

SKI
SOLUTIONS

Unforgettable Holidays.
Unparalleled Service

CALL US ON
020 7471 7711



INFORMATION BOOKLET

www.skisolutions.com

020 7471 7711

HOLIDAY INFORMATION BOOKLET 2011/12

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 two sections:

BOOKING DETAILS AND PROCESS

1. Introduction
2. What we require from you
3. What you will receive from us
4. Payment
5. Holiday Contract
6. Amendments and Cancellations
7. Ski Packs
8. Flight times

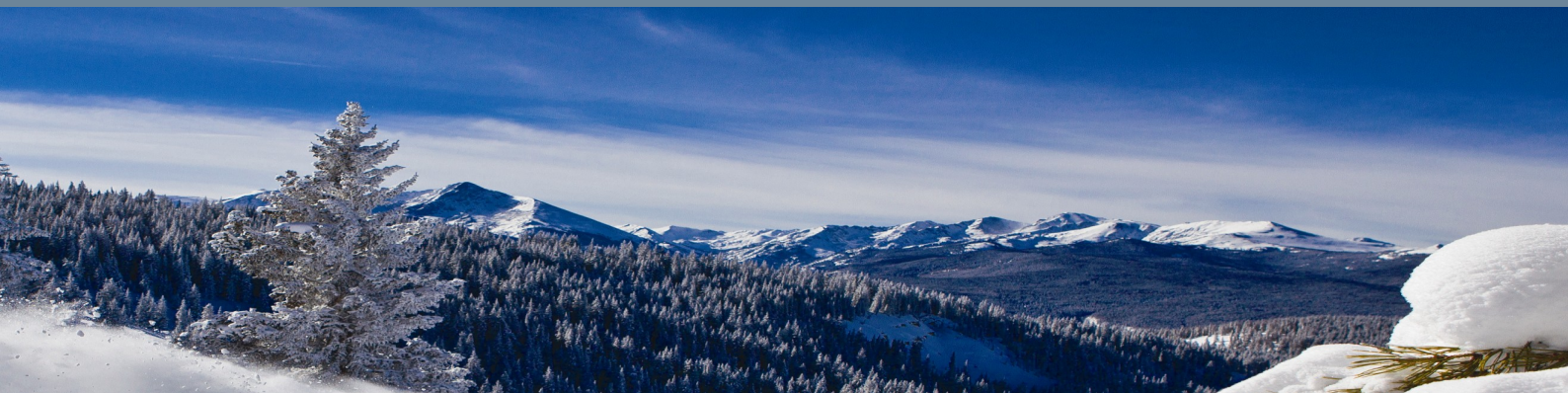
GENERAL INFORMATION

1. Insurance
2. Resort Information
(Lift-passes/Ski Schools/Childcare)
3. Travel Information
(Passport/Visa requirements/ESTA/Independent travel)
4. Flight Information
(Flight times/Check-in Times/Luggage Allowance/On-line check in/API/Ski Carriage/Seats/
Which Terminal?)
5. Airport to Resort Transfers
6. Directory of useful contacts
(General/Airlines/Airports/Taxi companies/Emergency contact numbers).

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 requires further copies of this booklet, please refer to our website (www.skisolutions.com) where information can be viewed and downloaded.





PART 1- BOOKING DETAILS & PROCESS

1. Introduction

Your holiday has now been confirmed with Ski Solutions. Many thanks for booking!

We are here to help you with any queries you may have to ensure your skiing holiday is an unforgettable experience. Please call our after sales team on 020 7471 7711 who will be happy to assist you.

2. What we require from you

a) Reply to your confirmation email

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. 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 Booking Conditions attached with your confirmation email.

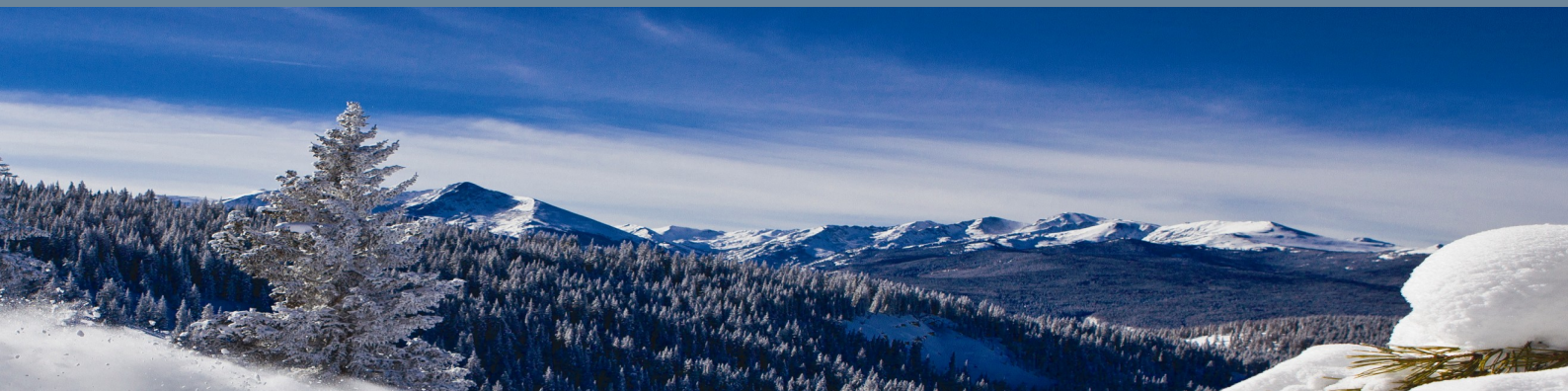
(Booking form- for some tour operator bookings, a booking form is still required. Additional details will be provided within your confirmation email if this is relevant to your booking. Please complete and return this at your earliest convenience).

