



*These pages provide additional information about your Esprit Ski 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 EHC (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 EHC may be made on-line at [www.ehic.org.uk](http://www.ehic.org.uk) or an application form is available at post offices. Many travel insurance companies expect you to use the EHC 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.

Esprit 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

**Esprit'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 Esprit Holidays 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 28<sup>th</sup> 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 Esprit 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 Esprit 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 Esprit 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, Esprit staff will give you information about the resort, the accommodation, child care routines and snow conditions. If you have not booked and

pre-paid for 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 Esprit, 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(j) 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 - see page 21 and Booking Conditions para. 19.g. (Otherwise, Christmas Day is the one time the whole family dines together in the evening in *all* properties.) Please do not pressurise 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 Esprit 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.

## **TAKING THE CHILDREN**

The following hints may help those of you taking small children on a ski holiday.

Useful Items:

- Favourite toys and comforters
- Any formula/special baby-milk; British products may not be readily available
- Favourite food items such as cereals and rusks
- Bottles and feeding cups
- Disposable nappies and wipes
- Portable listening device with plug adaptor if necessary
- Calpol / painrelief
- Appropriate clothing – see below
- Sun protection – see below

ALL ITEMS NEED TO BE LABELLED AND PACKED IN A SUITABLEY SIZED LABELLED BAG

### **Clothing**

All children, even those who are too young to ski, will need warm outdoor clothing; several thin layers act as better insulators than one thick one. Children should have a snowsuit or ski jacket and salopettes/trousers, hat, gloves/mittens, thick socks and boots. Indoor shoes or slippers are needed in chalets and in the child care rooms. For children in Esprit child care it is important to have the child's name on all items of clothing.

### **Sun Protection**

Every child (including babies) needs sunglasses/ski goggles, sun block (minimum Factor 30) and sun blocking lip salve. For children in ski school/Snow Club the sun block and lip salve should be small enough to fit into the pocket of ski clothing and should be clearly named.

### **Travel Cots and Highchairs**

These are provided, free of charge, for all children under two years of age but must be requested, at least ten days before departure, for older children.

### **Baby Baths**

If you would like a baby bath in your chalet or Chalet Hotel please request this at least 10 days before departure.

## **ESPRIT CHILD CARE**

(see brochure pages 4-13 or website & Booking Conditions para 19)

**All child care facilities must be booked in advance through the UK Reservations Office.**

Routines, timings, transport arrangements, walking distances etc differ in each resort. If you consider it important to have details of the arrangements before you arrive in resort, please call our reservations staff who may have information on file. During your first evening in resort, Esprit's Nannies and Snow Rangers will explain the organisation and timings of the child care and will answer any questions. Parents will be asked to complete Parental Consent Forms before the first day's child care, so that our Nannies and Snow Rangers are aware of your child's eating and sleeping habits, favourite toy, dietary requirements, allergies, health problems, description of clothing, and any relevant information.

**Nurseries** (see brochure page 6 or website)

Opening times: usually 0830-1700. Parents escort children to and from the nursery, sometimes accompanying them in our minibuss transfer.

Each nursery is equipped with a variety of toys, books, games, crayons, paints etc. If your child has a special toy or comforter, or enjoys listening to stories from a favourite book, bring these with you to the nursery.

Please ensure that any dietary requirements have been specified on your Consent Form that you will be given on arrival, and discuss these with the Nannies on the first day.

For bottle-fed babies, you need to provide the feeds, **clearly named**, and give them to the duty nanny. Fresh purées and jars of baby food are available on request as an alternative to the planned nursery lunch.

For children still in nappies, please supply sufficient for the nursery session each day (with wipes and creams), plus a change of clothes. Some of the nursery sessions may be a little messy, so dress the children appropriately.

In resorts with more than one Nursery location, we will endeavour to group babies and toddlers of a similar age together, to enjoy playing with others of the same age. This may mean that your child is cared for in a different location to that brochured for your chalet/Chalet Hotel (see booking condition 19d). Please ensure that you allow plenty of time to ski back at the end of the day to collect your children promptly by 5pm.

Nursery children must be accompanied by one parent at high tea.

**Pushchairs and Backpacks**

We provide a limited number of pushchairs for use by our nursery children. If you take a pushchair or backpack with you on holiday our Nannies may be able to use it for nursery outings. For safety reasons, the Nannies are not permitted to carry children under eight months old in backpacks.

