



PARTY LEADER PACK

ESSENTIAL PRE-DEPARTURE READING BEFORE COMPLETING

YOUR FINAL DETAILS FORMS AND NAMES LISTS



Thank you for choosing to book your next school ski trip with Altitude. We understand that organising a ski trip comes with a lot of responsibility and our team will endeavour to support you through every step of the process.

Whilst your dedicated tour coordinator will be on hand to assist throughout your planning, please also use this Party Leader's Information Pack as a supporting document and reference point in the lead up to your departure.

PRE-TOUR ADMINISTRATION

Although it may seem like there is a high volume of administration involved with a ski trip, we will do our best to reduce your workload. For an overview of what to expect, have a read through the timeline below which outlines our pre-tour administration process.

- First Deposits paid and booking confirmation
- Second Deposits due 4 weeks after first & third due four weeks after second
- Details form & Cancellation schedule send - collect passenger information
- Return final details form- and final invoice raised 16 weeks prior to departure
- Final Balance due 12 weeks before departure
- Rooming, tickets and itinerary send well in advance of departure

PASSPORTS & VISAS

All airlines & Ferry companies now have a legal obligation to provide Advance Passenger Information such as Passport Information. Passengers who do not provide this information are likely to be refused to travel. It is imperative that the passport information submitted is up to date and accurate; names must be as they appear on passports. Please make sure you allow enough time to collate this information for the final detail's forms.

We would recommend that all passports are checked in advance to ensure validity. We recommend passengers have a minimum of 6 months left on an adult or child passport to travel to most countries in Europe (not including Ireland). However, please note as per the GOV website they recommend 3 months. Passports must also be issued less than 10 years before the date you enter the country. Please refer to the HM Passport Office Website via this link to familiarise yourself with the latest requirements including COVID 19 requirements and passport application info - www.gov.uk/guidance/passport-rules-for-travel-to-europe.



VISAS

For UK passport holders there is a time limit on the amount of time you can spend in Europe without the requirement for a visa. All UK passport holders must ensure they meet the requirements of visa free travel to Europe or arrange the relevant documents needed for entry.

Non-UK passport holders should check with the relevant consulate regarding any visa or other requirements. Altitude will not be held responsible for any passengers that are denied entry due to incorrect visa status or passports that have expired.

For more information on visiting the EU and other EU nations please see below. Visiting the EU, Switzerland, Norway, Iceland or Liechtenstein: Checks for all types of travel - GOV.UK (www.gov.uk)

GHIC CARDS

It is advised for everyone to apply for a GHIC Card in replacement for the EHIC Card, for use in the EU. Many state hospitals and doctors will accept this if a member of your group seeks medical assistance. It is important to note that this is not a replacement for travel insurance. <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>

TRAVEL & INFORMATION

BAGGAGE ALLOWANCE

Please advise your group that luggage space is limited on airlines. Please ensure that each member of your group is limited to one soft sided medium-sized item of luggage for hold and one small piece of hand luggage. Please check with your Tour Coordinator for airline specific baggage restrictions.

EU COACH RULES-SEATBELTS

Seats are fitted with seatbelts. An evaluation is made on each coach operator to ensure that the appropriate safety standards are met relating to; driver selection, driver training, driver hours, servicing and maintenance and emergency procedures.

FLIGHT GROUPS

Flight times are provisional and may be subject to change. You must notify us in writing/email to highlight any amendments to your original names list so that we ensure the airline have the correct passenger names. Please note that name change fees apply and vary dependent on airline.

For individuals with nut allergies, a nut free environment cannot be guaranteed by the airlines. Individuals carrying an Epi-pen must carry a doctor's letter. Please refer to your carrier for specific information on medicine, medical conditions and equipment.



EMERGENCIES AND INCIDENTS

Should an incident or emergency situation take place during your journey, please notify the Altitude office or out of hours team immediately. Whilst your drivers will be on hand to assist, it is paramount that our operations team are aware of any ongoing situation in order to assist your group to the best of our ability.

TICKETS AND ITINERARY

A travel itinerary and any travel documents will be sent via email well in advance of departure, subject to there being no outstanding balance on your booking.