b) Insurance Details

It is a requirement that every person travelling has their own insurance. If you have insurance, we advise that you check with your insurer to make sure cover is adequate and that it provides cover, where applicable, for off-piste skiing, free-riding, mountain rescue & hospitalisation costs. If you are planning to undertake any specific winter activities, such as snowmobiling or heli-skiing, you should also check to see if the activity is covered by your insurance.

If you do not have insurance at the time of booking, we recommend that you arrange this as soon as possible so that you are covered in case you have to cancel, due to illness, for example.

If you do require insurance, please call our insurance line on 01702 454086 or go to our website (www.skisolutions.com) and book online. Please notify the insurance company if you are undertaking additional activities to ensure that you obtain the necessary cover.



Please note Ski Solutions cannot be held responsible or liable in any way for clients who fail to take out adequate travel insurance.

c) 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 airline/hotel or your Tour Operator.

d) Special Requests

Please contact us so that we can pass these on to the airline/hotel or your Tour Operator who will endeavour to fulfil your requests. However, please note that special requests are unfortunately not able to be guaranteed.

3. What you will receive from us

a) Initial booking confirmation email (within 24 hours of booking)

It is essential that you check this carefully, and if there are any errors or you are in any doubt regarding any aspect of your holiday, please contact us immediately- 020 7471 7711.

b) Confirmation Invoice (within 14 days of booking)

Please check this carefully to ensure that all details (names as per passports, dates, accommodation, room type, travel etc) 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.

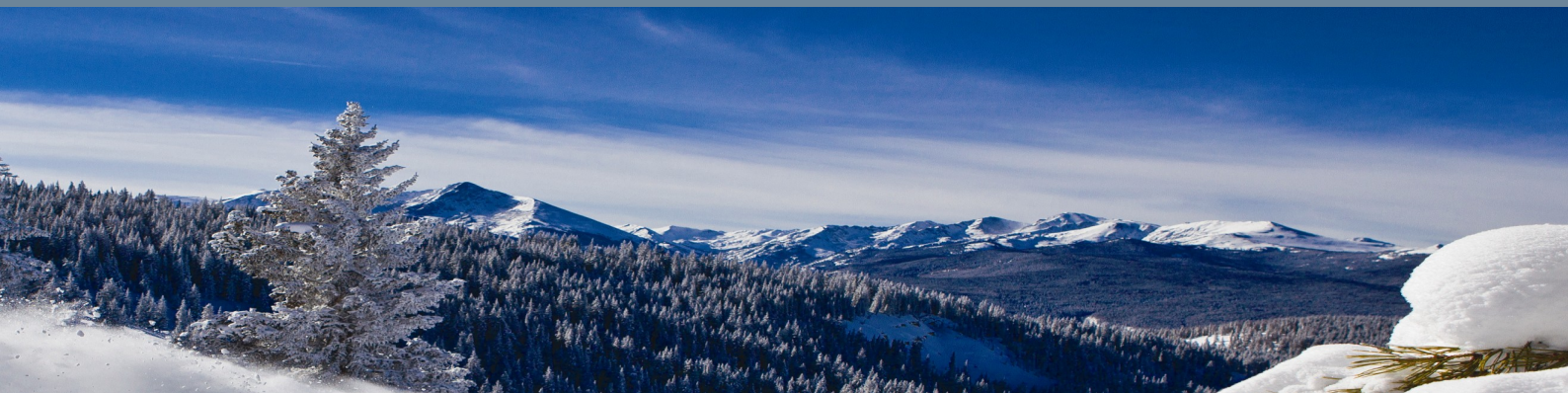
c) Final payment reminder by email (usually 12-14 weeks prior to departure)

Please check your confirmation email to see the date your balance will be due for payment. This will normally be 10-12 weeks before departure according to the booking conditions attached with your initial booking confirmation email.

