

## Welcome

We're delighted that you've booked a ski trip with us this winter and hope you're getting excited about your holiday. We hope you will find the following information useful in helping you prepare for your trip, but if you have any specific questions then please check out our regularly updated [Frequently Asked Questions](#) or contact us – either by email [info@skiweekender.com](mailto:info@skiweekender.com) or by calling 0845 557 5983.

Remember you can keep up to date with the snow and see what we're getting up to on [Facebook](#) or [Twitter](#)

**NB. Group Leaders** – please make sure to forward this document to everyone else in your group.

## Your 'Lite' Ski Weekender Holiday

We hope you will have a great time staying at **Hotel Alpen Roc** in La Clusaz.

Our village centre 3-star hotel with its southern exposure, is all about the location with panoramic views of the Aravis mountain chain.

The hotel allows easy access to all the amenities of the town, as well as being just a short walk to the three main ski lifts. Furthermore, the local free ski-bus stop is just across the road should you want to venture further afield in La Clusaz.

The neighbouring resort of Le Grand Bornand is just 10 minutes away via the free interstation bus which leaves from the Gare Routière (bus station), a short walk from the hotel.

Hotel Alpen Roc has 108 comfortable ensuite rooms, all of which have fabulous views over either the spectacular Aravis Range or the picturesque village centre. The Alpine wooden clad rooms are fitted out with top-quality bedding, contemporary furnishings and fittings and contain a flat screen TV, hair dryer, safe, telephone, free WiFi and a modern bathroom with separate toilet.

Catering is on an 'all inclusive' basis - including drinks from the bar (beers, wines, spirits, softs)!

A buffet-style breakfast offers a comprehensive range of bread and pastries, juices, fruit, eggs, bacon, cereals, yogurts, etc. and afternoon tea is served from 16:00 with a selection of delicious cakes, brownies and muffins. Dinner is 3 courses with plenty of choices on offer, and local specialties are available too.



Hotel Alpen Roc is one of our Ski Weekender Lite locations meaning that whilst you do not have our Ski Weekender team onsite with you, your reception team will be on hand to address any queries you may have during your stay.

Our 'Lite Packages' at Hotel Alpen Roc include:

- Half board accommodation on an 'all inclusive' basis.
- Full Aravis region ski lift pass included and ready for you on arrival
- Afternoon / evening airport transfers during our standard transfer windows included in the package
- Access to our off-site Ski Team if required

### Hotel Amenities

To ensure you have a comfortable experience whilst staying at Hotel Alpen Roc, you will be provided with bath towels, bed linen, hairdryers and WIFI throughout the hotel.

The onsite spa complex features an indoor heated swimming pool, sauna, steam room, Jacuzzi and gym, whilst for those looking for some extra pampering, a variety of beauty treatments, revitalising massages and cleansing body scrubs are available, payable locally.

Should you require any specific amenities which are not detailed in this document, please email us on [info@skiweekender.co.uk](mailto:info@skiweekender.co.uk). Once at the hotel, a full list of facilities available can be found in your Ski Weekender room folder.

### Additional Services

- [Ski/Snowboard Hire](#) - We recommend our ski hire partner Ski 3000 in La Clusaz who are conveniently located at the foot of the main Patinoire and Beauregard lifts. As Ski Weekender guests, you will receive a 15% discount voucher in your personal welcome letter once you arrive at your resort. Ski 3000 offer a free consigne / locker service to our clients, whereby they will store your skis and boots overnight in a heated locker, making the stroll to and from your hotel more comfortable in normal shoes, without having to carry your skis and boots with you! For details and prices, please [see here](#)
- [Ski Lessons](#) – Our ski school partner in La Clusaz is ESI who can arrange lessons for you. These are best booked in advance. For details and to make bookings then please [see here](#)

## Advanced Preparations for Your Trip

If you haven't already done so, please ensure that you have provided us with all the requested information to allow us to properly plan for your trip. It is essential that we have your **Flight Details, Dietary Requirements** etc. well in advance of your arrival.

You can do this by visiting your personal webspace sent to you when your booking was confirmed.

Before you travel it is a good idea to download your airline's app to be kept updated with your flight's status.

*It is particularly important that we know of any special dietary requirements ahead of your arrival to allow the chef teams to accommodate your needs.*

Please ensure that you carry with you a valid passport. When arriving from a non-EU country, you'll need your passport or EU identity card – and visa if you need one – to clear customs. All non-EU travellers must carry a passport valid for at least three months beyond the planned departure date from the European Union.

If you are travelling from the UK and to find out how Brexit impacts your travel please [see here for latest advice](#)

It is essential that you obtain adequate travel insurance before you travel and that this covers you for the appropriate Winter Sports activities that you will be taking part in during your trip.

If you haven't already arranged a policy, you can do so with our [partner MPI insurance](#)

You should also bring with you a current EHIC card, which is available for free – [Find EHIC Details here](#)

## Coronavirus

Please note that regulations locally in France may differ to those that you are used to back home. For the safety of our partner team and guests, we will require that both our team members and guests comply at all times with Covid regulations as determined by the government nationally and by the Haute Savoie Prefecture locally.

## Your Arrival at Geneva Airport

Once you land in Geneva one of our drivers will be there to meet you in the Arrivals Hall immediately after exiting the baggage reclaim area on the Swiss side of the airport. Keep an eye out for your driver who will either be holding a Ski Weekender sign or, if one of our partner transfer companies is collecting you, they may be holding a placard displaying your name.

