

Welcome

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

If you have communicated any dietary or medical requirements to us, these will have been passed on to the hotel already. However, please make sure you confirm any specific dietary or medical requirements with the Receptionist as soon as possible to ensure you have a relaxed and enjoyable stay.

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 Saint Gervais should be detailed in your welcome letter and outlined in this handy Ski Weekender Room Folder. However, if you have any unanswered questions or concerns, please feel free to contact the Ski Weekender office on +44 (0) 845 557 5983.

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Key Times

Breakfast	0730-1030h
Telecabines Open <i>- check piste map for specific times</i>	0830-0900h
First Ski Lessons	0900h
First Bus to Telecabine St Gervais Bettex	0825h
Last Telecabine down to St. Gervais <i>- check the piste map for specific times</i>	1700h
Last Bus from Telecabine St Gervais Bettex <i>- check bus timetable for full details</i>	1820h
Hotel Bar Opening Hours <i>- please see Reception staff for exact times</i>	All day-2000h

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 through the living room on the ground floor of the hotel. Breakfast is a self-serve continental buffet and served between 0730 and 1030h daily.

Bar

The bar is located within the breakfast room, on the ground floor. It is open daily from around 1500h and closes when the Reception team finish for the day.

Please speak to the Receptionist regarding closing times. Drinks can be charged to your room tab.

Internet Access

There is WIFI available throughout the hotel. You should have received a WIFI password during check-in; if you do not have a code, or it does not work, please ask at reception.

T.V.

There is a T.V. available in all rooms and in the communal living room which show French speaking channels – apart from BBC World, which broadcasts in English.

Towels

Towels are provided and will be changed daily. Should you require additional towels, please speak to Reception.

Pillows and Blankets

Two spare pillows are kept in each room. Extra blankets are available on demand. Should you require any additional pillows or blankets, please see Reception.

Room Keys

You will be given your room key on arrival. Please take your keys 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.

Ski Weekender

During check-in you should have received your Ski Weekender welcome envelope from the Receptionist. The welcome envelope, along with this Ski Weekender Room Folder should provide you with all the information you need during your stay. However, in the event of any immediate issues, please contact:

The **Ski Weekender office** on +44 (0) 845 557 5983.

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

Ski Lift Pass

As we have arranged your lift pass(es) in advance, you should have received these and a paper receipt in your welcome envelope given to you by reception upon arrival. Your lift pass is a full *Evasion Mont Blanc* lift pass which gives you access to over 450km of great skiing across the villages of Saint-Gervais Mont-Blanc, Saint-Nicolas de Véroce and Megève, as well as the villages of Combloux and La Giettaz. A piste map should be in your welcome envelope, however, these are also available at reception and at the main lift stations. Your lift pass also gives you free transport on the inter-station ski buses - make sure you display this when you catch one of the local buses!

You should always carry your lift pass and the receipt with you 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 kindly return your lift pass to reception on the day of your departure.

Ski Hire

There are a number of ski hire shops (location de ski) available within the village, however, we recommend **Claude Penz Sports**, conveniently located at the top of the Le Bettex telecabine. You should have received a voucher in your welcome envelope which entitles you to 10% off your rental and free locker hire. If you hire gear through Claude Penz Sports you can leave your ski equipment in one of their lockers for the duration of your hire, meaning you don't have to carry your gear back down to the hotel!

Ski Lockers

Please speak to the Receptionist if you need to store your skis/snowboard gear at the hotel, as there may be a ski storage facility available onsite. There are no boot warmers, however, the storage room itself will be heated. Please take care when carrying your skis through the hotel reception area.

Ski Lessons

All ski/snowboard lessons must be arranged independently with one of the local ski schools in the area. We recommend the **École du Ski Français (ESF)** who have an office just minutes' walk from the hotel in the centre of the village, next to the Office de Tourisme in the Maison de St Gervais. Drop in to the ESF office or call them directly on +33 (0) 4 50 47 76 21, or +33 (0) 4 50 93 10 14 in Le Bettex to book and pay for your lesson. Lessons are best booked in advance.

The lesson meeting point for the ESF is situated at the top of the Bettex Telecabine in front of you to the left, as you exit the lift building.

