

SKI SOLUTIONS



Holiday Information
Winter 2009/10



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Thank you for booking your holiday with Ski Solutions. This booklet has been designed to assist you with planning your holiday and to answer your questions about the booking process, travel and resorts.

The booklet is divided into three sections:

Tour Operator Bookings

A La Carte Bookings

General Information

If you are uncertain which type of holiday you have booked, please check your confirmation email.

Please take the time to read this booklet, as it contains important information, and keep it for future reference.

If you or any member of your party require further copies of this booklet, please refer to our website (**www.skisolutions.com**) where information can be viewed and downloaded.



1. Introduction

Your holiday has now been confirmed with the Tour Operator by Ski Solutions. Payments have been taken by the method of payment that you/your party provided us with.

2. What we require from you:

1. *Booking Form* - completed and signed or a reply to your confirmation email.

N.B. Please ensure that all names are spelt correctly and that forenames and surnames correspond to those on each passenger's passport – the Tour Operator will charge an amendment fee for ALL alterations and even small spelling mistakes on tickets could mean that you are not entitled to travel. Any inaccuracies which lead to subsequent reissuing of tickets may incur amendment or cancellation fees as detailed in the Tour Operator's booking conditions.

2. *Insurance Details* – If you do not have insurance, please refer to the details of our insurance policy in this booklet or go to our website (**www.skisolutions.com**) and book online. It is a requirement of all Tour Operators that every member of your group has adequate insurance.

3. *Dietary Requirements* - please inform us of any special dietary requirements – e.g. vegetarian/gluten-free diets – so that we can pass this information on to the Tour Operator who will in turn inform the airline and chalet/hotel staff.

4. *Special Requests* – most Tour Operators will endeavour to fulfil any special requests you may have. We are not able to guarantee these but we will ensure that they are always passed on to the relevant Tour Operator.

3. What you will receive from us:

1. *Tour Operator Invoice* (usually 14 days after booking). Please check all details on this carefully – names as per passports, dates, accommodation, travel – and inform us immediately of any discrepancies.

2. *Final Payment Reminder* The final payment date is usually 12 weeks before departure and a reminder will be emailed to you before this is due.

3. *Tickets and Independent Travel Information* These will be forwarded upon receipt from the Tour Operator (approx 10 days before departure) and will be sent/emailed to the lead name given when the holiday was booked. Please call us if you would like to arrange a different address (e.g. if some of your party are flying from a different airport.)

Please check all the details on the tickets carefully and contact us immediately if there are any discrepancies.

New for 09/10, you can check the status of your tickets online. Go to www.skisolutions.com - 'Manage my booking' to check.

4. Payment

Pay online- new for 09/10

Go to www.skisolutions.com- Manage my booking. Enter your booking reference (01-last 4 digits). Individual members of your party can pay in this way too.

Bank Transfer – you can make payments directly into our bank account and avoid paying any surcharges. Please ensure payments clearly show your booking reference. Natwest (Dorking) Branch: Sort code 60-07-02 Account no 31575579.

By Phone

Please call our payment line on 020 7471 7769 to make a card payment.

NB: A 2.5% surcharge will be added to all Credit Card/American Express payments made by phone/online. We will not make any surcharge for payments made by Debit/Maestro card.

Cheques – made payable to **Ski Solutions Ltd.** Please ensure that you put your holiday reference and/or lead name on the reverse of the cheque.

All payments must be received by the balance due date. Any late payments will incur a surcharge of 1%. Should you wish to authorise us to take payment automatically from your credit/debit card on the balance due date, please telephone our Administration Department.

5. Holiday Contract

Once a booking has been confirmed by us with the Tour Operator on your behalf, your contract is with the Tour Operator and you will be governed by their booking conditions for this season. Please see the back of their brochure/website for details.



