

THE CHALET SPECIALIST

Ski Total



**Pre-Departure
Information**

Dear Ski Total Guests,

Not long to go until your Ski Total holiday! In anticipation, we've put together some useful information which, in conjunction with the FAQs on our website <http://www.skitotal.com/more/faq/>, we hope will help you prepare for your time with us.

You may also find some helpful information on our Terms and Conditions page: <http://www.skitotal.com/terms-and-conditions/>.

For any questions or queries prior to departure, or to amend or add to your booking, please call our Before You Travel Team on **01483 791933**. Our offices are open Monday – Friday: 08:30 – 17:30, Saturday: 09:00 – 16:00.

Before you leave...

E-Tickets

Check that your ticket details are in order, with all names spelt correctly and match the passports of those travelling. Please don't forget to check that your passports are in date, too.

Your e-tickets show the departure time, terminal and luggage allowance for your flight. This is the latest confirmed information from the airline and shouldn't change between now and departure. If for any reason we receive from the airline notification of any change to that information, we will contact you to let you know.

Insurance

If you've not already done so, now is the time to arrange your ski/travel insurance. We would like to introduce our house provider, MPI Brokers, whose cover satisfies our Terms and Conditions for the requirement of insurance:

<http://retail.mpibrokers.com/ski-total>

Alongside your comprehensive travel insurance cover, you should obtain an EHIC (European Health Insurance Card), which may entitle you to limited treatment by doctors and hospitals in EU countries. Most insurance policies expect you to have an EHIC card for use if medical treatment becomes necessary. EHICs do expire, so if you have one already we suggest that you check it's still in date.

Heading to the airport...

Before you go, remember to check in advance for any planned roadwork or potential travel disruption on your chosen route. If you do experience a significant delay and are going to miss your flight, please call our Duty Office Team, whose number is on your e-tickets, who will be able to help.

Airport Parking

We've arranged a discounted rate with APH for our valued guests, available at <https://skitotal.aph.com/>

Please bear in mind that airport parking can add 20-30 minutes on to your journey.

If you'd rather let someone else take care of your journey to the airport, why not pre-book a taxi? Details are available on our website: <http://www.skitotal.com/more/pre-bookable-extras/airport-taxi/>

Arrival at the airport

We have an Airport Representative in the check-in area at each of our UK airports who is on-hand to assist guests as they arrive and check-in. On occasions we may have a number of flights departing at or around the same time from different check-in areas. If you require the assistance of our Airport Representative, simply let a member of check-in staff know.

Check-in

Check-in opens 2 hours before your flight departure time –plan to arrive before this, as there can be queues during busy periods for check-in, bag drop and getting through security.

Flight seats are allocated by the airline on a first-come, first-served basis, so if you require specific seating arrangements on the flight it's advisable to arrive early and speak with check-in staff about accommodating any such requests (but note that they can't always be guaranteed).

Disabled passengers

If you are disabled, have difficulty moving around or walking more than 500 metres, you can receive assistance when you fly. For more information, please call our Before You Travel Team on **01483 791933** and press option 2.

Ski/snowboard Carriage

A word of warning...if you've not pre-booked your ski/snowboard carriage we cannot guarantee that your equipment will be able to be placed on your flight. For those that can be taken, there will be a charge of up to £70 at the airport, payable in cash to our Airport Representative or the check-in staff.

At the airport...

Security

Don't forget that you can't take liquids or gels in containers larger than 100ml in your hand luggage (and those you do have should fit in one clear plastic bag that will be supplied at the airport).

If you or one of your travelling party carry an epipen, you should carry this in your hand luggage with a current doctor's letter.

Do what you can to prepare yourself in the queue, if you can, by removing jackets, scarves, belts and boots. You should also keep your clear plastic bag of liquids handy.

Currency/credit cards

If you haven't yet exchanged your Sterling into Euros or Swiss Francs, we recommend that you do so before you leave, as generally exchange rates are less favourable at the airport exchange kiosks. Some of the smaller Alpine resorts don't have a bank or money exchange facilities, though all major UK credit and debit cards are accepted by our Resort Representatives and most local shops and restaurants.

In-flight Meals

All of our flights offer a 'buy on board' service for snacks and drinks, however we can't guarantee that this service will always be available or that there will be suitable options for those with special dietary requirements. With that in mind, you may wish to buy snacks and drinks once you are air-side in the airport (after security).

Once you land...

Once you have been through passport control and collected your bags, please make your way to the arrivals hall where our Airport Representatives will be waiting to greet you and direct you to the coach for your transfer to resort.

Damaged / Missing Luggage

If your luggage doesn't arrive with you, or arrives damaged, you must report this to the airline's agent before you leave the baggage hall. In both instances you should obtain a PIR (Property Irregularity Report) and retain your airline e-ticket and baggage tag to support any claim to your insurer or the airline.

In the case of missing luggage, please let our resort staff know on arrival, so that we may do what we can to help get you on the slopes while you wait for your luggage to arrive.

Transfers

An Airport Representative will greet you at your coach and provide you with a Welcome Pack for your party. Here you'll find useful information to read on your journey to resort, including a contact number for your Resort Representative and their visiting times to your chalet or Chalet Hotel.

You'll meet your Ski Total Representative either on your transfer or on your arrival evening. They will share with you their knowledge of the resort, the accommodation and the all-important snow conditions. They'll also provide you with vouchers for any pre-booked ski packs, or arrange any last-minute ski pack purchases for you.

We always try to ensure that our transfers depart the airport as promptly as possible. At times there may be a short wait for other flights sharing your transfer, so we ask for your patience and understanding. Please note that not all coaches have working WCs and so we recommend using the toilet facilities before leaving the airport building.

Smoking is not permitted on any of our transfer vehicles, which includes the use of e-cigarettes.

Your 'home from home'

Our aim is to provide a thoroughly memorable and trouble-free holiday, so do please let us know if there's anything that our Resort Representatives can do to ensure that we do just that! Their contact details will be available in your Welcome Pack and in the Chalet or Chalet Hotel Information folder (usually in the lounge or reception area of your property), as will your Representative's visiting schedule for the week.

Guest Feedback

If our resort team have been unable to resolve matters for you, please do get in touch with our Post-Departure Guest Services Team on your return by email: guest.services@skitotal.com or phone: **01483 791940**. Our offices are open Monday – Friday: 08:30 – 18:00, Saturday: 09:00 – 17:30.

One last thing...

Before you leave the resort, you will be handed cards with unique links to your Guest Feedback Survey. You'll also be sent an e-mail and SMS message with a link to complete your survey. We'd be grateful if you could complete this and let us know about your holiday stay with Ski Total.

You may also have seen our guest reviews on our website, courtesy of Feefo. All party leaders booking directly with Ski Total will receive an email within a fortnight of returning inviting them to review their experience via Feefo.

And finally...have a fantastic holiday from all at Ski Total!