



VERY IMPORTANT INFORMATION RELATING TO YOUR BOOKING

We would ask that you take special note of this important information, which relates to your forthcoming ski holiday. It is important that all of the members of your group are aware of these details. Even if you do travel regularly, please take special note of the highlighted information in particular.

- 1. DIETARY REQUIREMENTS**
- 2. VISAS**
- 3. PASSPORTS**
- 4. E111 / EHIC CARDS**
- 5. TRAVEL INSURANCE**
- 6. BOOKING OPTIONAL EXTRAS – CHAMPOLUC**
- 7. BOOKING OPTIONAL EXTRAS – LES GETS/MORZINE**
- 8. YOUR HOLIDAY CONTRACT/PAYMENTS TO US**
- 9. CANCELLATIONS**

1. DIETARY REQUIREMENTS

Please do make sure that you have advised us if you or any of your party do have food intolerances and our team will do everything that they possibly can to accommodate these issues. Please feel free to call one of our team on 01962 713330 to discuss any particular requirements that you might not already have made us aware of. Please do bear in mind however, that we are unable to guarantee 100% that our chalets in Les Gets/Morzine are nut-free for instance.

2. VISAS

The visa rules for each country change regularly and whilst we are pleased to offer general advice, we are not experts in visa law.

British citizens do not currently require visas to enter Italy or France, but those with non-British passports should contact their consulate or embassy.

Up to date information about visa requirements can be found on the internet or by calling a specialist visa company such as Visa Express on **0207 251 4822** – www.visaexpress.co.uk

3. PASSPORTS

Please do check that your passport isn't due to expire either before or during your holiday. Despite constant reminders, we still have clients who arrive at airports with out of date passports! We now suggest that you have at least 3 months left to run on your passport when you enter Europe, especially if you are a non-UK passport holder.

Visit www.passportoffice.gov.uk to apply online.

4. EHIC CARDS

The new European Health Insurance Card (EHIC) has replaced the older-style E111 and currently still provides free access to state-provided emergency treatment and necessary healthcare for UK residents on temporary visits to other E.C countries.

EHIC cards do have an expiry date, so please take this opportunity to check whether yours is still valid.

To apply for one of the new cards you can either pick up an application form at a Post Office, or by calling **0845 606 2030**, or by visiting <http://www.nhs.uk/nhsengland/Healthcareabroad>

Please note that most insurance companies now require you to present your EHIC card when receiving medical treatment abroad in participating European countries. You may not be able to claim the full cost of medical treatment if you do not show your card when being treated abroad.

The new European Health Insurance Card does not replace wintersports insurance, which is recommended for all trips abroad – see overleaf. ➔



5. TRAVEL INSURANCE

Wintersports insurance is not compulsory, but it is strongly recommended for those taking a ski holiday. Please ensure that you are adequately covered and, if you are relying on insurance supplied by a credit card company for instance, we suggest that you request a copy of the 'small print' of the policy so that you can see the extent of cover provided.

Those with a pre-existing medical condition (even relating to something that occurred a number of years ago) should speak to their insurance company to clarify that full cover is available.

If you need to cancel your holiday prior to your departure on medical grounds, you should be able to make a claim against your insurance policy to recoup any monies lost.

Please note that if your holiday is of high value, you will need to check that your insurance policy gives sufficient cover in the event that you have to cancel your holiday prior to your departure.

6. BOOKING 'OPTIONAL EXTRAS' IF YOU ARE TRAVELLING TO CHAMPOLUC

Please note that extras such as nursery, ski school, car seats for children and ski equipment hire need to be pre-booked and pre-paid in order that we can guarantee availability.

As far as ski school is concerned, our beginner group lessons are aimed at those that have no or little ski experience on snow and are unable to perform linked snowplough turns. This might include very apprehensive skiers who may have skied before but didn't achieve as much as they would have hoped, or those that have skied on artificial ski slopes but never on snow.

Those joining our group lessons for intermediates / advanced should be able to ski confidently on a blue run doing linked turns as a minimum.

Whilst we offer similar lesson options for adults and children, we group each class according to age and skiing ability wherever possible. The definition of a 'beginner' or intermediate/advanced skier – as detailed above – is the same for adults and children.

Please note that we reserve the right to determine the skiing standard of those booked in to our ski school and to allocate a class level accordingly. In the unlikely event that there isn't an appropriate class available, we will refund monies paid in full, or allocate a mutually agreeable period of private lessons to the value of the lesson package for which you have paid.

7. BOOKING 'OPTIONAL EXTRAS' IF YOU ARE TRAVELLING TO LES GETS/MORZINE

Please note that extras such as nursery, ski school, car seats for children and ski equipment hire need to be pre-booked and pre-paid in order that we can guarantee availability.

8. YOUR HOLIDAY CONTRACT/PAYMENTS TO US

Please note that now that you have asked us to confirm your holiday (either verbally or in writing), even if you have yet to pay us a deposit, you have entered into a contract with Ski 2, governed by our Booking Conditions which will have been emailed to you and are available on our website.

Please ensure that you have read these conditions and that members of your group are aware of them. They detail your rights as a customer and outline charges that may apply if you make changes to your holiday. This includes the loss of deposit/s if you now decide to cancel your holiday.

When we book a holiday for you, we will send you an invoice, which you will be asked to check very carefully for any errors.

You are now liable for a £150 per person deposit payment to confirm the holiday (or full payment if you are due to travel within 70 days of booking the holiday). Please note that deposits are non-refundable and non-transferable to other people.

The date that your balance payment is due will be shown at the bottom of your invoice and we suggest that you make a note of this since we do not normally send out reminders. Late payments from you could mean that your holiday is cancelled.

You will be also liable for any additional cancellation charges if you decide to cancel after your balance payment is due.

When you sign our Booking Form, you are confirming your acceptance of our booking conditions by you and all your group members.

9. CANCELLATIONS

If you do wish to cancel any travel arrangements that we have made of your behalf you will need to notify us by telephone and then confirm the cancellation in writing, either by email or by letter. We will then issue you with a cancellation invoice. Cancellation charges will apply – see our Booking Conditions for a scale of these charges.

Whilst we do our very best to offer accurate and up to date travel advice, it is your responsibility to ensure that you are properly prepared. If you have any concerns relating to any of the issues mentioned above, please feel free to call us on **01962 713330** or email us at **info@ski-2.com**