We will email you a reminder shortly before this date to let you know that payment is due.

d) Tickets & Independent Travel Information (7-14 days prior to departure)

Please check all the details on the tickets carefully and contact us immediately if there are any discrepancies. These will show the final confirmation of flight times, so please check all details carefully as your flight times may have changed since the original booking details.



Please note that your tickets 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).

You can now check the status of your tickets online. Go to www.skisolutions.com -Manage my booking to check.

4. Payment

a) Pay online

Go to www.skisolutions.com- Manage my booking. Enter your booking reference (01-last 5 digits). Individual members of your party can pay in this way too.

b) 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

IBAN: GB87NWBK 6007 0231 5755 79

Swift Code: NWBKGB2L

c) By phone

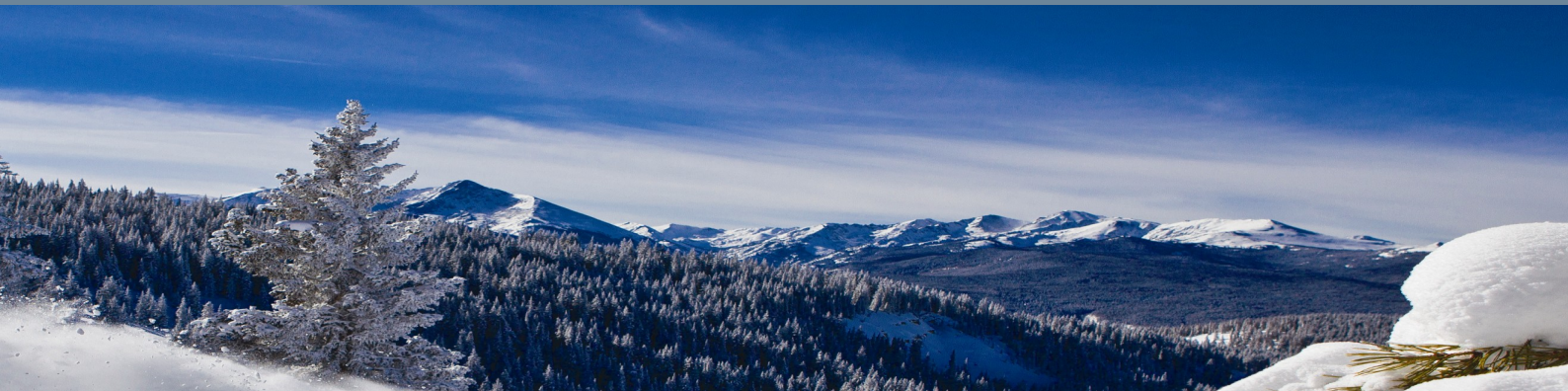
Please call our payment line on 020 7471 7769 to make a card payment.

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.

d) 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 After Sales Department- 020 7471 7711.

5. Holiday Contract

Please refer to the booking conditions attached with your booking confirmation email for full details.

For all bookings where we are acting as an agent on behalf of your tour operator, please note that your contract is with the Tour Operator and you will be governed by their booking conditions for this season.

6. Amendments and Cancellations

a) 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.

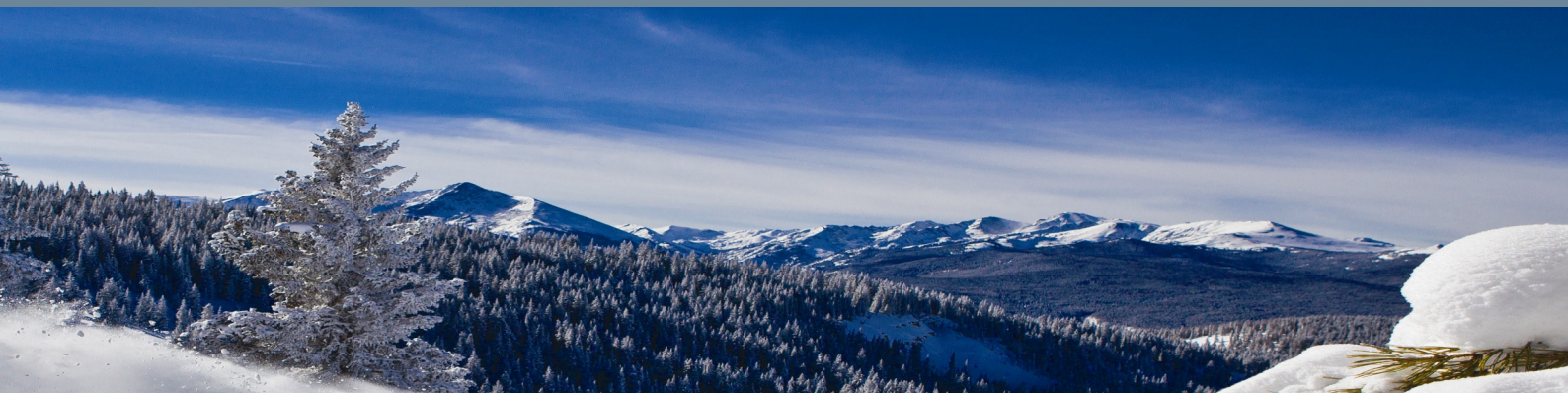
Any necessary amendments will incur charges as detailed in the booking conditions.

b) 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.