6. Cancellations and Amendments

1. *Amendments* – If you need to make any changes to your booking after it is confirmed, please let us know as soon as possible. We will do everything we can to make the necessary changes, although this may not always be possible and is subject to availability. If you do wish to make any changes to your booking, please be aware that you will probably incur Tour Operator administration charges, as stated in their booking conditions.

2. *Cancellations* – If you need to cancel your reservation, we need to receive notification **in writing** (e-mail, fax or letter) before processing the request. Cancellation charges differ for each Tour Operator, so please do not hesitate to call our Administration Department for any advice on this.

7. Ski Packs

You can pre-book ski extras via our website (**www.skisolutions.com**) and save up to 50% on prices in resort. Some Tour Operators also offer a pre-booking service to enable you to book and pay for equipment hire, ski school and lift-passes in advance (please see their brochure/website for details). Most also take bookings on the transfer coach to resort enabling you to profit from the latest deals available locally.

We advise always pre-booking ski school to avoid disappointment.

8. Flight Times

Please note that all flight times are provisional until you receive your tickets. The carrier may have changed flight times since you made your holiday booking. **Please check your tickets carefully.**





1. Introduction

Your holiday has now been confirmed and payment has been taken as shown on the enclosed invoice. Your package has been tailor-made by the Ski Solutions A La Carte department. It is an independent package tailored to suit your particular requirements. Exact details of the flights, transfers and accommodation booked are confirmed on your invoice. We do not have resort representatives, but staff at your hotel will be able to offer advice on lift-passes, ski hire, etc. Information regarding prices, pre-booking, etc can be found on our website (www.skisolutions.com).

2. What we require from you:

1. *Reply to your confirmation email-*

N.B. Please ensure that all names are spelt correctly and that initials/names and surnames correspond to those on each passenger's passport – this is essential for all flight tickets. Any inaccuracies which lead to subsequent reissuing of tickets may incur amendment or cancellation fees as detailed in the booking conditions.

2. *Insurance Details* – if you have your own insurance cover, please ensure that it provides comparable cover to that offered by us. If you do require insurance, please go to our website (www.skisolutions.com) where you can book online.

3. *Special Requests & Dietary Requirements* – please contact us so that we can pass these on to the airline and hotel.

3. What you will receive from us:

1. *Confirmation Invoice* – your full confirmation invoice is attached to your confirmation email. Please check this carefully to ensure that all details are correct and inform us of any inaccuracies as soon as possible. Subsequent invoices will be sent to you if you make any changes to your booking.

2. *Final Payment Reminder* – please check your invoice to see the date your balance will be due for payment. This will normally be 8 weeks before departure. We will email you a reminder shortly before this date to let you know that payment is due.

3. *Tickets* – all travel documents will be sent to you approximately 2 weeks before departure. These will show the final confirmation of flight times, so please check all details carefully.

New for 09/10, you can check the status of your tickets online. Go to www.skisolutions.com - Manage my booking to check.

4. Payment

We accept the following methods of payment:

Pay online- new for 09/10

Go to www.skisolutions.com - 'Manage my booking'. Enter your booking reference (01-last 4 digits). Individual members of your party can pay in this way too.

Bank Transfer – you can make payments directly into our bank account and avoid paying any surcharges. Please ensure payments clearly show your booking reference. Natwest (Dorking) Branch: Sort code 60-07-02 Account no 31575579.

By Phone

Please call our payment line on 020 7471 7769 to make a card payment.

NB: A 2.5% surcharge will be added to all Credit Card/American Express payments made by phone/online. We will not make any surcharge for payments made by Debit/Maestro card.

Cheques – made payable to **Ski Solutions Ltd.** Please ensure that you put your holiday reference and/or lead name on the reverse of the cheque.

All payments must be received by the balance due date. Any late payments will incur a surcharge of 1%. Should you wish to authorise us to take payment automatically from your credit/debit card on the balance due date, please telephone our Administration Department.

