

# Snowbizz

*The Family Ski Specialist*

2014

ESTABLISHED  
27 YEARS



[www.snowbizz.co.uk](http://www.snowbizz.co.uk)





# Snowbizz the family ski specialist

At Snowbizz we have one simple aim - to make your holiday a fabulous and memorable experience. That has been our mission for 27 years, and the proof of our success is that so many of our original guests return every year to ski with us.

Even some of our original staff are still with us. And we have superb memories of all the people down the seasons who make the whole Snowbizz experience unique.

Many early guests are now parents or grandparents themselves and their family groups become bigger by the year.

Without all this loyal support and recommendations Snowbizz wouldn't exist - so an enormous thank you from us. We're looking forward to seeing you all again soon.

If you are new to Snowbizz, then a huge welcome - we're sure this will be the first of many holidays to come with us.

And don't forget, even when you're not in the mountains with us, you can follow the season's exploits on Facebook and Twitter.

*Wendy, Michel and Elodie*

## 27 Years of Family Skiing with the Personal Touch

From your first phone call you will immediately experience the difference. We care and it shows. The level of personal attention that goes into every family's ski holiday sets us apart - all the way from the planning and booking stages to your experience in resort. If you take lessons you will find that our carefully selected and highly qualified instructors go out of their way to make your holiday special - and your skiing or boarding will come on in leaps and bounds too. And if you have youngsters who need childcare, you'll find our hand-picked staff will give you complete peace of mind.

### The Company

- \* Formed in 1986
- \* Family run - Wendy, Michel and Elodie Lyotier
- \* Fully bonded members of both ABTA and AITO for 27 years and holders of ATOL Licence 2463

### The Team

- IN THE UK
- \* Wendy, Elodie, Sarah and Jo
- IN RESORT
- \* Michel
  - \* Snowbizz Instructors
  - \* Kiddie Reps
  - \* Qualified British nannies

### Ski School

- \* Managed by Michel
- \* Small classes
- \* Beginners to Race training
- \* Exclusive Children's classes

### Childcare and Clubs

- \* Exclusive licensed nursery
- \* Age range 6m to 6yrs
- \* Flexi-hours to suit
- \* Evening baby sitting
- \* Evening Kiddie Club



## Your Peace Of Mind

We are fully bonded members of ABTA and all the flights and flight-inclusive in this brochure are financially protected by the ATOL scheme. When you pay you will be supplied with an ATOL Certificate. Please ask for it and check to ensure that everything you booked is listed on it. Please see our booking conditions for further information or for more information about financial protection and the ATOL Certificate go to: [www.atol.org.uk/atol/Certificate](http://www.atol.org.uk/atol/Certificate). Our ATOL licence: 2463

Self drive and accommodation only packages are protected by our ABTA membership V1411. We are also members of the Association of Independent Tour Operators who not only monitor our quality standards but also re-inforce the ABTA and ATOL bonds with regular checks on our financial security and quality control.







“Underrated... varied slopes...low prices...good for families who haven't been spoilt by mega-resorts”  
**Where to Ski and Snowboard 2013**

# Puy St Vincent 1400m – 2750m

## The Perfect Family Resort



The skiing in Puy St Vincent comes as a big surprise. It's hard to believe that a single unlinked resort can have the scale and variety that it packs in. Puy genuinely has something for everyone and has been listed annually by "Where to Ski and Snowboard" in their Top Ten Family Resorts.

In the most stunning setting on the edge of the National Park "Les Ecrins", Puy St Vincent's early popularity revolved around its extraordinary snow record and location. It has an authentic micro-climate, north, north-east facing slopes and, surrounded by even higher mountains, is protected from high winds.

In the early 80s, when snow cannons were still evolving, Puy became famous for hosting three World Cup races, due to lack of snow in Val d'Isere. It subsequently became the early season training base for the French Team.

The Snowbizz base at 1600m is at the heart of the skiing, with the nursery areas right on the doorstep. From here two chairlifts access the top of the mountain at 2750m, from where long red and black runs frame a huge confidence-inspiring blue bowl. Here there's plenty of space to put in turns and hone the style. There's also a range of gentler slopes linking the ski station at 1600 with the old village at 1400.

Expert skiers will find the red and black runs a pleasant challenge. There's an impressive 1350m vertical drop from 2750m down to the old village at 1400m and the off-piste available is a delight - much more than you would expect and totally out-of-scale for a so-called smaller resort. The valley of Narreyroux is most breathtaking in every sense - but a guide is absolutely essential here.

Beneath the snow-bowl, red and blue runs snake through and around the larch forest. There are infinite options to vary the route down - but with the comforting knowledge that all runs eventually arrive back to 1600m. The runs through the forest are great fun and children find them delightful with their bumps and jumps - they'll want to revisit them after discovering them with ski school.

It's easy to see why skiing families love Puy: Everyone can have their own time and space to do their ski thing - but meet up easily for some family time. Then add the snow record, 300 days of sunshine, quiet pistes and for most of the season minimal queues - no wonder so many families return year after year.





# Snowbizz Ecole De Ski Internationale



## Snowbizz Adult Ski School

Whether you are a nervous mum happiest on blues or an expert going for blacks we have the right class for you. As with our children, adult class sizes are small and friendly with the accent on good quality teaching in a fun atmosphere.

Beginner up to Competition classes	Hours	Cost
<b>Ski Classes</b> – 11am to 1 pm	2 hrs x 6days	£115
<b>Private Lessons:</b>	1 hour	£35

## Snowboarding Lessons

We recommend private lessons in the afternoon. They can be pre-booked from the UK or booked directly from the ski school website.