Please note though that cancellation charges increase sharply following the balance due date, so please contact the after sales department (020 7471 7711) at your earliest convenience if you need further clarification.



7. Ski Packs

Have you booked your:-

- Ski hire
- Ski carriage
- Ski school
- Lift passes
- Airport parking
- Airport hotels
- Airport lounge access

Please call us on 020 7471 7760 or email skiextras@skisolutions.com if you would like to discuss your ski extra requirements further. **Don't forget, you can save up to 50% on selected ski extras.**

Alternatively, check out our website for fantastic savings on pre-bookable ski extras (www.skisolutions.com).

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.

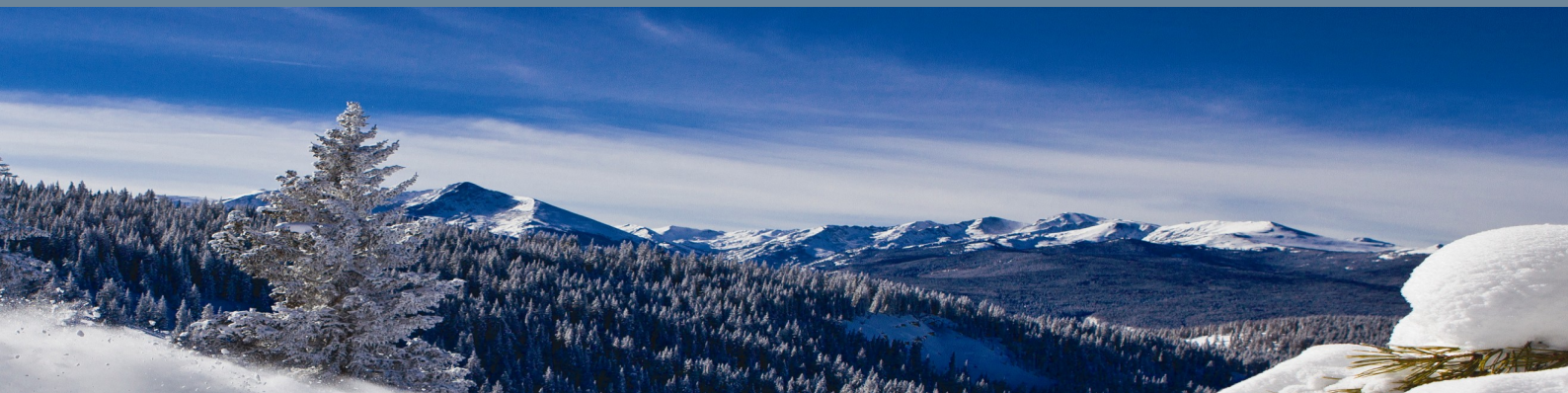
PART 2- GENERAL INFORMATION

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

a) Lift-passes

Most resorts now offer an electronic lift pass i.e. no passport photo required. If you are in any doubt, we recommend calling us to check- 020 7471 7711. You can also pre-book lift passes via our website, helping to spread the costs of your holiday (www.skisolutions.com).

If you are travelling with a tour operator, they can normally arrange purchasing lift passes for you on the transfer coach.

b) Ski Schools

We recommend always pre-booking ski school to avoid disappointment. You can pre-book via our website- just go to Extras to find the latest offers.

Alternatively, if you would like to discuss your requirements directly with the ski school, please contact us on 020 7471 7711/admin@skisolutions.com for our recommended ski schools in major resorts.