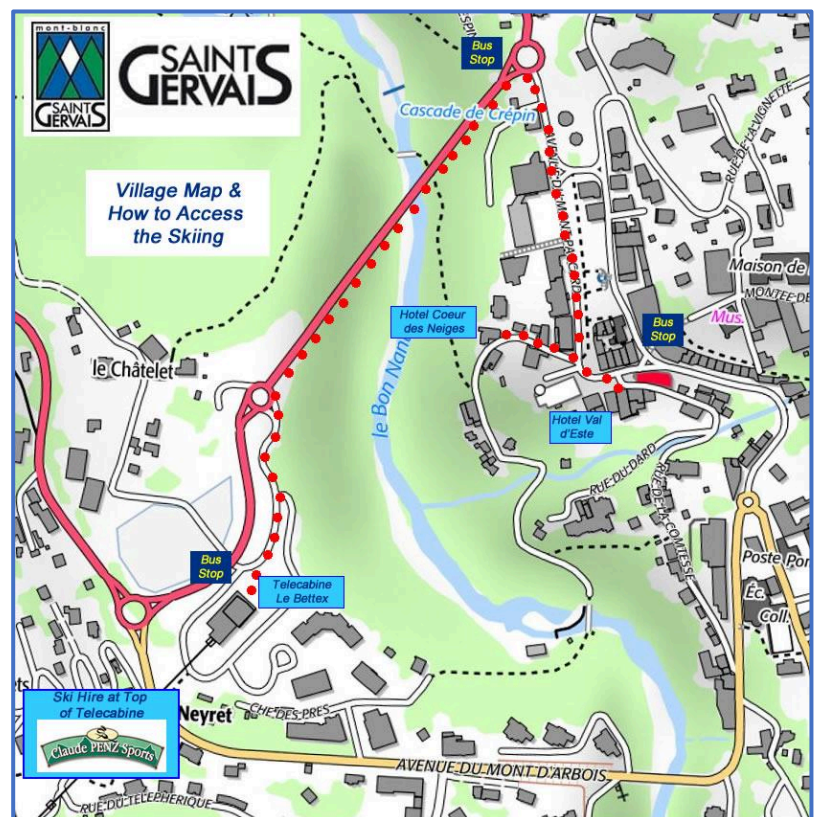
Ski Bus

Both your ski lift pass and the Cartes d'Hotes card, supplied to you by the hotel upon arrival, give you free access to the local buses travelling around Saint Gervais and the wider domain area. Please ensure that you carry one of these cards with you and present it to the bus driver when boarding the bus. The Cartes d'Hotes card may also entitle you to additional benefits at some of the local attractions – see reception for further information.

To get to Telecabine **Le Bettex**, the closest access point to the ski area, you can take the ski bus from the bus stop located outside the Office de Tourisme (as indicated on the map), conveniently located only a few minutes' walk from your hotel.

The buses run every 15 minutes, 7 days a week. 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 a bus back to the hotel at around 1700h, at the latest!

Please see the bus route map and timetable within this folder, or ask at Reception, for further details.



Departure Day and Check-out

Check-out time from your room is 1100h. Please check out of your room **before** you head out to ski for the day. At check-out, you will be asked to settle your 'hotel tab' and any charges for additional services that we may have arranged on your behalf, such as early transfers. Both Euro cash and card payments (including American Express) are accepted.

Luggage Storage

The hotel is happy to store your luggage whilst you are out skiing on your last day; please bring your bags to reception and confirm whether to leave your bags in the common lounge area, or in the basement for the day.

Changing Facilities

If you have checked out, a room may be available until 1600h for you to shower and freshen up in; please ask the receptionist about this facility. Alternatively, the toilets on the ground floor are available for you to use to get changed in after skiing. Facilities are 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.

Saint Gervais

The village of Saint Gervais is conveniently located only a few minutes walking distance from the hotel. Within the village you will find local amenities such as retail stores, bakeries, many bars and restaurants plus the ski school (École du Ski Français/ESF) office.

As you are staying at Hôtel Cœur des Neiges on a bed and breakfast basis, we have included a local *Saint Gervais Restaurant Guide* in this folder, to help you decide on somewhere to go for dinner. We recommend booking a table in advance, especially during peak times.