5. Cancellations and Amendments

1. *Amendments* - If you need to make any changes to your booking after it is confirmed please let us know as soon as possible. We will do everything possible to make the necessary changes although this may not always be possible because of availability, etc. Any necessary amendments will incur charges as detailed in the booking conditions.

2. *Cancellations* – If you need to cancel your reservation we need to receive notification **in writing** (e-mail, fax or letter) before processing the request. Cancellation charges will be incurred as detailed in the booking conditions.

N.B. If your accommodation is booked through a Tour Operator (this will be confirmed on your invoice) you will be governed by the Tour Operator's booking conditions as well as those of Ski Solutions. This is particularly important because the balance due date and amendment/cancellation terms may vary.



Sindlerhof

1. Insurance

We have arranged comprehensive winter sports travel insurance through Insure and Go, who are authorised and regulated by the Financial Services Authority.

Our policy includes cover for skiing and snowboarding in recognised off-piste areas.

If you would like to add insurance to your booking, this can be done online by visiting our website, **www.skisolutions.com** or by phone on 01702 454086.

European Health Insurance Card

For travel in Europe, you should obtain a European Health Insurance Card before you travel. However, it is not a substitute for travel insurance. For further information please visit www.ehic.org.uk.

2. Resort Information


Lift-passes

Most resorts now offer an electronic lift pass i.e. no passport photo required. If you are in any doubt, we recommend checking our website (**www.skisolutions.com**).

Many resorts also offer online pre-booking of lift-passes. If you are travelling with a tour operator, they will normally arrange purchasing lift-passes for you on the transfer coach.

Ski Schools


If you are travelling on a Tour Operator's package, please refer to their brochure/website as it may be possible for them to book classes for you. If this is not applicable, please contact the schools directly to discuss your requirements.

Our recommended ski schools in major resorts and their contact details may be found on our website (**www.skisolutions.com**). Look for the  symbol for online booking.

Childcare

If your Tour Operator does not offer childcare as part of

their package, or you are an A La Carte client, most resorts do offer local childcare.

A list of recommended kindergartens/babysitters in the major resorts can be found on our website (www.skisolutions.com). Look for the  symbol for online booking.



3. Travel Information

Passport/Visa Requirements

Please note that UK travellers must hold a full 10 year British passport which is valid for a minimum of 6 months after your holiday return date. All children aged 0-15 must now have their own individual passport. Once they reach their 16th birthday they become eligible for a standard 10 year passport. It is your responsibility to make sure your travel documents are in order. Foreign nationals should enquire at their respective consulates concerning the validity of their passports and possibility of requiring visas. For further information please call:

UK Passport Agency	0300 222 0000 www.passport.gov.uk
French Embassy	020 7073 1200 www.consulfrance-londres.org
Austrian Embassy	020 7344 3250 www.austria.org.uk
Swiss Embassy	020 7616 6000 www.swissembassy.org.uk
Italian Embassy	020 7312 2200 www.amblondra.esteri.it
US Embassy	020 7499 9000 www.usembassy.org.uk
Canadian Embassy	020 7258 6356 www.canada.org.uk

It is particularly important for all non-EU and EEA passport holders to note that all Tour Operator and private taxi transfers from Geneva leave from the Swiss side of the airport (including holidays to France) and it may be necessary to obtain the relevant visas.

Travelling to the USA

Since 12 January 2009, British travellers flying to the US need to register their details online with the US Government. Registration on the US Electronic

Travel System (ESTA) is mandatory and should take place no less than 72 hours before travelling. However you can submit your details any time before travelling to the US. Visit the official ESTA website at <https://esta.cbp.dhs.gov/esta> for details.