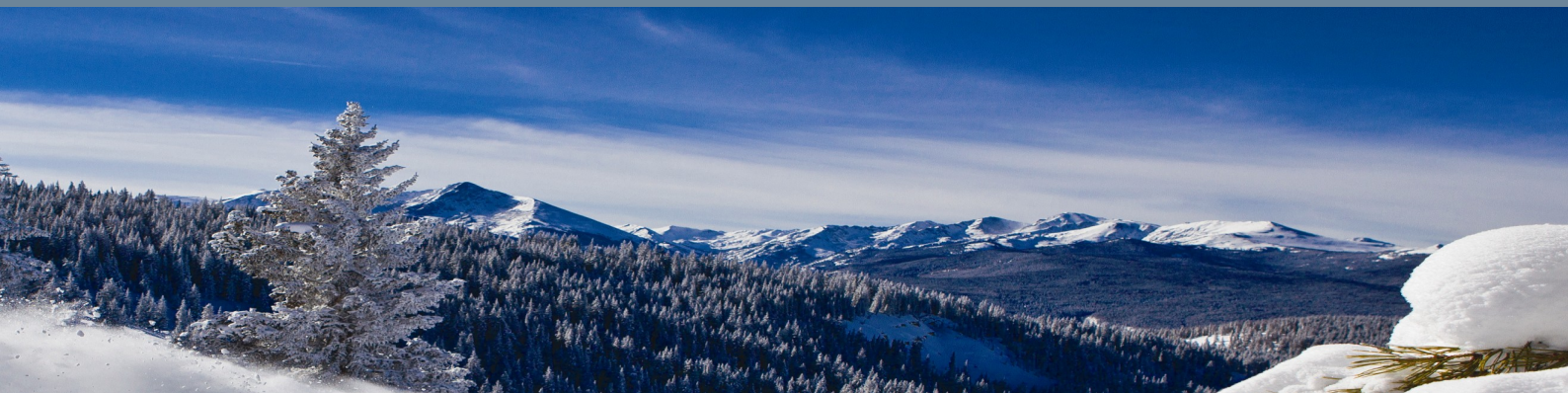
c) Childcare

If your Tour Operator does not offer childcare as part of their package, or you are travelling as part of a tailor-made package with Ski Solutions, most resorts do offer local childcare. Please contact Ski Solutions for further information.

3. Travel Information

a) 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 see below:

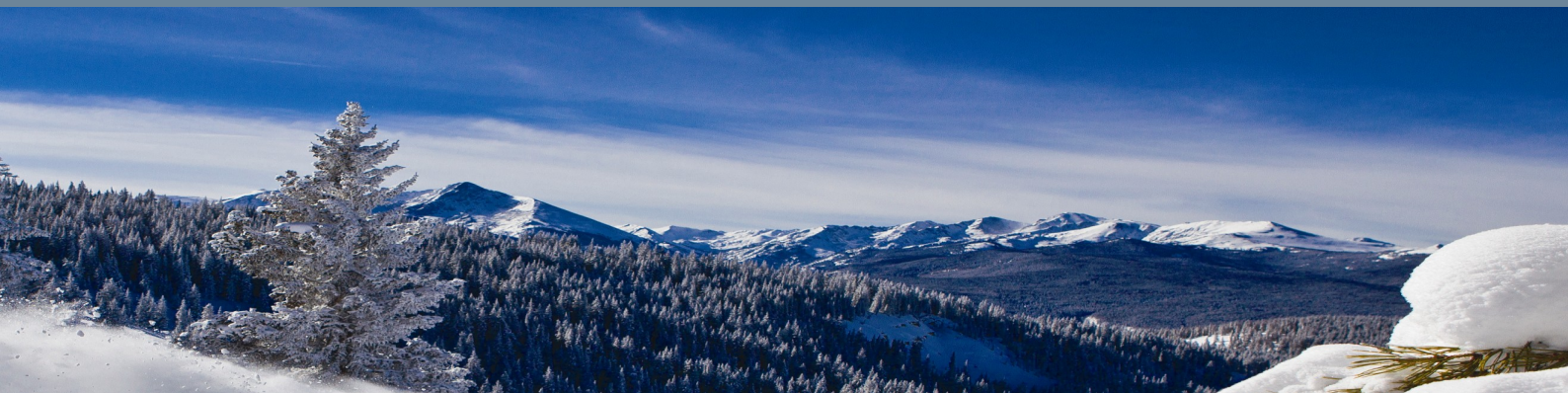
| | |
|--------------------|---|
| UK Passport Agency | 0300 222 0000/ www.passport.gov.uk |
| French Embassy | 020 7073 1200/ www.ambafrance-uk.org |
| Austrian Embassy | 020 7344 3250/ www.austria.embassyhomepage.com |
| Swiss Embassy | 020 7616 6000/ www.swissembassy.org.uk |
| Italian Embassy | 020 7312 2200/ www.amblondra.esteri.it |
| US Embassy | 020 7499 9000/ www.usembassy.org.uk |
| Canadian Embassy | 020 7258 6600/ 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.