Contact Details

Please feel free to speak to Sebastien or the hotel receptionist regarding any queries or requests during your stay - they will be around from approximately 0900-1900h every day.













If you have any unanswered questions or concerns, please contact the Ski Weekender office on 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.

St Gervais – Village Restaurants

Restaurant	Pricing	Contact Details
 <p>Pur Bar</p>	<p>€€</p>	<p>+33 4 50 18 62 76</p> <p>101 Avenue du Mont Paccard</p> <p>https://www.facebook.com/purbarrestaurant</p>
<p>Lively and spacious bar that also do tapas and smaller dishes – includes good sharing dishes, burgers, nachos etc. On the main square just 100m from the hotel</p>		
 <p>Brasserie du Mont Blanc</p>	<p>€€- €€€</p>	<p>+33 4 50 90 44 84</p> <p>31 Avenue du Mont Paccard</p> <p>https://www.facebook.com/brasserie dumontblancsaintgervais/</p>
<p>Welcoming brasserie/bar that offer good food with a good local reputation. Nothing too fussy, but a good menu at a good price. Features a good range of dishes, including plat du jour, burgers, fish etc. Great location just by your hotel and big glass windows to watch the world go by!</p>		
 <p>Le Galeta</p>	<p>€€- €€€</p>	<p>+33 4 50 93 16 11</p> <p>150 Impasse des Lupins</p> <p>http://www.le-galeta.fr/ See the menu at http://www.le-galeta.fr/carte.html</p>
<p>Great atmosphere and traditional charm in this old wooden chalet. Plenty of local specialities (fondue, raclette, tartiflette etc) but also great meat on the BBQ grill. Fun place, good food and good value - just a step away from your hotel.</p>		
 <p>L'Eterle Restaurant Pizzeria</p>	<p>€€- €€€</p>	<p>Reservations: +33 4 50 93 64 30 / Take-away: +33 9 83 37 94 51</p> <p>113 Avenue du Mont d'Arbois</p> <p>https://www.eterle.com/</p>
<p>Good wood fire pizzas, nice selection of pasta dishes and large salads at a reasonable price. Mountain chalet atmosphere inside, with a covered and heated terrace outside. Take-away available.</p>		

<p>Restaurant 4 Epices</p>		<p>€€- €€€</p>	  	<p>+33 4 50 47 75 75</p> <p>128 avenue du Mont d'Arbois</p> <p>https://www.saintgervais.com/restauration/restaurant-4-epices-saint-gervais-les-bains</p>
<p>Traditional restaurant with varied menu as well as local specialities (cheese!). Burgers, risotto and specialities around €16.</p>				
<p>L'Edelweiss</p>		<p>€€- €€€</p>	  	<p>+33 9 83 24 75 86</p> <p>44 rue de la Comtesse</p> <p>https://www.facebook.com/Restaurant-Edelweiss-1566715726677933/</p>
<p>Big on the Specialities Savoyarde (fondue, Mont D'Or, reblochonnade) so it's a cheesy menu! Small and friendly restaurant, close to the church in the heart of the village. Take-away available.</p>				

St Gervais – Gourmet Restaurants

<p>Le Sérac</p>		<p>€€€€</p>	  	<p>+33 4 50 93 80 50</p> <p>22 rue de la Comtesse</p> <p>https://www.3serac.fr/le-s%C3%A9rac-restaurant/</p>
<p>A true gastronomic restaurant in the heart of the village. A dining experience rather than a place for just a meal. Menus' start at €48 and €65.</p>				
<p>Bistrosérac</p>		<p>€€- €€€</p>	  	<p>+33 4 50 98 43 35</p> <p>38-40 Avenue du Mont Paccard</p> <p>https://www.3serac.fr/bistrots%C3%A9rac/</p>
<p>A more informal setting and a better value menu for the Bistrosérac – but same attention to great produce and fine presentation. A good choice of dishes and good value lunches!</p>				
<p>Rond de Carotte</p>		<p>€€€€</p>	  	<p>+33 4 50 47 76 39</p> <p>50 rue de la Vignette</p> <p>http://www.ronddecarotte.fr/index.php</p>
<p>Fresh, simple menu. Good food done well with a quality take on it. Starters around €15, mains around €30, full menu for €55.</p>				