



These pages provide additional information about your Ski Total holiday. They should be read in conjunction with our 2011/12 brochure and booking conditions.

2011/12

BEFORE DEPARTURE

Please ensure you take the following with you on holiday:

- **Travel Documentation / Booking References**

We no longer send out tickets for air travel. Instead we send an “**e-ticket**” document which lists the names of all your party members and gives a reference number for the booking which will be recognised at the check-in desk.

Please ensure that the name on the travel documentation is identical to that in the relevant passenger’s passport and call us for advice if there is any discrepancy.

- **Holiday Invoice**

This confirms details of your accommodation, dates, mode of travel, insurance (if booked) and any booked and pre-paid items that form part of your holiday arrangements. Please check these details carefully, bringing any discrepancies to our attention prior to travel.

- **Passport (and Visa if applicable)**

All passengers, including children, must be in possession of a full 10-year British Passport. Babies and children can no longer be added to an existing passport. Children who are currently included on a parent's passport may continue to travel with the passport holder until the age of 16, or the expiry/amendment of the passport, whichever is the sooner.

Further information is available from the Passport Agency on 0300 222 0000.

British passport holders do not currently require a visa to travel to France, Switzerland, Italy or Austria. Non-UK citizens are advised to check visa requirements with their own embassy or consulate. Please bear in mind that coach transfers may involve travel through a country other than that in which the accommodation is situated. (For example, passengers for French resorts may fly into Geneva.)

- **Insurance Policy and EHIC (European Health Insurance Card)**

It is important that you have adequate insurance for your ski holiday and that you take the policy document with you and carry it at all times so that you have proof of cover as well as contact details for the 24-hour emergency assistance company. It is a condition of booking that, where you do not take out the insurance policy that we offer, you have travel insurance offering at least the same or better cover as our own policy.

Guests travelling to EU countries should obtain a European Health Insurance Card, which may entitle the holder to limited reciprocal treatment but it is not accepted by all doctors and hospitals. Even if accepted, it is not an adequate substitute for comprehensive insurance cover, which must be effected by every guest. Application for the EHIC may be made on-line at www.ehic.org.uk or an application form is available at post offices. Many travel insurance companies expect you to use the EHIC as part of the claims procedure.

- **Currency/Credit Cards**

Currency can be exchanged at all our UK departure airports. Many of the smaller alpine resorts do not have a bank or money change facilities. Visa & MasterCard are widely accepted in most European ski resorts, although cash payments are often preferred in Austria.

Ski Total representatives accept UK Visa or MasterCard, or UK debit cards, for in resort purchases. Payment is taken in sterling, converted from the local currency charge at the exchange rate applicable at the time. Debit cards attract a small charge, and credit cards a 2.5% credit card fee. If you wish to pay in local currency, cash payments are accepted. Card payments cannot be processed after the Wednesday of your holiday, so cash payments are required for later settlement.

QUERIES

Ski Total's UK office is open: Monday to Friday 0900-1800, Saturday 0900-1600.

General queries before departure: UK office 01252 618300

Emergency contacts on the day of departure:

0033 (0)4 50 55 81 50 for French and Swiss destinations

0043 (0)664 4810 316 for Austrian destinations

0039 (0)340 180 9493 for Italian destinations

AIR TRAVEL & TRANSFER DETAILS

Parking at UK airports – see leaflet enclosed with your e-ticket.

Overnight parking close to UK airports – see leaflet enclosed with your e-ticket.

Flight Details

Please check the departure time, terminal and luggage allowance as they may have changed since our brochure was published. All times shown are local. The check-in times shown are the **latest** time to check in. All airlines reserve the right to offload, or charge for, any excess baggage.

Airport telephone numbers

These are for general enquiries.

Gatwick	0844 892 0322
Stansted	0844 335 1803
Birmingham	0844 576 6000
Bristol	0871 334 4444
Edinburgh	0844 481 8989
Manchester	0871 271 0711
Southampton	0844 481 7777

Airport Representation

A representative of Ski Total/Esprit Holidays Ltd will be on duty in the check-in area to assist with any queries or difficulties and to give e-tickets to anyone who has booked a last minute holiday.

Pre-arranged Aircraft Seats

Specific aircraft seats can be requested in advance for medical reasons only.

Expectant Mothers

Pregnant women are usually permitted to fly until the 28th week of pregnancy (on day of return). Between 28 and 34 weeks a medical certificate will be required to confirm the expected birth date and that the passenger is fit to fly. As the requirement may vary, please check the situation with both your doctor and the relevant airline.