If you require a visa, we can supply you with the relevant documentation to obtain your visa. Please contact us and we can email the documentation to you- 020 7471 7711.

b) 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. It is valid for 2 years and there is a \$14 fee payable per person. Visit the official ESTA website at <https://esta.cbp.dhs.gov/esta> for details.



c) 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 642020/ www.poferries.com |
| Brittany Ferries | 0871 244 0744/ www.brittany-ferries.co.uk |

Train

| | |
|------------------------|---|
| Eurotunnel | 08443 353535/ www.eurotunnel.com |
| Eurostar | 08432 186186/ www.eurostar.com |
| Rail Europe | 0844 848 4064/ www.raileurope.co.uk |
| SNCF (French Railways) | www.tgv-europe.com |
| SBB Rail (Swiss Rail) | 00 41 (0)900 300 300/ www.sbb.ch |

Airport Transfer

| | |
|-----------------------------|--|
| Altibus | 0033 (0) 479 683 296/ www.altibus.com |
| Geneva: Aeroski Bus | 00 41 (0)227 982 000/ www.alpski-bus.com |
| Ski Lifts –private & shared | 0033 (0) 811 850 155/ www.ski-lifts.com |

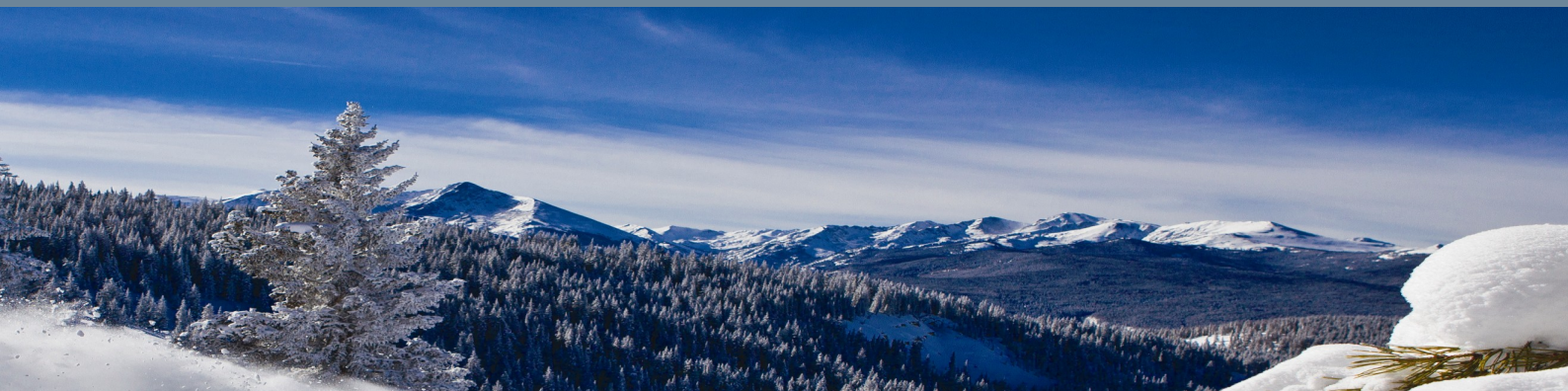
4. Flight Information

a) 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.

b) Check-in Times

European Charter flights 2-3 hours before departure
 European Scheduled flights 2 hours before departure
 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 times as some flights can be overbooked. We cannot accept liability for passengers who are refused boarding by an airline due to late check-in.

c) Luggage allowance

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

d) Online check-in

Many airlines, such as British Airways, Swiss, Air Canada & Easyjet, 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 posted/emailed to you approximately two weeks before you are due to go on holiday along with the rest of your travel documents.

e) Advance Passenger Information

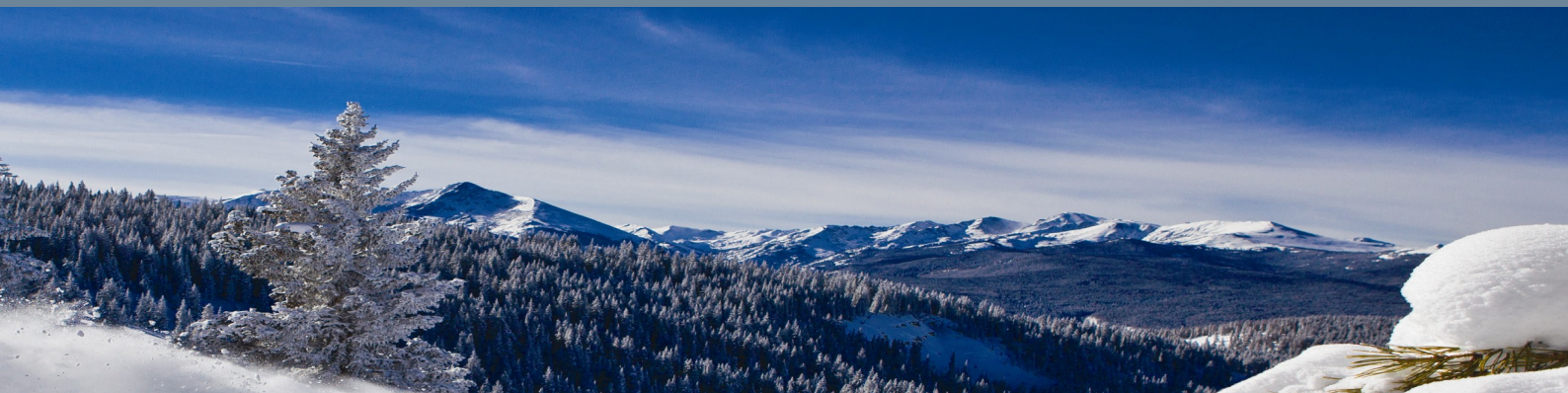
API means your passport details and, in some instances, your contact information are provided to the authorities before you travel.

