



CORONAVIRUS GUARANTEE

Book your 2020/2021 ski holiday with **complete confidence** with the Ski 2 Coronavirus Guarantee.

- ★ **Trusted and recommended brand**
- ★ **Featured in The Times Best Ski Holidays 2020 list**
- ★ **Established over 20 years ago**
- ★ **Privately owned and managed**
- ★ **Fully ABTA bonded**
- ★ **Friendly and experienced staff**



We are sure that after a summer in which many of us have missed our usual summer holiday to Europe, the desire to head for a winter break in the Alps will be stronger than ever.

We understand however that many will be apprehensive about booking so, to offer as much reassurance as we can, we have put together this guarantee to allow you to book your next holiday with 100% peace of mind.

If the hotel, property, resort or country that you are due to stay at/travel to is required to close because of Coronavirus, or if UK/Italian Government introduce any kind of ban which means you can't travel as planned, then we guarantee to offer you the choice of a postponement to a time when you are able to travel, or to receive a **100% refund on all the money that you have paid us.**

This offer is applicable up to the day of departure, after which your wintersports travel insurance should cover you for curtailment of your holiday.

We are also working hard with our suppliers and staff teams in Italy to make sure that we provide all sensible measures to protect them and our clients from Coronavirus. We will be happy to supply full details of these measures closer to the time, but these will include:

TRAVELLING DOWN

We expect more customers than usual to self-drive and make use of the train service, to avoid travelling through airports. There is more information on our website at <https://ski2champoluc.com/skiing-in-champoluc/travelling-to-champoluc/>. For those considering driving but concerned about the last part of the journey in to the Alps, we now offer the option for you to drive down to the area around Geneva, stay the night in a hotel there, leave your car in their secure car park for the week and then to be collected by one of our team for the final short transfer through to Champoluc (and of course returned to your car at the end of your holiday). The journey between the French channel ports and Geneva is all on motorway and this option alleviates any concerns about driving in the snow on 'mountain roads' and the requirement to carry and be able to put on snow-chains if the weather is bad.





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WHEN YOU ARRIVE

We are committed to making sure that our customers and staff are fully protected from any adverse effects of Coronavirus. As an established tour operator we have a greater element of control over the various elements of your holiday and we have worked with our local suppliers and with the appropriate regulatory bodies to ensure that the following measures are implemented:

- ★ Our airport transfers are always private to each and every flight that we have clients arriving on and in one of our own cars and minibuses, and those of our suppliers.
 1. The insides of these vehicles will be thoroughly cleaned and sanitised between every transfer.
 2. We aim to continue to provide our popular welcome packs on all of our transfers. The items in this pack will have been carefully prepared and sanitised where appropriate.
 3. We have fitted Perspex screens between the driver and the passengers in all vehicles.
 4. No customers will be permitted to travel in the front of our vehicles.
 5. In the event that 2 families or those from 2 different 'social bubbles' arrive on the same flight and transfer together, then face coverings must be worn by all throughout the journey. If travellers do not wish to wear a mask for the journey, then they must all sign a declaration to confirm that they currently have no Covid symptoms.
 6. Those wishing to guarantee a completely private transfer for their own family or their social bubble (a maximum of 6 people), can opt to pre-book their own transfer for £50 per person return. This offer is currently applicable to those travelling until 1st February and will be then reviewed.
- ★ Our in-resort transfer vehicles will be thoroughly cleaned and sanitised at regular intervals throughout the day. Clients will be asked to wear face coverings whilst travelling in our resort vehicles in and around Champoluc.
- ★ We will operate a 'one bubble in / one bubble out' system in our Resort Office in Champoluc. This will be clearly signed locally. Only members of the same family bubble (up to a maximum of 4 people) will be allowed into our office at any one time. Face coverings should be worn by all customers in the office and protective screens will be in place. Your ski passes and lunch vouchers will be sanitised and handed to you in a plastic wallet and any other paperwork that you require will be emailed to you.
- ★ Face coverings to be worn at all times in our ski hire. A maximum of 6 people in 2 areas (boot fitting area and ski fitting area) will be allowed at any one time. Our ski and boot fitters will wear the appropriate PPE and screens will be fitted to the ski fitting benches. All equipment will be sanitised before and after issue.
- ★ Face coverings to be worn at all times in our ski deposit. A maximum of 6 people will be allowed in the deposit area at any one time. No ski helmets to be left in deposit overnight.
- ★ All of our hotels are well aware of their responsibilities to protect their staff and guests. They will implement the appropriate measures to make sure this happens, although the interpretation of the local Italian laws may vary from property to property (as it does between different establishments in the UK). Any concerns about the accommodation where you are staying should be directed to a member of our resort staff.
- ★ Hotel guests will be able to request that no hotel staff enter their room during their stay for bed-making / mid-week cleans etc.
- ★ Currently all guests are required to wear a face covering in all of the public areas of all of our hotels. These can be removed when arriving in the restaurant / bar area. There are no buffet areas for breakfast and / or dinner – all food / drinks will be served by hotel staff at the table. Tables in bar and restaurants areas have been set with 2 metre distance.
- ★ Monterosa Ski have committed to making sure that all skiers are as socially distanced as possible. The ski area is not nearly as busy as many of the bigger French ski areas for instance, so socially distancing should be much easier. We understand that face coverings will need to be worn in all lift queues and that only those from the same family or social bubble will be able to travel together in gondolas.
- ★ It is currently law in Italy that face coverings have to be worn at all times between 1800 and 0600 hours inside and outside. Most bars on the mountain and in the village have good outside space and will be open until 1800 hours for après-ski drinks.