**Child Care timings and organisation**

The timings and organisation of each ski class and club may vary slightly from resort to resort and as described in the brochure on pages 8-12 or on our website. You will be informed on arrival of any local variations.

**Snacks**

It is a good idea to provide the children with a cereal/chocolate bar, or other suitable snack, to keep up energy levels during the day. As a significant number of children suffer from nut allergies, please avoid snacks containing nuts. If you feel your child will require a drink during the ski lesson, please provide one, but bear in mind the potential difficulties of carrying it and, perhaps, falling on it!

**Spritelets** (see brochure page 11 or website)

For afternoon Spritelets, who are also booked into Snow Club, the children will be collected from their accommodation or designated meeting point and taken to the Snow Club room for morning activities and lunch. After lunch they will be taken to meet their ski instructor, and a Snow Ranger will stay with them during the class. After the lesson the children will return to the Snow Club room. Please provide a rucksack/bag containing a change of clothing – something suitable for indoor play, dry socks and moonboots, or similar footwear, for outdoor activities.

**Sprites lessons** (see brochure pages 11 or website)

In most resorts children will be collected from their home property or designated meeting point by Esprit staff and taken to the meeting place for the lesson. This may be on foot, by minibus, by coach/bus, or in a ski lift.

**Sprite Guided Ski Fun / Snowboard Beginners and Sprite Xtra Classes** (see brochure page 12 or website)

Children will be collected from a designated meeting point and returned to a child care location or to their 'home' chalet for supervised high tea.

**Snow Club** (see brochure page 8 or website)

Children booked into our afternoon Snow Club will be collected by Esprit staff at the end of their Esprit ski lesson and taken to the chalet/hotel/restaurant where lunch is served. Children not taking Esprit ski lessons must be taken to the meeting point, or the lunch venue, by their parents. Please provide a rucksack/bag containing a change of clothing – some suitable footwear for indoor play, dry socks and moonboots, or similar footwear, for outdoor activities.

**Supervised Lunches** (see brochure page 7 or website)

Children attending a morning Esprit class will be collected by Esprit staff at the end of their morning ski lesson and taken to the chalet/hotel/restaurant where lunch is served. Children not taking Esprit lessons must be taken to the meeting point, or the lunch venue, by their parents. Supervised lunch sessions finish at 2pm, when children must be collected by their parents, unless they are booked into any of our afternoon care.

**High Tea arrangements for all Children in Esprit Afternoon Child Care**

At the end of the afternoon session, children over the age of 3 will be taken back for high tea and will be supervised by Esprit staff until 6pm. Nursery aged children must be accompanied by a parent at high tea.

**On Chalet Hosts' day off children will be returned to their chalets at about 5pm and parents must return to take responsibility for them at that time.**

**Baby-Listening/Child-Patrol Service – Chalets and Chalet Hotels** (see brochure page 8 or website)

A baby-listening/child patrol service is available, free of charge, in all chalets and Chalet Hotels on the hosts' night off (usually Wednesday), from 7.30pm to 11pm, for children aged 4 months and over. This is a listening watch or patrol service, dependent on the resort and accommodation.

On all other evenings, we also offer a free Baby-listening/Child-patrol Service in all our Chalet Hotels, plus the Alber in St Anton, the new wing suites in the Alpenblume in Obergurgl and the Schatzi in La Rosière from 7.30pm – 10.30pm.

### **Cocoa Club** (see brochure page 8 or website)

Cocoa Clubs are held in selected locations and spaces in the clubs should be booked before travel. They can be used by any 6-12 year olds in resort, but they are really only suitable for the children staying in the properties in which the club is held. Parents' evening meal will otherwise be disrupted, as they have to deliver and collect their children.

### **Children's Health**

**Our staff are permitted to administer prescription medicine** to children in our care, along with Calpol or similar products, when it is specified on the Consent Form and provided by parents. It would be irresponsible of us to allow our staff to care for sick children, so if children become ill during the holiday we must ask parents to look after them. We do not generally exclude children – or staff – with minor ailments such as coughs and colds, but we cannot allow anyone suffering from infectious or contagious diseases to attend any of the child care sessions or ski lessons.

### **Allergies**

Where you are aware that your child has an allergy we request that we be informed of this at time of booking. If you have not done this, it is vital that you bring it to the attention of our staff in resort when you arrive. It is advisable to bring two sets of any required medication with you.

### **SKI PACK DETAILS** (see brochure pages 26-29 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 Esprit 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@esprit-holidays.co.uk](mailto:gr@esprit-holidays.co.uk)) 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 market 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.