Some airlines will collect this information at check-in, while others may require this in advance. 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.

Ski Solutions will notify you if API is required in advance.

f) Ski Carriage

Most tour operators, low cost airlines and scheduled airlines now charge for ski carriage. We always recommend pre-booking this to ensure availability and obtain a better price than at the airport. Please call our After Sales Department to arrange this.



g) 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.

h) Which Terminal?

The terminal from which your flight departs will be detailed on your tickets or itinerary. For further information, please contact our After Sales Department or see the contacts below:

| | |
|-------------------------|--|
| London Gatwick Airport | www.gatwickairport.com/0844 802 0322 |
| London Heathrow Airport | www.baa.com/0844 335 1801 |
| London Stansted Airport | www.baa.com/0844 335 1803 |
| London City Airport | www.londoncityairport.com/020 7646 0088 |
| Edinburgh Airport | www.baa.com/0844 481 8989 |
| Glasgow Airport | www.baa.com/0844 481 5555 |
| Birmingham Airport | www.birminghamairport.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

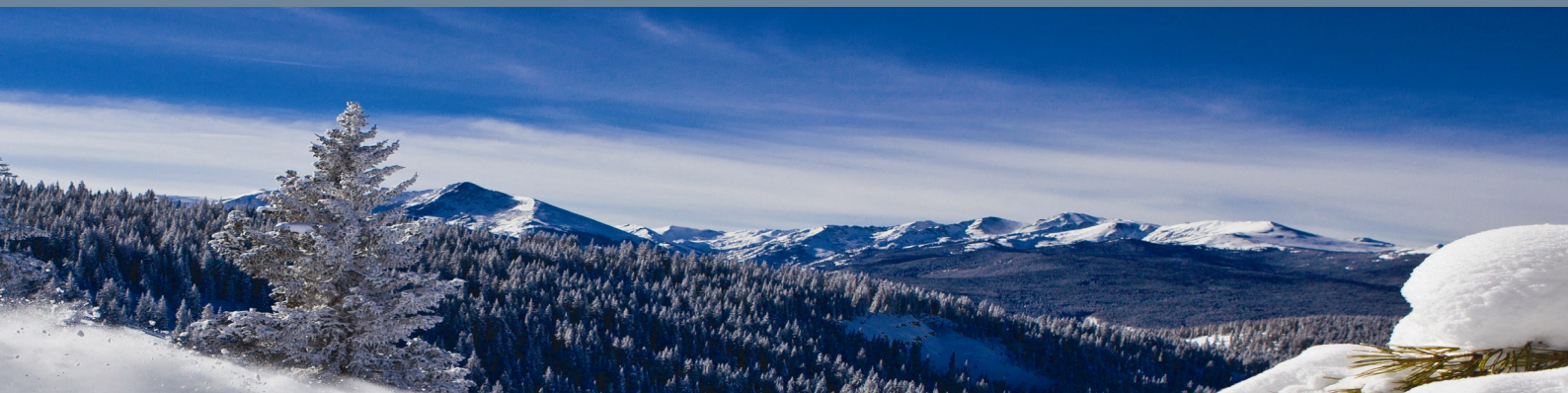
If you are travelling with a **Tour Operator**, you will be met by the Overseas Representative of your TOUR OPERATOR (not Ski Solutions) at the airport and transferred to resort with them unless otherwise arranged.

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

Tailor-made packages -your method of transfer will be shown on your invoice. This will normally be one of the following:

a) 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 will be shown on your itinerary. Contact details for the taxi company will be provided on your itinerary.



b) 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).

c) Rail

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

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 approximately £30 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, but 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