Infant Ages

There is a Civil Aviation Authority (CAA) ruling, strictly enforced by airlines, that children aged two years and over must occupy an aircraft seat. A child who becomes two years old while on holiday must therefore be declared as a two-year-old and charged accordingly. Children under two travel on a parent's lap and have no luggage allowance or in-flight catering.

In-flight Meals

On all Ski Total flights refreshments are available to purchase on board; there is no complimentary meal service.

Luggage Allowance for Adults and Children aged 2 years and over

The permitted weight is shown on your flight documentation and, in addition to checked luggage, one small piece of cabin baggage is allowed. Please check the airline/airport website for up-to-date information as there may be changes due to security concerns.

Infants' Luggage

Infants do not have a luggage allowance, but a reasonable number of essential items, such as disposable nappies, spare clothing, toys and food for the flight, may usually be carried in addition to the parents' allowance. It is advisable to take a favourite toy on the aircraft to comfort restless children. Small children may appreciate a sweet to suck during take-off as this will reduce 'ear-popping' sensations.

Pushchairs

A collapsible pushchair/buggy can normally be kept with you until you board the flight. It will then be stowed in the hold and retrieved with your other checked baggage from the carousel in the baggage hall.

Skis and Snowboards

Ski carriage is charged at £35 per pair or per snowboard if booked and pre-paid, and £49 if booked on the day at the airport, payable locally in cash to our Ski Total Airport Representative. Some flights have restricted space for skis and boards, and carriage cannot be guaranteed if not pre-booked.

Damaged/Missing Luggage

This must be reported to the airline's agent before you leave the baggage hall, and you should complete a Property Irregularity Report (PIR) if you intend to make a claim on the airline or your insurance. It is important to keep your airline e-ticket and baggage tag to support a claim.

Arrival at your destination airport

Make your way from the baggage reclaim through customs to where Ski Total Representatives will be waiting to direct you to the transport for your resort.

Transfer to Resort

Approximate coach transfer times are shown on resort pages to the right of the price panel; we ask all guests not to smoke on our transfer vehicles.

During the journey, or on the evening of your arrival in resort, Ski Total staff will give you information about the resort, the accommodation, child care routines and snow

conditions. If you have not booked and pre-paid your ski pack you may do so on the coach and payment may be by cash (local currency only), by **UK** Visa/MasterCard (2.5% surcharge), or **UK** debit card (small fee); payment will be in sterling (see currency/credit card section). Some resorts require guests' passports to be scanned for lift passes and our staff will collect these on the coach if purchasing through us. If your transfer is not accompanied by a representative of Ski Total, ski packs will be handled on arrival in resort. Some resorts may make a charge for electronic hands-free lift pass cards.

Welcome Packs

Welcome Packs will be distributed during the coach transfer and include local information, vouchers for pre-booked ski/board hire and adult tuition. Pre-booked lift passes will normally be delivered to your chalet/Chalet Hotel by breakfast time the morning following arrival.

IN RESORT

Catered Chalet and Chalet Hotel Accommodation

(See also Booking Conditions clauses 15 and 19).

- Guests are welcome to arrive from 1400 onwards.
- We have a complete no smoking policy in all our chalets.
- Chalets are 'slipper zones' and we ask everyone to bring slippers or house shoes to wear indoors.
- Bed linen is provided.
- Towels and hand-soap are provided but not shampoo.
- Communal areas will be cleaned daily (except chalet host's day off).
- Chalets do not have safes for securing guests' valuables and it is unusual for chalets to be locked during the day or overnight.
- Our chalets were not designed specifically with children in mind and are constructed in accordance with the regulations in the country of location. Our staff take all reasonable precautions to make the chalets safe but we cannot guarantee that they are 100% child proof. (See booking condition clause 19(f) for information on mezzanine levels and bunk beds.)
- Guests are asked to vacate their rooms by 1000 on departure day.

Meals. Breakfast is available every morning. Afternoon tea, children's high tea and adult evening meal are offered on 6 days of the week.

Adult-Only Evening Meals & Children's High Tea.

