

Hotel les Ecureuils



Welcome

We hope that you have a great stay at Les Ecureuils with your friendly host **Nadege** and her team. We trust that you will find your accommodation is both comfortable and practical.

The following important and 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 discuss them with our rep during their visit to the hotel or ring the Ski Weekender office on +33 450 51 61 95.

A representative from Ski Weekender will have transferred you to the hotel and will have given you an overview of the local area; we don't have our team onsite at the hotel consequently the hotel team should be your first point of contact throughout your stay and are happy to help answer any queries or requests you may have.

If you require additional support/information over and above what the hotel team can offer, please call our Duty Manager based in France on our Duty Mobile + 44 (0)7898 252 301

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.

Within this Ski Weekend Room Folder, you should find an orientation map which highlights the location of key amenities within the village.

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Key Times

0745-0915h	Breakfast
All day- restaurant closing time	Bar Opening Times
0845h	Telecabines Open
0900h	First Ski Lesson Time
1700h	Last Telecabine down to Grand Bornand
1800h	Last interstation buses <i>Check bus timetable for full details – available at Reception</i>
1000h	Check-out Time- <i>Please check out of your room on departure day before heading out skiing!</i>

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, beyond the reception desk.

Breakfast is served between 0745 and 0915 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 and is open all day Monday-Sunday and closes when the restaurant closes. Drinks can be charged to your room.

Restaurant

The 5-course evening meal is served between 1900 and 1945h

The dining room is situated on the ground floor. The menu is available every morning; please let reception know as soon as possible/by the morning of the meal should you have any dietary requirements, as the kitchen will endeavour to arrange a replacement for you.

If you have communicated any specific dietary requirements to us, please confirm these with the hotel reception staff.

Internet Access

Wireless Internet (WIFI) is available throughout the hotel. Please check for details at reception.

T.V.

TVs available in your room.

Towels

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

Pillows and Blankets

Additional spare blankets and pillows are available - should you require any, please ask at reception.

Room Keys

You will be given your room key on arrival – you are advised to keep this key on you for the duration of your stay.

A lost key replacement charge of €30 will be applied in the event of any lost keys.

Ski Weekender Contact

Our transfer driver will have given you a brief resort overview; we don't have our team onsite at the hotel consequently the hotel team should be your first point of contact throughout your stay and are happy to help answer any queries or requests you may have.

If you require additional support/information over and above what the hotel team can offer, please call our **The Ski Weekender office** in France on +33 450 51 61 95 or our French based Duty Manager on our Duty Mobile + 44 (0)7898 252 301

Ski Hire

Le Paret Sports, situated at the foot of the Joyere gondola lift, offers our guests a 10% 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 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 Lift Pass

As we have arranged lift passes on your behalf, you should have received this 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 Lockers

If you decide to bring your skis back to the hotel, there is a ski storage facility on the ground floor of the hotel. This can be accessed immediately from the exterior- please don't carry ski equipment through the hotel.

Ski Lessons

If you have asked us to arrange ski lessons on your behalf, all details regarding this will be **sent by text message** to the mobile number you provided at the time of booking. Please ensure this number is contactable in France and remember to check it regularly.

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.

If you require lessons over and above those that we have arranged for you, please book and pay for these directly at the ESF office located in the Tourist Office in the centre of Le Grand Bornand or call them on +33 (0)4 50 02 79 10.

The meeting point for ski lessons is in the area immediately upon exiting the Rosay gondola lift. Your lessons have been booked with the **École du Ski Français (ESF)** under the reference of *Ski Weekender*. ESF instructors are dressed in a red uniform, with ESF badges prominently displayed and a name badge. If you are unable to locate your specific instructor, any ESF team member should be able to assist you.

Ski Buses

Both your ski lift pass and the Cartes d'Hotes card, supplied to you upon arrival, give you access to the local buses travelling around Grand Bornand, including Chinaillon. 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 La Clusaz 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 bus timetable is included in your welcome pack. Please note that the inter-station bus departs from the foot of the ramp leading up to the Rosay gondola lift and does not make any stops through the village centre other than at the main Gare Routiere (bus station). If you are planning to ski at La Clusaz, it is worth considering using the *consigne* facility at **Le Paret Sports** for convenience, as it is close to the pick-up and drop off of the inter-station bus service.

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!

Check-out and Departure

Check-out time from your room is 1000h. Please check out of your room **before** you head up the mountain to ski. The hotel is happy to store your luggage whilst you are out skiing on your last day; please drop your bags off at the 'Ski Room' on the ground floor at check out.

There is a bathroom and toilet available for your use on the first floor of the hotel after skiing on your last day if you have checked out of your room and need to freshen up before your trip home. Facilities are limited, so please allow sufficient time to change and shower ahead of your transfer pick-up time.

Your departure times will be posted on the Ski Weekender notice board within the hotel the evening prior to your departure. If there are any late changes to your pick-up time, these will be texted to you. Please ensure that we have a mobile number we can contact you on whilst you are in France.

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 and pre-booked lessons. Cash and cards (except American Express) are accepted.

Contact Details

Please feel free to speak to the hotel reception team regarding your stay - they will be around from approximately 0730-2130h every day.

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

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

Village Centre
for bakery, butchers,
retail stores

Hotel La Pointe Percée

Le Paret Sports Ski hire
0830-1830h

Le Rosay and La Joyère Gondola

Post office

ATM Machine

Supermarket

Grand Bornand bus station (Gare Routière)

Pharmacy
Daily 0900-1215, 1430-1930
Sunday 1000-1200, 1630-1900

Tourist Office
0900-1200h, 1400-1800h

Doctor
0900-1830h
Tél: 04 50 02 20 36 15

Hotel Rooky Mountain

Hotel Les Glaieus