a) General

Snow reports

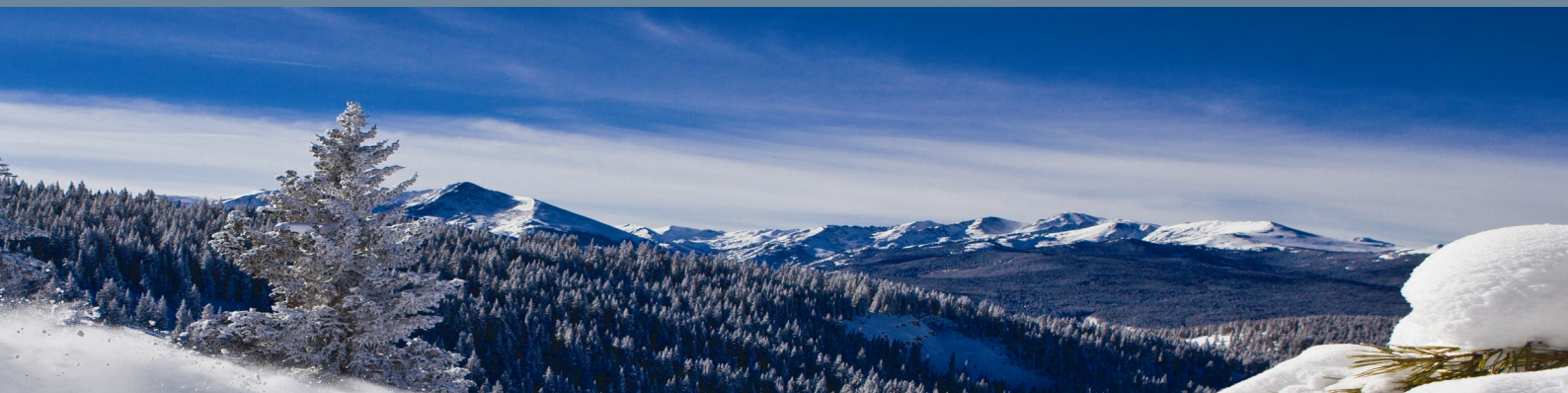
www.skisolutions.com

Ski clothing hire

www.skitogshire.co.uk

Ski/board equipment & servicing

www.ellis-brigham.com



b) Airlines

| | |
|-----------------|--|
| Swiss Air | 0845 601 0956 (UK)/(+41) (0) 848 700 700 www.swiss.com |
| British Airways | 0844 493 0787 www.britishairways.com |
| Air Canada | 0871 220 1111 www.aircanada.com |

c) 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.lyonaeroports.com |
| Turin | (+39) 011 5676 361 www.aeroporto torino.it |
| Vancouver | (+1) 604 207 7077 www.yvr.ca |

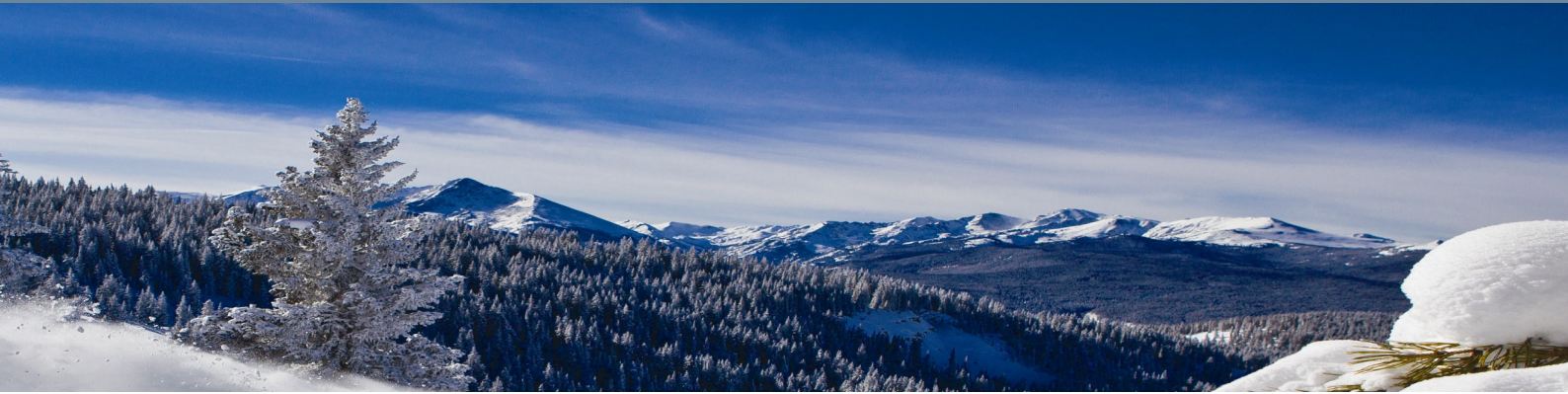
d) Taxi companies

| | |
|-----------------|---|
| Showtrain | (+33) (0)4 50 47 51 00 www.showtrain.com |
| Arlberg Express | (+43) (0)55 82 226 www.arlbergexpress.com |
| Ski Lifts | 0033 (0) 811 850 155/0044 208 819 7950 (UK) www.ski-lifts.com |
| Locker Tours | (+43) (0)5523 5909 - 29 www.loackertours.at |



Unforgettable Holidays.
Unparalleled Service

CALL US ON
020 7471 7711



| | |
|---------------------------|---|
| 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 |

d) 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.