



## Providing Extraordinary Guest Experiences

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- Attention to detail is paramount in everything we do to ensure we deliver an unparalleled experience for every guest.
- Our commitment to product excellence and reinvestment is reflected in the regular refurbishments and maintenance closures scheduled for each property to ensure they remain at a world class standard.
- BIMS (Baillie Integrity Management System) is our internal operating system, with detailed processes ensuring we deliver robust training for our team and an exceptional guest experience.

## Commitment to Our People

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- Our team are our greatest asset, they are the backbone of the business and we are committed to the long-term development and retention of staff.
- We actively encourage our team to develop, both personally and professionally, and provide opportunities for career advancement and to transfer between lodges.
- We support our team members in both a professional and personal sense and we recognise that work/life balance is important.
- We're committed to attracting candidates whose personal values align with our company values.

## Connection to the Environment

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- The preservation and enhancement of the significant natural environments in which we operate is paramount.
- Showcasing incredible natural locations, often World Heritage-listed areas adjacent to National Parks or areas of natural or cultural significance, is part of the core DNA of Baillie Lodges.

## Engagement with the Community

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- We're friendly neighbours and actively work with our local communities.
- We encourage economic growth by engaging local suppliers and employing local residents wherever possible.
- We have close relationships with local Indigenous communities, offering employment and community development opportunities to residents while sharing knowledge of Indigenous art and culture with our guests.

## Giving Back

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- We share our successes by giving back to our people, our guests, our industry and socially responsible causes.
- We are committed ambassadors to further promoting the broader tourism communities that our lodges are a part of.
- We provide support to a wide range of socially responsible causes including the Starlight Children's Foundation, Australian Red Cross, South Australian Country Fire Service, Museum of Contemporary Art and the Great Barrier Reef Legacy.



## Showcasing a Local Sense of Place

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- Showcasing the local offering is at the heart of the guest experience from home-grown produce to local art, history and culture.
- Working with local architects, designers and crafts people during the development phase of our lodges provides a real sense of place.
- The Baillie Lodges Culinary Philosophy is at the heart of the guest experience: a curated selection of regional wines, craft beers, ingredients sourced from local suppliers and a fine cuisine style showcasing fresh, seasonal produce.
- Delivery of signature guided experiences that offer a real sense of the art, history, culture, flora and fauna of the destination.

## Our Philosophy

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The Baillie Lodges experience embraces the luxury of travel:

- Considered contemporary local design complementary to the surrounds.
- A warm, at-home feel with luxury lodging to sink into at the end of day.
- Mainly all-inclusive tariffs and help-yourself amenities fostering a spirit of generosity.
- A connection with the landscape, its culture and wildlife delivering an unforgettable experience of the destination in exclusive locations of unique natural, national park or cultural significance.
- A celebration of superb regional cuisine often sourced directly from local suppliers offering innovative menus of regional food and wine.
- Attention to detail in all aspects of the guest experience.
- A wholly sensory experience, a union of sights, scents and tastes that immerse guests in their surrounds.

## Baillie Lodges Success Stories

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Meet some of the Baillie Lodges team here and learn more about their stories.



**Cooper Dickson**  
[Read Cooper's story](#)



**Lucky Legong**  
[Read Lucky's story](#)



**Mark Godbeer**  
[Read Mark's story](#)