

## Welcome

We hope that you have a great stay in the French Alps at Hôtel Neige et Roc with your friendly host **Monsieur Deffaugt** and his Reception Team. 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 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 Reception team 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 Samoëns are 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.

## Folder Contents

	Page
Key Times	P 2
Hotel Facilities	P 3
Ski Weekender, Ski Lift Pass, Ski Hire	P 4
Ski Storage, Ski Lessons and Ski Bus	P 5
Departure Day and Check-out, Samoëns, Contact	P 6
Bus Timetable	P 7

## Key Times

Breakfast	0730-1000h
Telecabines Open <i>- check piste map for specific times</i>	0900h
First Ski Lessons	0900h
First Bus to the Grand Massif Express	0833h
Last Telecabine <i>- check piste map for specific times</i>	1700h
Last Bus from Grand Massif Express <i>- check bus timetable for details</i>	Around 1730h
Dinner Service	1915-2100h
Hotel Bar Opening Time	0800h
Hotel Bar Closing Time	0000h (midnight)

## 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 hotel restaurant which is located on the ground floor of the hotel. Breakfast is a self-serve continental buffet and served between 0730 and 1000h daily.

### Bar

The bar is located next to the restaurant on the ground floor and is open daily from around 0800h and closes at 0000h (midnight). Drinks can be charged to your room tab.

### Restaurant

The evening meal is served between 1915 and 2100h in the restaurant which is situated on the ground floor. The dinner menu is available ahead of time. Please let reception know by the morning of the meal should you have any dietary requirements, or if you wish to change one of the available courses.

### 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, please ask at reception.

### T.V.

There is a T.V. in each room which broadcasts predominantly French channels, as well as limited English-speaking channels.

### Towels

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

### Pillows and Blankets

Spare pillows and blankets are kept in each room, however, should you require any additional pillows or blankets, please speak to the reception team.

### Leisure Facilities

There is a gym, an indoor heated swimming pool and a jacuzzi available free of charge to all hotel guests. Please note, swimming trunks/speedos must be worn in the jacuzzi and pool; board shorts are not permitted. Please contact reception to reserve your slot as due to COVID, numbers accessing the facilities at any one time are limited.

Guests can also enjoy table football, table tennis and a pool table in the games room.

## Room Keys

You will be given your room key on arrival. Please leave your keys with reception when leaving the hotel for the day. 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 Reception team. 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

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 *Grand Massif lift pass* and gives you access to over 265km of extensive skiing across the villages of Samoëns, Flaine, Les Carroz, Morrillon and Sixt Fer a Cheval.

A piste map should be included in your welcome envelope; extra maps 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 show your pass if you board one of the local buses!

You should carry the lift pass, along with the paper receipt, with you at all times when on the mountain. The 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 using **The Roland Gay (Ski Set)** ski hire shop located in the heart of the old town, facing onto the main square. One great benefit of hiring gear through Roland Gay ski hire means you can take advantage of their lockers at the top of the Grand Massif Express (GMA) cable car and leave your skis and boots with them at the end of each day for the duration of your hire period.

You should have received a voucher for The Roland Gay (Ski set) hire shop in your welcome envelope, which entitles you to *15% off your rental*.

## Ski Storage

If you have hired skis, or brought your own, and wish to store them at the hotel, there is an onsite ski storage facility conveniently located on the ground floor. 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 **ESI 360 International**. To book and pay for your lesson, head to the ESI booking office which is located close to the Grand Massif Express (GME) lift, on the edge of town – or call them on +33 (0) 4 50 53 38 92. Lessons are best booked in advance.

## 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 Samoëns and the wider domain area. Please ensure that you carry one of these with you, as bus drivers may ask you to present it. The Cartes d'Hotes card also entitles you to some additional benefits at some local attractions – see Reception for further details.

To get to the closest ski access point, the *Grand Massif Express (GME)* lift, take the *yellow line* ski bus; the nearest bus stop for this line is on the **Avenue des Loisirs**, a 30-metre walk from the hotel entrance. There is a local bus route map and timetable within this room folder, for your reference.

Please note that the late return buses can be very busy at peak times, particularly during weekends and school holidays; we recommend catching a bus around 1700h, at the latest!



## Departure Day and Check-out

Check-out time from your room is **1000h**. Please check out of your room **before** you head out to ski for the day. You will be asked to settle your 'hotel tab' at check out and settle any charges for additional services that we may have arranged on your behalf, such as early transfers. Both Euro cash and card payments 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 when you check-out and confirm where to leave your bags.

### Changing Facilities

If you have already checked out of your room, please speak to the reception team about the facilities you can use to get changed in after skiing on your last day. 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 *texted* to the mobile number you provided at the time of booking; please ensure we have the correct number for you and that your mobile network operates in France. If you are unsure about your transfer pick-up time, please contact the Ski Weekender duty mobile on +44 (0) 789 825 2301.

## Samoëns

The village of Samoëns is conveniently located only a 5-10-minute walk from Hôtel Neige et Roc. Within the village you will find local amenities such as retail stores, bakeries, many bars and restaurants plus the Roland Gay (Ski Set) ski hire shop.

You will find a Samoëns village map located in this folder for reference, however, feel free to speak to reception for further information about the local area.

## Contact Details

In the event of any queries regarding your stay, please speak to Monsieur Deffaugt or the hotel team - they will be around from approximately 0730-2300h every day.

If you have any unanswered questions or concerns, please 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.