



FAQs continued:

Accommodation

“Hotel” is a generic term that may include Gasthofs, Pensions, Familienhaus, Hotel, Hostel, apartments, chalets or other categories.

Damages: These must be paid to the hotelier by the person responsible or by the Party Leader without exception. If it is impossible to allocate the costs to an individual member, then the whole group must pay them. Under no circumstances will 321ski provide funds or accept responsibility.

Fire Drill: We or the Hotel management may operate a fire drill or briefing during the course of your stay, and usually in the first few days. We ask for your co-operation in this procedure.

Food and Drink: Unless you have booked self-catering accommodation, it is forbidden to consume food and drink on the hotel premises that has not been purchased from the hotel.

Room Service: In hotels and chalets a thorough cleaning is done and linen is changed once a week on changeover day and thereafter rooms are tidied. Rubbish is collected daily. Towels and soap are provided in hotels but not in apartments. We recommend that each party member takes their own. In emergency, they may also be needed en-route.

Behaviour: Good behaviour, in particular during the evening and night, is expected and is a condition of your trip. Teachers will at all times be liable for their pupils’ behaviour.

Room Supplements: The prices charged reflect only the true cost to us. Apartments are billed on multi-occupancy so supplements will be chargeable for under-occupancy. Single rooms are more expensive because one occupant pays the entire heating and service costs. Hotels have very few single rooms and they are often located in the least attractive parts of the hotel. Regrettably, we have no control over this. Twin or double supplements may still be payable even if the room doesn’t contain 2 beds or more. Sometimes, particularly in Austria, 2 single beds are pushed together and share the same headboard but have separate mattresses and duvets. Bunks are often used in multi-bedded accommodation. Single rooms for teachers are strictly limited and

are subject to availability. Please convey all of these points to accompanying adults.

Facilities of the Hotel: Many hotels make a charge for saunas, games, swimming pools, nightclub and other facilities.

Prices

We reserve the right to make changes and correct errors in advertised prices at any time before your booking is confirmed. We will advise you of any error of which we are aware of and the applicable price at the time of your booking. Please therefore ensure that you check any important details with us at the time of booking. Please also ensure that you receive confirmation of these in writing. Some photography in the brochure may be used to convey a general atmosphere and may not represent any particular resort.

Disabled Passengers and Special Needs

We are not specialists in catering for the disabled and those with special needs although we will try to accommodate such bookings where possible. Please contact our office for advice before booking.

What's Included?

Please see our 'SkiEssentials' package. Extra expenses incurred in resort must be settled as they arise. All prices include the VAT element due under the Tour Operator's Margin Scheme. This is paid over by the company to HM Customs and Excise but is non-reclaimable by the client. The invoice supplied to you therefore, will not be a VAT invoice.

Accuracy of Facilities

We have produced our brochure in good faith but please bear in mind that things can change. Owners or suppliers of facilities may wish to make repairs, and at certain times of the year or in certain types of weather, facilities may close down or become temporarily unavailable without our knowledge. We are therefore unable to accept responsibility for this.

Meals

Our prices are based on continental breakfast (rolls, preserves, cheese, ham, tea and coffee). Eggs or English breakfast may be available at a supplement. If you need special meals for medical or religious reasons, please let us know well in advance so that we can inform the hotel and airline. We regret we cannot cater for strict Kosher, Muslim or Vegan diets. Please advise us in writing at the time of booking of any dietary or medical conditions.

Payments of Invoices

Please ensure all payments are made by the required date and for the correct amount. As 321ski is a trading name of 321dive Ltd all cheques should be made payable to 321dive Limited. We can also accept payment by BACS bank transfer. *321ski reserves the right to charge a late payment fee of £25 per travelling passenger should you fail to meet the required invoice payment deadline. This is due to our own deadlines with our suppliers.*

Continental Standards

A 2 or 3 star hotel in the UK may not compare to the equivalent on the Continent. Similarly, transport and local service suppliers will have their own customs and

regulations. We request that you remain sensitive and considerate in this respect.

Requests

Please make any request in writing. Equally confirmation will be provided in writing.

Passports, Visas and EHIC

It is the Party Leader's responsibility to ensure that all members of their party have a valid passport, and/or a visa, and EHIC when applicable. All British Citizens (including children and infants) require a full British passport to travel. If you or any member of your party is not a British citizen or holds a non British passport, you must check passport and visa requirements with the Embassy or Consulate of the countries to or through which you are intending to travel. A collective passport can be used for the majority of European countries. An application form can be obtained from the Passport Office. The cost of the collective passport is not included in the tour price. We cannot accept responsibility for any cost or fines incurred due to non-compliance with the above nor can we accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation.

Crèche, Child Supervision and Kindergartens

These services must be booked and managed by the individual direct with the supplier . These services do not form part of your contract with 321ski. Some resorts operate ski kindergartens where infants and children are taught to ski. This is not conventional ski school, is at extra cost and not part of the 321ski SkiEssentials.

Ski Passes

We may quote for your school ski trip many months before some lift companies are prepared to confirm their prices for the following season. If the lift company builds new lifts, which we believe adds value to your experience, this is an extra service. This therefore will not be included in our prices. In this situation a small supplement may be applied to your invoice.