We aim to meet you in the Arrivals Hall once you land. However, on occasion, our drivers may be delayed – please do not panic if we are not there when you come through to the arrival area. Simply head to your right as you face out of the airport and go towards the end of the arrival hall. Our driver will come to find you in or around the Montreux Jazz Café, or the seating area just in front of it. Please be sure to switch your phone on and check it regularly for any texts, voicemails or messages from us once you have landed – and keep an eye out for our driver's placard!

Please note, as our transfers do not run at fixed times you may have a short wait on arrival to amalgamate with other guests arriving. Our aim is to keep any wait at the airport to 45 minutes or less – more often than not our drivers will meet you directly from the flight and get you underway immediately!

Once you have left the airport, the journey time to La Clusaz takes approximately one hour in normal driving conditions. Please note, if you are arriving between 1600-1800h there may be traffic delays of up to 30 minutes at the Switzerland/France border.

We actively monitor your flight status on the day, so we are usually aware of any flight delays, however, if you experience any major delays, or have any urgent concerns, please do not hesitate to call us on:

***Ski Weekender Office +44 (0)845 557 5983, or on our Duty Mobile + 44 (0)7898 252 301.***

In the event of severe weather conditions in the Alps and/or the UK, transfers may be rescheduled. We'll always do our best to minimise further delays to your transfer – however please bear in mind that on days like this our first priority is to ensure departing guests get to the airport in time to check in for their flights.

If changes on the day impact your transfer, we will contact you directly using the mobile number you've provided with your flights details to let you know specifics on how this will impact your transfer. If these changes happen whilst your flight is in the air, we'll leave you a voicemail message or send you a text with details. Please

make sure you have the mobile you've provided as a contact with you when you travel, and please turn this back on after disembarking to check for any messages from us.

If your flight is scheduled to arrive outside of our transfer window of 15:00-21:00, or you would simply like further information about the arrival procedure at Geneva Airport, please [see here](#) or contact us.

## Hotel Arrival Procedure

You will be met on arrival at the hotel by the reception team who will check you in.

They will give you a Ski Weekender Welcome Envelope in which you will find your ski lift passes along with some useful information to ensure you maximise your ski time whilst in resort.

Should you arrive at the hotel beyond 2230 your driver will help check you in. For late arrivals, the hotel team will leave you out a cold platter.

As well as the Ski Weekender welcome envelope which will be given to you upon arrival at the hotel, you will find additional useful information to help you enjoy your stay in your Ski Weekender Guest room folder. Due to current local regulations, we are unable to leave a physical folder in your room; the folder will be made available to you via a QR code which you will find in your welcome envelope.

Although we don't have our team onsite at the hotel, 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***

## What to Pack

We know a thing or two about being in the mountains (they are our backyard after all!) so in terms of packing we recommend more practical and durable items, as the weather can be variable.

To make it easier for you, we have compiled a list of key items to pack:

- ✓ Ski/snow gear – if you don't have your own you can hire it from one of our partners!
- ✓ Practical footwear – Sturdy outdoor shoes/boots equipped for walking in the snow and light indoor shoes – you may wish to bring some clean, slip-on shoes/slippers to wear inside.
- ✓ Swimwear – if you plan on using any pool/spa facilities -there is a public swimming pool in La Clusaz. *Please note, in France men must wear either speedos or skin-tight trunk-shorts to all public swimming complexes (Bermuda/board shorts not permitted)*
- ✓ Travel adapters and small appliance chargers (which must fit a Europlug power outlet)
- ✓ Euros € - ski hire, ski lessons and any additional extras such as bar drinks/snacks up the mountain are charged in Euros and must be paid for by credit/debit card or cash. ATM dispensers at Geneva airport will issue cash in Swiss currency which is not accepted in France! There are several ATM cash dispensers in the centre of La Clusaz village. *Please note, American Express (AMEX) is not widely accepted in France.*

Whilst the above list is not exhaustive, it will give you an idea of the packing requirements to ensure a comfortable ski break in the mountains.

## Contact Details

We hope that the enclosed information will prove useful to you as you make your final preparations ahead of travelling. For any general queries, please check out our regularly updated [Frequently Asked Questions](#) page.

If you still have any unanswered questions or requests to make, please feel free to contact us:

You can either email us on [info@skiweekender.com](mailto:info@skiweekender.com) or feel free to call us for a chat on 0845 557 5983,

The address of where you will be spending your holiday is:-

Hotel Alpen Roc, 388 Route des Grandes Alpes, La Clusaz, 74220, France - Tel : +33 (0)4 50 02 58 96

We look forward to welcoming you to the French Alps very soon!

*The Ski Weekender team*



### We're open...

9:00 to 18:00 Mon to Fri,  
9:00 to 13:00 Sat



0845 5575983

Calls cost 5p per minute plus access fee



[info@skiweekender.com](mailto:info@skiweekender.com)

### Any questions?

We've been here for more than 15 years  
and can help with all aspects of planning  
your ski holiday.



*Paul, Teak, Sharon, Jess and Katy*

### We're sociable...



### Stay up to date...

Click [here >>>](#) to sign up for news on our  
latest offers, tips and new resorts.

*Summer is all about the uphill... but it goes downhill in winter!*

*Did you know we are weekend specialists all year round?*

*During the summer months we offer Cycling and Walking short breaks in France*

