

Hotel Coeur des Neiges

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 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 Coeur des Neiges in Saint Gervais.

The hotel is situated in the centre of the thermal spa town of St Gervais-les-Bains, only a short walk from restaurants, bars and shops, as well as being only 800m from the cable car with access to the entire ski area of St Gervais and Megève.

The hotel only has 15 bedrooms, so it has a more intimate feel than some of the larger accommodations.

Each of the bedrooms are a good size yet cosy, with ensuite bathrooms, most of which have also been fully renovated in the last year.



Each room has its own tea and coffee making facilities.

The hotel has a stylish and comfortable lounge area with a welcoming open fire. A small bar offers a selection of champagne, wines and beers as well as local produce to nibble on. They also stock a range of original 'infusions', made from Bach Flower Remedies, and fragranced with thyme, sage and orange flower.

If you fancy something more substantial, there are a number of excellent patisseries/tea rooms to choose from within a minute's walk from the hotel!

Your stay is on a B&B only basis, which gives you great flexibility for your dining options with the many restaurants, bistros and bars of Saint Gervais a short stroll away in the village centre.

We recommend that you pre-book restaurants ahead of your stay, particularly if you are visiting during peak periods. For our Saint Gervais restaurant guide, please [see here](#)

Hotel Coeur des Neiges is one of our Ski Weekender Lite locations meaning that whilst you do not have our Ski Weekender team onsite with you, **Sébastien** and his hotel team will be on hand to address any queries you may have during your stay.

Our 'Lite Packages' at Hotel Coeur des Neiges include:

- B&B accommodation.
- Evasion Mont Blanc area ski lift pass accessing 445km of pistes 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 les Coeurs des Neiges, you will be provided with bath towels, bed linen, hairdryers and WIFI throughout the hotel.

The hotel has a new massage room. Françoise the practitioner performs wellness or sports massages as well as facials. Sébastien at reception will be able to provide you with further details on arrival.

Should you require any specific amenities which are not detailed in this document, please email us on 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](#) - For our guests in Saint Gervais, we recommend ski hire from Claude Penz, one of the ski shops at the top of the Bettex cable car, the main lift up out of Saint Gervais resort town. Their shop is located at the top of the telecabines and they offer Ski Weekender guests a 10% discount. As a Ski Weekender guest you can leave your skis and boots in their secure heated lockers overnight – meaning you are free to explore the town and return to your hotel in normal shoes. Our Ski Weekender ski rep will be available on Tuesday and Friday mornings at the ski shop to assist you between 09:15 and 09:45.
For details and prices please [see here](#)
- [Ski Lessons](#) – Our ski school partner in St Gervais is ESF who can arrange lessons for you. These are best booked in advance. For details, prices and how to book, 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.

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](#)

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 Saint Gervais 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 +33(0)6 09 27 94 50.

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 Sébastien or one of their 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.

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.

In the event that the team locally are unable to resolve your query, our office team will be happy to help and can be contacted on:

Ski Weekender Office +44 (0)845 557 5983, or on our duty mobile +33(0)6 09 27 94 50.

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 St Gervais. *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 village centre, a minute's stroll away from the hotel. *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 or feel free to call us for a chat on 0845 557 5983,

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

Hôtel Cœur des Neiges, 64 Chemin du Vieux Pont, Saint-Gervais-les-Bains, 74170, France Tel : +33 4 50 54 22 22

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

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