Type: Hands-free magnetic ski passes are becoming increasingly prevalent and allow skiers to be processed quicker through an automated system. There is usually a 5Euro deposit payable. This is returned at the end of the week.

Pocket Money

321ski recommends a small amount of disposable cash for inbound and outbound routes. The SkiEssentials package caters for all that is required so all that is above and beyond is the individual's choice. 321ski recommends around £10 a day.

Rooming Lists

As rooming lists are such a dynamic document for hoteliers we cannot guarantee your wishes. Rooms have to be completely filled, but 321ski will try to honour requests as best we can. We often have little or no control over room changes with the hotelier. Additionally, we may only learn of any changes at the last minute.

Ski Facilities

We do not own or operate ski lifts or winter sports facilities and from time to time, ski lifts, toboggan runs, ice rinks and other facilities may close down or

become temporarily unavailable, often without our knowledge. We are therefore unable to accept responsibility if these are withdrawn.

Ski Insurance

Please check that you have reputable insurance cover equivalent to our nominated insurer. If not, 321sk will be happy to advise and provide a quotation. This is a condition of booking.

Ski Pass Photos

We are not always able to tell you which resorts require ski pass photos, and the information changes periodically, so we recommend you obtain these in advance from a UK photo booth because photographs in resort are expensive.

Ski Schools

Ski school teaching groups are based on an average of 12 paying pupils per class, and does not include supervisory adults. Extra hour lessons can be provided at the supplement in the price list. Ski schools are reluctant to allow young children to join adult ski classes because of the different dynamics and teaching styles required. The age limit for children in adult classes varies but is usually from age 7 in Italy, and 12 in Austria and France.

Snow Guarantee

321ski selects the resorts with great care, paying particular attention to the snow record and for their school suitability. Many resorts have snow cannons and access to glaciers. It is the responsibility of the local ski school to decide if conditions become unsuitable for skiing. Should this occur, we will do our best to get you to snow within the conditions of your insurance policy.

Teacher's Role

Teachers are vital in the delivery of a school ski trip and we recognise this with our generous free places ratios. However, teachers are in loco parentis and are deemed to be responsible for supervising pupils out of lesson.

Resort Representatives

You may use your rep as much, or as little, as you like. There may be occasions when your rep is not resident in resort. Don't worry, we are always contactable immediately by phone, and our reps will see you during the week to provide our usual excellent service. 321ski resort representatives are not employed to sell you extras. Ski passes, equipment hire and ski school are included in your price so your rep is free to help you have a good time, and ensure the organisation of the week goes smoothly. They may suggest après ski events and so on but there is absolutely no pressure to participate.

Air Packages:

Advanced Passenger Information is now required for all flights and is required at the initial booking. This involves the following detail:

1. Full first name, surname and title as it appears in your passport
2. Gender
3. Date of birth
4. Passport number
5. Nationality
6. Passport expiry date
7. Country of issue

8. Country of residence

It is essential that this information is correct at the time of booking. We ask you therefore, for your fullest cooperation for the prompt return of this information. Any delay will jeopardise your travel arrangements, and we are unable to accept any liability for any failure in service caused by late or incomplete lists. If you require any further assistance or guidance, please do not hesitate to contact our office team.

Security and Dangerous Goods: Group members must pack their own luggage and normal regulations on prohibited items apply.

Airport Check In Times: Due to increased airport security we recommend that you check-in at least 3.5 hours before departure.

Luggage Allowance: The luggage allowance on our flights are normally one piece of luggage (maximum of 20kg each) plus one small item of hand luggage (generally 5 kg) per person. You will be advised of exact details based on the airline you travel on your ATOL Invoice. You should refer to that as a guide alone.

Passport names: 321ski will need all passport names at the time of booking. This information is required to confirm your flight and it is the Party Leader's responsibility to ensure that ALL names given are in full and exactly as shown on the individuals passport. We do not accept any responsibility for incorrect/abbreviated names submitted and any subsequent amendments will be dealt with as a name change. Once the airline have received and processed the names, any subsequent amendments or name changes will carry a charge from a minimum of £130 up to the full price of a replacement air ticket, plus a payment of £40 per child or £60 per adult to cover the new Insurance premium. Any name change alterations made by you within 8 weeks of departure will be treated as a cancellation of the original booking by you and a request for a new booking and will be subject to the cancellation charges and payment of the full cost of the new booking.

Check in/Check out Times: In order that accommodation may be prepared for the next arrival of 321ski guests, bedrooms must be vacated by 10.00 am on the last day of your holiday. This will require you to pack and be ready to go prior to that day's skiing.

Currency: 321ski advises all travelling parties bring foreign currency with them from the UK. Often schools will set up a bank for safekeeping. Travellers cheques are no longer that widely accepted as they once were, but 321ski does not take any liability for lost, stolen or misplaced monies.

Tipping: There is no requirement to tip at any time during your week. Should you wish to do so however I am sure it will be gratefully received!

Alcohol: The legal drinking age on the continent is often lower than in the UK. 321ski expects the accompanying teachers as loco parentis to make local judgement.

Release of Liability Forms: It is a requirement in some resorts that 'Release of Liability Forms' are completed by each student and signed by the parent or legal guardian in order for them to participate in the ski school; this is standard practice. Please enquire with our office team for details.