



BEFORE DEPARTURE

Please ensure that you take the following with you on holiday:

Documents/Booking References

All your travel information should be checked on receipt to ensure that they are correct.

Holiday Invoice

This confirms details of your accommodation, dates and any pre-booked items which form part of your holiday arrangements, and also a note of any special requests we have received (see Booking Conditions, para 10).

Passport (and visa if applicable)

All passengers, including children and babies, must be in possession of a full 10 year British Passport. Babies and children can no longer be added to an existing passport.

Further information is available from the Passport Agency on 0870 521 0410 or visit www.ips.gov.uk/passport.

British passport holders do not currently require a visa to travel to Switzerland or France.

Non-UK citizens are advised to check visa requirements with their own embassy. Please bear in mind that you may travel through another country other than that in which the accommodation is situated.

Insurance Policy and EHIC card

It is important that you have adequate insurance for your Family Adventures summer holiday and that you take the policy document with you so that you have proof of cover and contact details for the 24 hour emergency assistance company.

Guests travelling to EU countries should obtain an EHIC card, which has replaced the E111 form. (For further information see www.ehic.org.uk). This may entitle the holder to limited reciprocal medical treatment, but it is not accepted by all doctors/hospitals and is not an adequate substitute for comprehensive insurance cover.

Driving Licence

Anyone who will be driving overseas will require a valid licence which has been held for at least one year.

Currency/Credit Cards

Please remember that while France use the Euro, Switzerland retains the Swiss Franc.

Swimming Pool

For reasons of hygiene, only brief-style swimming trunks are allowed in swimming pools in most Alpine resorts. With the exception of our own Chalet Hotels, it is unusual for shorts of any length or design to be acceptable, even if they are obviously intended for swimming.

Walking and Climbing

Guides are available for these activities and our resort staff will assist you in booking days out. Remember to bring gloves, windproofs, waterproofs, warm clothes and walking boots. It can be quite chilly high in the mountains even in summer.

Summer Skiing in Saas Fee

Equipment hire and lift passes are available from your Esprit representative (normally from 5th July onwards). Please remember to bring your full winter ski wear as it can be quite chilly up on the glacier and ensure that your insurance covers skiing.

Sports Equipment

Hire of equipment such as bicycles, tennis racquets and golf clubs can be expensive in the Alps so, if you have space, it is advisable to bring your own. Golfers should ensure they carry their handicap card.

EN ROUTE

(see also Booking Condition para 14)

Last Minute Queries

If you have any queries shortly before departure or during your journey please call one of the numbers shown below:

General queries about your holiday: UK office 01252 618300
Monday to Friday 9am-5.30pm Saturday 9am-4pm

Emergency queries on the day of departure:

During opening hours shown above: UK office 01252 618300

At other times and for any en route queries, please call the call the Duty Mobile number for your resort

Alpe d'Huez	+ 33 (0) 6 79 42 31 21	Belle Plagne	+ 33 (0) 6 70 03 49 90
Chamonix	+ 33 (0) 6 70 92 82 34	Saas Fee	+ 41 (0) 7870 61207

TRAVEL BY CAR

Driving Tips in Europe

The following tips are intended to be helpful guides, and are not authoritative or exhaustive:

- If you are unfamiliar with driving on the Continent, ensure that, as well as driving on the right, you understand the different priorities which exist at certain junctions, e.g. the priority from the right system in France.
- An insurance Green Card is recommended for your holiday, and it is advisable to consider continental breakdown cover.
- You are legally required to carry a copy of your vehicle registration document, insurance papers and a valid driving licence.
- Motorway tolls are payable in all countries. Up to date information about costs and payment methods may be available from one of the motoring organisations:
AA 0870 550 0600 <http://www.theaa.com>
RAC 0870 5722722 www.rac.co.uk
- On the spot fines are imposed for offences such as speeding, not wearing a seat belt, and using a mobile phone. These fines can be severe.
- All cars must display a GB plate and carry replacement bulbs and fuses, a warning triangle and a high-visibility security vest. The Foreign Office warns that anyone found not to be complying with this requirement could be subject to a fine in the region of €90.
- Children are not permitted to travel in the front seat of a car if they are under the age of 10 years in France and Italy, and 12 years in Switzerland
- It is absolutely prohibited to carry, transport or use radar detectors. Failure to comply with this regulation involves a fine of up to 1500 Euros and the vehicle and/or device may be confiscated. A GPS based navigation system which has maps indicating the location of fixed speed cameras must have the 'fixed camera Pol (points of interest)' function deactivated.
- Headlamp deflectors should be used for night driving.