Adult Dinner in all our chalets and Chalet Hotels is reserved exclusively for guests aged 13 years and over, and High Tea is therefore served to all younger children (12 years and under) at 5.30 pm. **This arrangement can only be varied if your group has booked sole occupancy of a chalet**, and must be requested at the time of booking and upgrade charges paid. (Otherwise, Christmas Day is the one time the whole family dines together in the evening in *all* properties.) Please do not pressure our staff to allow young children to attend Adult Dinner, as they are obliged to hold strictly to our advertised dining policy, because of our many other guests who have chosen Ski Total precisely because they prefer the child-free 'dinner-party' atmosphere in the evenings.

Dietary requirements. Please ensure that our UK office has at least 14 days' notice of any special diets, as menus are planned before your arrival in resort. A supplementary charge of £35 per person per week will apply for special diets other than

vegetarian where we are notified prior to travel, as above. Where we are notified in resort, a £25 charge will be levied in chalets for a vegetarian diet (this does not apply in Chalet Hotels, where this is always a vegetarian meal option). For any guest that advises us in resort of any other special dietary requirement, a £60 charge will be payable in resort to cover additional catering costs. If you require a vegetarian diet please advise whether or not you are happy to eat fish. We shall exercise all reasonable care to avoid specified food and drink ingredients but we cannot guarantee it. We recommend that guests who require dietary supplies, such as gluten-free or wheat-free products, should take with them a supply of basics such as biscuits, crackers and bread/rolls, as they are not always readily available in alpine resorts.

SKI PACK DETAILS (see brochure pages 24-27 or our website)

- **Lift passes** may be booked and pre-paid through our UK reservations office up to two days prior to departure. **Beginners (adult and child) will not always need an area lift pass as they often use point cards or tickets; advice will be given on arrival in resort.**
- **Adult Ski Lessons**
If you intend to take ski lessons we recommend that you book these in advance, regardless of the date of your holiday. Reservations can be made through our UK reservations office up to two weeks prior to departure.
- **Equipment Hire**
Equipment can be paid for through our UK reservations office up to two days prior to departure; please advise us if your shoe size is larger than UK12. If your insurance does not cover loss of/damage to hired equipment we suggest that you purchase appropriate cover at the hire shop.

Private Instructors / Mountain Guides / Snow Sensations

Please see brochure page 27 for these activities and guidance on the booking procedure.

Avalanche Risk

There is often a risk of avalanche, especially in extreme weather conditions. Be aware of the published risk state (usually graded 1 to 5). It is important to obey warnings regarding piste closure.

Off-Piste Skiing

If you plan to ski off-piste you should ensure that you have appropriate insurance cover. It is advisable to be properly equipped and employ the services of a qualified instructor/guide.

GUEST FEEDBACK

We would be grateful if you would complete a questionnaire before departure from resort as this important feedback enables us to monitor and improve the service we provide. Unless you notified us in writing that you do not wish it, your comments may be used in future brochure or website publicity.

PROBLEM SOLVING

Our aim is to provide a thoroughly enjoyable, memorable and trouble-free holiday but, unfortunately, difficulties do sometimes arise. If a problem occurs, please bring the matter to the attention of the Ski Total Resort or Hotel Manager as quickly as possible, so that steps can be taken to improve the situation immediately. If the action taken in resort is not satisfactory, you should write, within 21 days of return, to our Guest Relations Manager (e-mail: gr@skitotal.com) so that your complaint can be investigated.

SAFETY ON THE SLOPES

The following guide to appropriate and safe behaviour on the slopes has been drawn up by the FIS (Fédération Internationale de Ski) as a guide to appropriate and safe behaviour on the slopes:

1 Respect for others

A skier must behave in such a way that he does not endanger others.

2 Control of speed and skiing

A skier must be in control. He must adapt his speed and manner of skiing to his personal ability and to the terrain, weather and general conditions on the mountain.

3 Choice of Route

The lower skier has priority. A skier coming from behind must choose his route so that he does not endanger skiers ahead.

4 Overtaking

When overtaking a skier must ensure that he leaves enough space for the overtaken skier(s) to make any voluntary or involuntary movement.

5 Entering and starting

A skier should look up and down the mountain each time he enters a marked run, or starts skiing again after a stop.

6 Stopping on the piste

A skier should avoid stopping on the piste in narrow places or where visibility is restricted. After a fall in such a place a skier must move clear of the piste as soon as possible.

7 Climbing and descending on foot

Anyone climbing up or down should keep to the side of the piste.

8 Signs and markers

These are in place for skiers' safety and should always be respected and obeyed.

9 Assistance

In case of accident, offer assistance and alert the rescue services.

10 Identification

Anyone involved in an accident, including witnesses, should exchange names and addresses.