ACCOMMODATION

MEALS ON ARRIVAL AND DEPARTURE

Our European air tours include 6/7 nights half/full board catering. Your first included meal is the evening meal on your arrival day. Your last meal will be breakfast on the day of departure. First and last meals will be confirmed on your final itinerary sent to you approximately 7 days before departure. This is subject to change based on flight times.

ROOM SUPPLEMENTS

Our tour prices are based on multi-bedded accommodation however, adults (on free places) are usually accommodated in twin or triple rooms at no extra cost. All rooming requests (including free staff places) are subject to availability and supplements may apply.

TOWELS

Provision of towels varies by hotel, please speak to your tour coordinator, or check your final travel itinerary.

DAMAGE DEPOSITS

Please note - it is the group's responsibility to make sure any damages are dealt with in resort directly with the hotel. Often groups may be required to pay a damage deposit on arrival in resort. It is advised that you carry out a brief inspection of rooms upon your arrival, and that rooms are vacated in sufficient time to allow for inspection prior to your departure from resort. Deposit amounts will be required to be paid either by cash or card. Please contact your Tour Coordinator for further information.



SKI PACK

SKI AND SNOWBOARDING LESSONS

We aim to ensure that our groups benefit from an excellent level of tuition to make sure that everyone gets the most from the experience. Please do bear in mind that in conjunction with the local ski schools, we operate a ratio of 1 instructor per 12 paid student places (1 to 13 in some resorts and 1 to 14 in some Italian resorts).

Unfortunately, Adults and children under 7 years old are unable to join group lessons and therefore we would ask that parents make arrangements for crèche or ski kindergarten directly with the resort.

In most resorts snowboard hire is more expensive than ski equipment and therefore a supplement may be required for students wishing to snowboard rather than ski. The supplements for snowboard equipment hire are listed on your booking paperwork. You should also consider that snowboard lessons are based on a maximum of 8 students (of a similar ability) per instructor, making it more likely you will need an additional instructor. Should your groups require additional ski or snowboard instructors, please contact your Tour Coordinator who will be able to confirm the cost. At peak dates such as Christmas, Half Term and Easter additional instructors are subject to availability, and we recommend that any extra instructors are booked as early as possible.

LESSON TIMES

Please note that in France, Italy and Andorra lesson times can vary, especially during peak dates. We are more than happy to request any preferences for lesson times you may have – please note these clearly on the final numbers form, however lesson times are at the discretion of the Ski School, and we are unable to guarantee requested times.

LIFT PASS DEPOSITS

A key-card deposit of between 2 - 5 euros may be payable on collection of your lift passes (in some resorts). This will normally be refunded upon return of the passes at the end of the week.

ADULT LIFT PASS SUPPLEMENTS

Adult Lift Pass Supplements are payable in our European resorts by all paying passengers aged 18 years and over. Please refer to your provisional booking letters for applicable Adult Lift Pass Supplements in the section entitled “Extras Which May Need to be Budgeted for”.

YOUTH LIFT PASS SUPPLEMENTS

Youth Lift Pass Supplements may be payable for students 16 years old and over, there may be exceptions to this including different age restrictions depending on your chosen ski area, please refer to your provisional booking letter to see if they apply to your booking.



ADDITIONAL INFORMATION

RISK ASSESSMENTS

We do not provide tour specific risk assessments and it is your task as Party Leader to assess the risks that could relate specifically to your group. However, to find support on how to do this, please speak to your Tour Coordinator or visit our website for a selection of materials including sample risk assessments.

SPECIAL REQUIREMENTS

Please inform us of any dietary, equality or diversity requirements that might apply to your group, to help us make the necessary arrangements.

PAYMENTS

Once we have received your final details, we will promptly issue your final invoice. Late payment of the balance will unfortunately not be permitted if your final invoice is delayed or is inaccurate. All outstanding balances must be fully paid 14 weeks prior to your departure. A pro-forma invoice can be requested from your Tour Coordinator at any time.

YOUR FEEDBACK IS ESSENTIAL

Upon your return to the UK, a feedback questionnaire will be sent to you via email. We would ask that you do take the time to complete. Your feedback is of the utmost importance to us and will help us to ensure that the services and products we provide are of the high standards that we aim for. We look forward to finalising all aspects of your forthcoming ski trip and hope that this information will help you with your planning. Please do not hesitate to contact your Tour Coordinator regarding any queries about the above or about your trip.

Many Thanks

Altitude Sports Tours