Independent Travel Information

Please find below some useful contact details if you are making your own way out to the Alps:

Self Drive:

For route maps www.viamichelin.com

Snowchains Ltd
01732 884408 www.snowchains.co.uk

Ferry:

P&O Stena Line information

08716 645645 www.poferries.com

Britanny Ferries
0871 244 0744 www.brittany-ferries.com

Train:

Eurotunnel
0870 535 3535 www.eurotunnel.com

Eurostar
0870 518 6186 www.eurostar.com

Rail Europe
0844 848 4064 www.raileurope.co.uk

SNCF (French Railways)
www.voyages-sncf.com

SBB Rail (Swiss Rail)
00 41 (0)900 300 300 www.sbb.ch

Airport Transfer:

Geneva: Aeroski Bus
00 41 (0)227 982 000 www.alpski-bus.com

Lyon: Satobus Alpes
00 33 (0)479 683 296 www.satobus-alps.com

Airport Transfer Service
0033 450 53 63 97 www.a-t-s.net

4. Flight Information

Flight Times

Please note that all flight times are provisional until you receive your tickets. The carrier may have changed flight times since you made your holiday booking. **Please check your tickets carefully.**

Check-in Times

European Charter flights 2-3 hours before departure

European Scheduled flights 2 hours before departure

****see note below****

North American flights 3 hours before departure

Eurostar 1 hour before departure

N.B. We strongly recommend that you check in as early as possible for all flights. This is particularly important for scheduled flights in peak season (we recommend a minimum of 2 hours before departure) as some flights can be overbooked. We cannot accept liability for passengers who are refused boarding by an airline due to late check-in.

Luggage Allowance

Generally the luggage allowance on European charter flights is 15-20kg per person. Please check your tickets for exact luggage allowance.

On scheduled flights luggage allowances vary depending on the airline and are subject to regular changes. We would therefore recommend that you check your airline's own website for details of current limits for both hold and hand baggage. Alternatively, please call our Administration Department for clarification.

Online Check-in

Many scheduled airlines (British Airways, Swiss, Air Canada) now provide the facility to check in for their flights online, therefore saving time and hassle at the airport. By logging onto the airline's own website you are able to check in, print your boarding pass and choose your seats on the aircraft up to 24 hours before departure. In order to do this you will require your flight booking reference which will be shown on your travel

itinerary. This will be sent/emailed to you approximately two weeks before you are due to go on holiday along with the rest of your travel documents.

Advance Passenger Information

Throughout 2009 and 2010 the UK Government will implement its requirement for Advance Passenger Information (API) from all passengers travelling into and out of the UK. API means your passport details and, in some instances, your contact information are provided to the authorities before you travel.

Some airlines will collect this information at check-in, while others may require you to provide it, via their website, before going to the airport.

As the list of countries asking for API continues to grow, it is not possible to list the complete details of all their requirements here. If you are unsure about what you need you can:

1. Visit the travel advice section of the FCO website - www.fco.gov.uk
2. Contact your airline direct
3. Call our Administration Department - 020 7471 7711

N.B. Many Tour Operators charge/require pre-booking for carriage of skis due to increased charges from the charter airlines. The same is true of Low Cost Airlines and some scheduled airlines. Please call our Administration Department to arrange this.

Seats

Unfortunately, in most cases, we are unable to pre-book seats on aircraft. As detailed above, we therefore recommend that you check in for your flight as early as possible in order to guarantee seats together.



Which Terminal?

The terminal from which your flight departs will be detailed on your tickets or itinerary. For further information please see contacts below:

London Gatwick Airport

www.baa.com

0844 335 1802

London Heathrow Airport

www.baa.com

0844 335 1801

London Stansted Airport

www.baa.com

0844 335 1803

Edinburgh Airport

www.baa.com

0844 481 8989

Glasgow Airport

www.baa.com

0844 481 5555

Birmingham Airport

www.bhx.co.uk

0844 576 6000

Bristol Airport

www.bristolairport.co.uk

0871 3344 344

Manchester Airport

www.manchesterairport.co.uk

0871 2710 711

Southampton Airport

www.baa.com

0844 481 7777



5. Airport to Resort transfers

Tour Operator Packages - You will be met by the Overseas Representative of your **TOUR OPERATOR (not Ski Solutions)** at the airport and transferred to resort with them unless otherwise arranged.