Useful emergency telephone numbers are as follows:

	France	Germany	Italy	Austria	Switzerland
Police	17	110	112	133	117
Ambulance	15	112	118	112	144
Fire	18	112	115	112	118

Directions to Accommodation

Directions to your Chalet Hotel will be sent to you in the post or via email.

IN RESORT

Catered Chalet Hotel Accommodation

(see also Booking Conditions para 15)

- Guests are welcome to arrive from 2pm onwards.
- We have a complete no smoking policy in all our Chalet Hotels
- Chalet Hotels are 'slipper zones' and we ask everyone to bring slippers or house shoes to wear indoors.
- Bed linen is provided and changed weekly.
- Towels and soap are provided but not shampoo.
- Communal areas will be cleaned daily, en suite bathrooms will be cleaned mid-week, and bedrooms will be clean and tidy for your arrival but will not be routinely cleaned during your holiday.
- Chalet Hotels were not designed specifically with children in mind and are constructed in accordance with the regulations in the country of location. Our staff take all reasonable precautions to make the Chalet Hotels safe but we cannot guarantee that they are 100% child proof. *(see Booking Condition para 18g for details of bunk beds.)*
- Esprit Baby-Listening/Child-Patrol Service is available every night; this listening watch is from 7.30 -11pm in every Chalet Hotel and is free of charge. Additional babysitting may be arranged through the Resort Child Care Manager; the cost will be in line with that charged by resort tourist offices.
- Meals: Breakfast is served daily and children's high tea and adult-only dinners on five evenings, plus a weekly barbecue or alfresco evening one night a week for the whole family to enjoy together. Light packed lunches are available on five days.
- Adult-only evening meal: Guests aged 13 and over are welcome at the evening meal and High Tea is served to all younger children at 5.30pm.
- Round the World meals are exclusive evening meals for our Teen Rangers in Alpe d'Huez and Belle Plagne, and will be a range of national specialities served at 7pm four nights a week. The Teen Rangers eat out one night a week and their sixth meal is the family Barbecue/Alfresco meal.
- Dietary requirements. Please ensure that our UK office has at least 10 days' notice of any special diets as menus are planned before your arrival in resort. If you require a vegetarian diet please advise whether or not you are happy to eat fish. Special diets other than vegetarian can be catered for at a cost of £25 per person. See para 15c of the Booking Conditions for further Catering details and our policy on Food Allergies.
- Any breakages must be paid for.
- Guests are asked to vacate their rooms by 10am on the morning of departure.

TAKING THE CHILDREN

The following hints should help those of you taking small children on an Esprit Family Adventures holiday.

Useful Items:

- Favourite toys and comforters
- Any special baby milk; British products may not be readily available.
- Favourite food items such as cereals and rusks.
- Bottles and feeding cups (clearly named).
- Disposable nappies.
- Reins for extra security for children in highchairs.
- Portable listening device with electric adaptor if necessary.
- Calpol.
- A rucksack/bag for clothes and possessions.
- Old clothes for painting sessions.

Cots and Highchairs

In all our Chalet Hotels these are provided free of charge, for all children under two years of age but must be requested, at least 10 days before departure, for older children.

Baby Baths

If you would like a baby bath in your Chalet Hotel please request this at least 10 days before departure.

Clothing

Alpine temperatures are usually about five degrees higher than in the UK. Mountain weather conditions can change dramatically and with little warning so be prepared for cold and rainy days as well as sunshine. In addition to shorts, trousers, t-shirts, sweaters etc, all children should have trainers, sandals, indoor shoes, waterproof shoes (jellies etc) for rafting/kayaking waterproof jacket and trousers, and a sunhat. **For children in Esprit child care it is important to have the child's name on all items of clothing.**

Sun Protection

Every child (including babies) needs sunglasses, sun block cream and lipsalve. For all children in Esprit care all items should be clearly named.

