

### Welcome

We hope that you have a great stay in the mountains at Hôtel Floralp with your friendly host Georges. We trust that you will find that your accommodation is both comfortable and practical.

The following useful information should help you get the most out of your time on holiday, though if you have any queries please don't hesitate to ring the Ski Weekender office on +33 450 51 61 95.

If you have communicated any specific dietary requirements to us, these will have been passed on to the hotel. Please confirm at reception upon arrival.

If a representative from Ski Weekender transferred you to your hotel, they should have given you an overview of the local area.

Details of your transfer departure times will be sent to you via text message to the mobile number you provided to us at the time of booking; please ensure this number is correct and contactable in France.

All relevant information regarding your stay in La Clusaz should be detailed in your welcome letter and outlined in this handy Ski Weekender Room Folder. You will also find within this Room Folder a local area map of La Clusaz which highlights key amenities within the village.

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## Key Times

Breakfast	0800-1000h
Telecabines Open	0845h
First Ski Lessons	0900h
Last Telecabine down to La Clusaz	1700h
Last interstation buses <i>- check bus timetable for details</i>	1800h
Dinner Service	1900-2030h
Hotel Bar Opening Hours	All day-0100h

## Coronavirus

For the safety of both the hotel team and guests, we require that the hotel team and our guests comply with all local and national guidelines relating to managing risks associated to the Coronavirus pandemic. The hotel team will be able to offer you any guidance that you may require. We respectfully request that you adhere to local regulations, acknowledging that these may be different to those that you are used to back in the UK.

The hotel team will lightly service your room on a daily basis. If you would prefer that your room is not serviced during your visit, please let reception know.

# Hotel Facilities

## Breakfast

Breakfast is served in the dining room, located to the right of the Reception area.

Breakfast is served between 0800 and 1000 daily. Breakfast is a self-serve continental buffet with croissants and other viennoiseries, cereals, fruit, yoghurts, fruit juices and hot drinks.

## Bar

The bar is located on the ground floor, to the left of the Reception area. It is open all day, seven days a week, closing at 1900h. Drinks can be charged to your room tab.

## Restaurant

The restaurant is situated on the ground floor.

The evening meal is served between 1900 and 2000h. A reasonably priced wine list is available to accompany your meal.

## Internet Access

The hotel has WIFI throughout the common areas. You should have been given a WIFI code whilst checking in. If you do not have a code, please ask at reception.

## T.V.

There is a T.V. in the breakfast room, however, this will broadcast French-speaking channels only.

## Towels

Towels are provided. Your towels will not be changed during your stay unless you specifically make a request at reception.

## Pillows and Blankets

Spare blankets and pillows are kept in each room. Should you require additional pillows or blankets, please ask at reception.

## Room Keys

You will be given your room key on arrival. Please take your room key out with you, rather than leave them with reception during your stay.

A key replacement charge may be applied to your room tab, in the event of any lost keys. Please let Reception know as soon as possible, if you have lost your keys.

## Ski Weekender

Our transfer driver should have given you a brief resort overview on your way to the hotel.

Do feel free to contact us in the event of any immediate issues, should you need to, on:

The **Ski Weekender office** on +33 450 51 61 95

In the event of an **emergency**, please contact +44 7898 252 301.

## Ski Lift Pass

We have arranged lift passes on your behalf- you should have received these in your Welcome Pack given to you by reception upon arrival. Your lift pass is a full Aravis lift pass and gives you access to the extensive skiing at both Le Grand Bornand and La Clusaz. It also gives you free transport on the inter-station ski buses.

A ski bus timetable and Aravis piste maps should also be included in your welcome pack.

You should carry the lift pass, along with the paper receipt, with you at all times when on the mountain. The paper receipt serves as proof of purchase and will facilitate the issuing of a replacement pass, in the off-chance that your pass is faulty, or you lose it.

Your lift pass should be worn in a pocket on the left side of your body. Mobile phones can interfere with the magnetic properties of the lift pass and should not be carried in the same pocket as your lift pass.

**Please help us out by returning your lift pass to reception on the day of your departure.**

## Ski Hire

**Ski 3000**, conveniently situated on the way to the main Patinoire and Beauregard gondola lifts, offers our guests a 15% discount, along with *consigne* facilities whereby you can store your skis and boots at the shop at the end of the day to make your trip back up to the hotel more convenient in comfortable shoes.

You will find ski hire discount vouchers within your Ski Weekender Welcome Pack, which you should have received on check-in. Please ask at Reception if you have not received your Welcome Pack.

## Ski Lockers

The hotel has a ski locker room should you wish to store your own equipment. Please ask at reception for further details.

## Ski Lessons

If you have pre-arranged group lessons through our office, these will take place in **Le Grand Bornand** and you should have been given details of meeting place/instructor name. Please

note that any lessons that you have pre-booked through Ski Weekender will need to be paid for locally and as such, will be invoiced to you to settle on departure.

Should you choose to take lessons once in resort, please arrange these directly with the **ESI** office in La Clusaz, online at [www.esi-laclusaz.com](http://www.esi-laclusaz.com), or by phoning +33 (0) 450 32 66 05. The office location is highlighted on the map in this folder. Most of their team have a good level of English.

## Ski Bus

Both your ski lift pass and the Cartes d'Hotes card, supplied to you by the hotel upon arrival, give you access to the local buses travelling around La Clusaz. Please ensure that you carry one of these with you, as bus drivers may ask you to present it. Please ask for a Cartes d'Hotes card at Reception, if you have not received yours.

Access to Le Grand Bornand is by the inter-station Ski Bus which links the resorts of Le Grand Bornand – Saint Jean de Sixt – La Clusaz. This is a regular bus service that runs through the day and takes approximately 10 minutes. A timetable is included in your welcome envelope. Please note that the inter-station bus departs from the main bus station, conveniently located 50m from the hotel (as highlighted on the map in this folder). The bus back from Le Grand Bornand departs from the foot of the ramp leading up to the main Rosay gondola lift and does not make any stops through the village centre, other than at the main Gare Routiere (bus station).

Please note that the late return buses can be very busy at peak times, particularly during French school holidays and at weekends; we would recommend catching the 1630ish bus, at the latest!

The last inter-station bus returns at 1800!

## Departures and Check-out

Check-out time from your room is 1000h. Please check out of your room **before** you head up the mountain to ski. You will be asked to settle your 'hotel tab' at check out as well as any additional services that we may have arranged on your behalf, such as early transfers, lessons or clothing hire. Both cash and card (except American Express) payments are accepted.

### Luggage Storage

The hotel is happy to store your luggage whilst you are out skiing on your last day; please speak to Reception and drop your bags off at the bar for storage.

### Changing Facilities

Please enquire at Reception for details of changing facilities on your last day, as this is dependent on availability. Facilities may be limited, so please allow sufficient time to change ahead of your transfer pick-up time.

### Departure Transfer

Your transfer pick-up time will be sent via **text message** to the mobile number you/your group leader provided at the time of booking; please ensure this phone is switched on and the mobile network operates correctly in France. Typically, you will be collected around 3.5 hours before your flight's scheduled departure time. If you are unsure about your transfer pick-up time, please contact the Ski Weekender duty mobile on +44 (0) 789 825 2301.

## Contact Details

For any queries regarding your stay, please speak to either Georges or the hotel reception team – they will be around from approximately 0800-2230h every day.

If you have any unanswered questions or concerns, please feel free to contact the Ski Weekender office on [info@skiweekender.com](mailto:info@skiweekender.com), or phone +44 (0) 845 557 5983.

In the event of an emergency, please contact the Ski Weekender duty mobile on +44 (0)7898 252 301.