If you would prefer to book a private transfer, please call our Administration Department for a quote.

A La Carte Packages - your method of transfer will be shown on your invoice. This will normally be one of the following:

Taxi – your driver will meet you in the arrivals hall at your destination airport and show you to the taxi for your transfer to the resort. The pick-up time from the hotel for your return journey is shown on your itinerary. Telephone numbers for our taxi companies are given at the end of this booklet if you need to contact them directly.

Rail – your rail tickets and itinerary will be included with your travel documents.

Car Hire – a voucher for your hire car will be included with your travel documents. Please check this to confirm the name of your hire-car supplier and go to the relevant desk in the airport to complete the paperwork and collect your car (N.B. You will require the original copy of a valid driving licence for each driver and the lead driver will require a valid credit card).

Swiss Rail Fly/Rail Luggage System

If you are holidaying in Switzerland and taking a Swiss Rail transfer to your resort, you have the possibility of booking Swiss fly/rail luggage labels. These allow you to check your luggage in at your departure airport and have it delivered straight to your hotel. Similarly on the return journey you can check your luggage in at your resort's station and not see it again until you get back to your UK airport. The price for this service is £24 per item of luggage for a return journey. If you are interested in taking advantage of this system, please call us to add it on to your booking (there may be restrictions on some resorts, airlines and airports).

N.B. Your luggage will normally arrive in the resort a couple of hours after you and, in some cases, not until the following morning. Similarly, on the return, you may have to check your luggage in the night before you leave the resort.

See the Swiss rail website for further information – www.sbb.ch. Type 'fly rail' into the search option.

6. Directory of Other Useful Contacts

General

Snow reports	www.skisolutions.com
Ski clothing hire	www.skitogshire.co.uk
Ski/board equipment (purchase & servicing)	www.snowandrock.com

Airlines

Swiss Int'l Airlines	(+41) (0) 848 700 700 0845 601 0956 (UK) www.swiss.com
British Airways	0844 493 0787 www.ba.com
Air Canada	0871 220 1111 www.aircanada.com

Airports


Denver	(+1) 303 342 2000 www.flydenver.com
Geneva	(+41) (0) 22 717 71 11 www.gva.ch
Zurich	(+41) (0) 43 816 22 11 www.zurich-airport.com
Lyon	(+33) (0)426 007 007 www.lyonairport.com
Turin	(+39) 011 5676 361 www.aeroporto torino.it
Vancouver	(+1) 604 207 7077 www.yvr.ca

Taxi Companies

Showtrain	(+33) (0)4 50 47 51 00 www.showtrain.com
Arlberg Express	(+43) (0)55 82 226 www.arlbergexpress.com
Locatax	(+33) (0)4 79 01 10 10 www.locatax.com
ATS	(+33) (0)4 50 53 63 97 www.a-t-s.net
5vor12	(+43) (0)664 341 0509 www.airport-arlberg.com
Panicucci	(+39) 0331 250 423 www.panicuccitaxi-parking.com
Colorado Mountain Express	(+1) 970 926 9800 www.ridecme.com
Whistler Connection	(+1) 604 938 9711 www.whistlerconnectiontravel.com

Emergency Contact Numbers

You will be provided with emergency numbers in case you need to contact us/your tour operator outside office hours whilst on holiday. Details will be included with your travel documents.



Ski Solutions Ltd
84 Pembroke Road
London W8 6NX

Chalet Sales 020 7471 7700
chalets@skisolutions.com

Hotel Sales 020 7471 7777
hotels@skisolutions.com

Administration 020 7471 7711
admin@skisolutions.com

www.skisolutions.com

**Opening Hours
(September-April)**

Winter
Monday-Friday 09.00-19.00
Administration 09.00-17.00
Saturday 09.00-17.00
Administration (from Dec) 10.00-14.00

Summer
Monday-Friday (May-August) 09.00-17.00