ESPRIT CHILD CARE

(see brochure pages 6-9 and Booking Conditions para 18)

All child care facilities must be pre-booked through the Reservations Office. Routines/timings/transport/walking distances etc differ in each resort. If you consider it important to have details of the arrangements before you arrive in resort, please call our reservations office where information is kept on file.

Nurseries 9.30am-6pm

Our nurseries are equipped with a variety of toys, books, games, crayons, paints etc. If your child has a special toy or comforter, or enjoys listening to stories from a favourite book or cassette, please bring these with you to the nursery. Before your child's first day in the nursery you will be asked to complete a Consent Form, so that our Nannies are aware of your child's usual eating and sleeping habits, favourite toy and any idiosyncrasies. Please ensure that any dietary requirements are specified on your booking form, and on the Consent Form, and discuss these with the Nannies on arrival. For bottle-fed babies, please provide the feeds, clearly named and give them to the duty nanny. Fresh purees and jars of baby food are available on request as an alternative to the planned nursery lunch. For children still in nappies, please supply sufficient for the nursery session each day (with wipes and creams), plus a change of clothes. Some of the nursery sessions may be a little messy, so please dress the children appropriately. High tea is included in the nursery day and parents are asked to collect their infants by 6pm.

Pushchairs and Backpacks

We provide a limited number of pushchairs for use by our nursery children. If you take a pushchair or backpack with you on holiday our Nannies will be happy to use it for nursery outings. Please note that, for safety reasons, the Nannies are not permitted to carry children under eight months old in backpacks.

Alpies Clubs 9.30am-6pm

Before your child's first day in the Alpies Club you will be asked to complete a Consent Form with details of any dietary requirements, allergies, description of clothing etc. See above for clothing and sun cream protection recommendations.

The club offers 4 days of fun activities with lunch, drinks and snacks throughout the day. The activities vary between resorts and may differ from those outlined in the brochure on page 9. Those available in each resort will be explained upon arrival.

Parents are asked to collect their Alpies children at 1800 when children's supervised high tea finishes.

Cocoa Club

Each resort has a Cocoa Club base where, on five evenings each week Esprit staff will supervise children from 7.30pm-10pm. The club is available to children aged three years and over, and parents are asked to deliver and collect them. Please note that the club is not a babysitting service for those who are in bed.

Teen Rangers 9.30am- approx. 6pm

During peak weeks (from 17th July – 27th August we run Teen Rangers in Alpe d'Huez and Belle Plagne. Members will spend the majority of their day outside so appropriate walking, wet weather, cold weather, and sun clothing is required as detailed above, plus a day sack for lunch and drinks.

Baby-Listening/Child-Patrol Service

Esprit Baby-Listening/Child-Patrol Service is available every night for children from 4 months; this listening watch is from 7.30 -11pm in every Chalet Hotel and is free of charge. Additional babysitting may be arranged through the Resort Child Care Manager; the cost will be in line with that charged by resort tourist offices.

Health

Our staff are not permitted to administer prescription medicine to children in our care, although they can administer Calpol or similar products when specified on the Consent Form. It would be irresponsible of us to allow our staff to care for sick children, so if children become ill during the holiday we must ask parents to look after them. We do not generally exclude children – or staff – with minor ailments such as coughs and colds, but we cannot allow anyone suffering from infectious or contagious diseases to attend any of the child care sessions.

ESCORTED ADVENTURE WEEKS

Please carefully read your Family Adventures dossier if you are booked on an Escorted Adventures Week. This will provide you with all the information you will need prior to your holiday.

PROBLEM SOLVING

Our aim is to provide a thoroughly enjoyable and trouble-free holiday but, unfortunately, difficulties do sometimes arise. If a problem occurs please bring this, as quickly as possible, to the attention of Esprit's Chalet Hotel Manager so that steps can be taken to improve the situation. If the action taken in resort is not satisfactory please write, within 21 days of your return, to our Guest Relations Manager, so that your complaint can be investigated:

Email: gr@esprit-holidays.co.uk

Post:

Guest Relations, Esprit Holidays Ltd, 185 Fleet Road, Fleet, Hampshire, GU51 3BL