodation Discounts

After six months of service, your immediate family can visit Capella Lodge and Silky Oaks Lodge for the special family rate of \$300pppn, and Longitude 131° and Huka Lodge for \$400pppn. These rates are heavily discounted and therefore subject to availability, special conditions apply. Advance reservations are essential and must be approved by the Lodge Manager.

### Guest Gratuities

Capella is fortunate to attract discerning guests who are often very appreciative of the high level of service provided by the Lodge team. All guest gratuities received are banked, then distributed evenly and fairly to staff members at regular intervals (approximately three times per year).

### Tenure Bonus Scheme

Baillie Lodges encourage its employees to remain with the company on a long term basis. Our Tenure Bonus Scheme (TBS) highlights our commitment to rewarding employees for longer term tenure - depending on your role, you will be eligible for a one off bonus to be paid on the first anniversary of your employment, and then further potential bonuses at each anniversary thereafter.

## Transport

### Scheduled Flights

QantasLink is the exclusive carrier to Lord Howe Island (LDH), flying 29-seat Bombardier Dash 8 aircraft most days from Sydney (SYD). Flights are an easy 1hr 50 min, and provide a spectacular aerial welcome to the island. A 14kg luggage limit per person applies on all Lord Howe Island flights.

### Time Out

Pt Macquarie Travel provides discounted staff flights from the Island to Sydney that can be booked direct or through Capella management on Lord Howe. It is also worth checking for the latest deals online at [qantas.com.au](http://qantas.com.au). Annual leave is usually scheduled for the month of July when the Lodge is often closed but with the appropriate notice and dependant on occupancy, it is usually possible to arrange a few days off to attend special occasions or events.

### Getting Around

Lord Howe Island is small enough to get around on foot or bike. Bikes can occasionally be purchased on the island and you are also welcome to bring your own. There is a restriction on the number of motor vehicles on the island, so staff are not permitted to bring their own vehicles.



## Things to do

### Lord Howe Island Activities

There is a fantastic choice of activity options on Lord Howe Island - many of our staff are keen surfers, anglers, scuba divers or walkers. Island activities include surfing, swimming, scuba diving, snorkelling, kayaking, world class sport fishing, bird watching, bush walking, mountain climbing, hand feeding fish, environmental tours, cycling, golf, tennis, bowls, scenic flights, boat cruises, glass bottom boat excursions and bus tours. Most tour operators will provide you with a staff discount.

A TV and DVD player are located in the staff room with a library of movies to watch. Every Thursday the Radio Shack takes over the JJJ radio band and broadcasts from Lord Howe Island.

### Lord Howe Island Services

Many services are provided on the island including a post office, doctor, small hospital, visitor centre and primary school. There are also Anglican, Catholic and Seventh Day Adventist churches. Note that a dentist only visits on rotation so it's advisable to get a full check up and any procedures completed prior to your arrival.

Two general stores supply all the essentials you could possibly want (at a little bit more than prices on the mainland). There are EFTPOS facilities at many of the local shops and an ATM at the Bowling Club. We suggest that you are registered for Internet Banking as this makes it easier for you to pay any bills and transfer funds.

## Moving to Capella

### Postal & Contact Information

*Your Name*  
Capella Lodge  
PO Box 59  
Lord Howe Island NSW 2898.  
PH: 02 6563 2008

### Freight Arrangements

A fortnightly supply vessel (MV Island Trader) operated by Lord Howe Island Sea Freight transports all operating supplies from Port Macquarie NSW - staff are welcome to transport personal belongings to the Island on this vessel at their own cost. The most economical way to get belongings and supplies to the Island is via the government subsidised Australia Post service. Simply address items attention to yourself C/- Capella Lodge PO Box 59 Lord Howe Island NSW 2898. If you have urgent items then express post will ensure they come via the plane rather than the ship.

### What to Bring

Bath towels, pillows, bed linen and blanket/quilts are provided. You need to supply your own toiletries, torch, alarm clock (ideally battery operated), mobile phone/iPad/tablet, medication if required, suitable summer and winter clothes and footwear including socks and gloves, cap/hat, swim wear, sunscreen, bikes, recreational items as required and a sense of adventure!

### Useful Links

[www.lordhowe.com](http://www.lordhowe.com)  
[www.baillielodges.com.au](http://www.baillielodges.com.au)  
[www.luxurylodgesofaustralia.com.au](http://www.luxurylodgesofaustralia.com.au)  
[www.lordhoweisland.info](http://www.lordhoweisland.info)  
[www.lhib.nsw.gov.au](http://www.lhib.nsw.gov.au)  
[www.islandtrader.com.au](http://www.islandtrader.com.au)

## How to Apply

View our current vacancies or apply online at [www.baillielodges.com.au/careers/](http://www.baillielodges.com.au/careers/)  
Email us at [careers@baillielodges.com.au](mailto:careers@baillielodges.com.au) or call us on 02 9918 4355.