## Free Ski Guiding - Timed Slalom - Picnic

Several times a week our instructors invite you to ski with them on family afternoons – discovering areas you might not have found alone. Every week there's an easy off-piste picnic lunch and at the end of the week a timed Slalom or Boardercross competition. Everyone is welcome and medals are awarded at the end of the week.

## Guided Snowshoe Afternoons

A great fun family afternoon! Snowbizz mountain guides will tell you more about the wildlife of the beautiful National Parc Des Ecrins.

Bookable at your welcome drink (Adult: €24 Children €17)



## Snowbizz Children's Ski School – Simply the Best!

Snowbizz have one of the largest independent ski schools in the Alps. All our instructors are fully qualified, hand-picked, speak excellent English and most importantly share our belief that lessons should be fun and properly taught and that every child is treated as an individual.

Michel works closely with all the instructors and is in permanent radio contact throughout the lessons, constantly monitoring the children's progress and creating confident, happy groups. Movement between classes is all part of our normal week as we never let children struggle or be held back.

For many children, progress can be quite dramatic – and that is one of the reasons so many families return and recommend us to their friends.

Classes	Age	Time	Tuition	Levels	Average Class Size	Price
<b>Toton Ski Club</b>	3 - 4	9am to 1pm	1hr x 6days	Beginner to Crystal	4 to 5	£235
<b>Junior Ski Club</b>	5 - 13	9.30am to 1pm	2hrs x 6days	Beginner to Gold Star	6 to 8	£175
<b>Mini Champs</b>	7 - 13	9.30am to 1pm	2hrs x 6days	Gold Star	6 to 8	£175
<b>Race Training</b>	From 11	9am to 11am	2hrs x 6days	Gold Star + Diamond	3 to 10	£175



### Toton Ski School Ages 3 – 4

Creche based with one hour of skiing. A nanny assists the instructor throughout the lesson which takes place in the ski garden just opposite the crèche.

### Junior Ski Club Ages 5 – 13

Meet at the Junior Clubroom/snow garden on the ground floor of the Sun Vallee apartments. Age group activities/competitions take place until the instructors arrive for the lesson.







# Puy St Vincent

## Doorstep Skiing – Very French – Very Friendly



With just a handful of restaurants and bars Après ski is limited.....but for many that's part of the attraction. Puy is small and friendly and unlike some larger resorts eating out is still very affordable.

### The Resort

#### Entertainment

- \* New – Heated Swimming Pool at 1600
- \* Outdoor Ice Skating
- \* Floodlit snowboard park (Dec-Feb)
- \* Floodlit sledging (Dec-Feb)
- \* Floodlit skiing (Dec-Feb)
- \* Snow Scooters
- \* Paragliding
- \* Cinema

#### Evenings at 1600m

- \* 7 Bars / Restaurants

#### Shops and Facilities

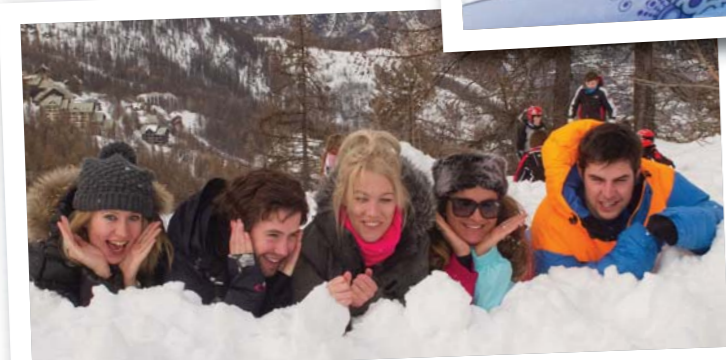
- \* Boutiques and ski
- \* Delis and Patisseries
- \* Supermarket
- \* Newsagent and gifts
- \* Launderette
- \* Photographer
- \* Doctor and Chemist

#### Lunchtimes

- \* Several sunny restaurant terraces at 1600m
- \* Restaurant L'Altitude at 2000m
- \* L'Etoile Des Neiges at 1800m
- \* Low prices by ski resort standards

### Puy St Vincent

Highest Point	2750m
Lowest Point	1400m
Km of Piste	75km
Black Runs	2
Red Runs	12
Blue Runs	14
Green Runs	6
Chairlifts	7
Draglifts	5
Lift Capacity per hour	14,049 Skiers
Vertical Drop	1350
Slopes Facing	North & NE
Snow Cannons	40%
Off-Piste	Extensive
Floodlit Skiing	Yes
Floodlit Snowboarding	Yes
Floodlit Sledging	Yes
Snowpark	1
Boarder Cross	1







# Snowbizz for Families



My Best Snow Bizz Moment Was. **Everything**  
By Abby

Snowbizz ☺  
Snowbizz club is  
lots of fun, because  
we do activities  
all day long.



From all points of view the resort suits families well "Caring staff, lots of toys. Our boys did not want to come home".  
**Where to Ski and Snowboard**



ESTABLISHED 27 YEARS



## Snowbizz Crèche

- \* Purpose-built licensed crèche.
- \* Large, bright, with dedicated play areas.
- \* Separate sleeping room
- \* Tiny tots purpose built bathrooms
- \* Operates alongside Toton Ski School
- \* The only British crèche DDASS licensed
- \* Qualified British nannies

**Age range:** 6 months - 6 years  
**Open:** 9.00am to 5.00pm - Monday to Saturday

The children are at the heart of all we do, and our reputation for being great at this means the world to us. With Snowbizz your child will soon feel settled, in a proper nursery, run by fantastic staff who you will instantly like and trust and your children will adore.

We run the crèche exclusively for Snowbizz's smaller guests and for parents' peace of mind we are registered with the highly respected French childcare authority, DDASS. With their input we have created a model crèche: large, bright and spacious with stunning views of the surrounding mountains and everything you would expect of a top private nursery. Our yearly unannounced spot inspections report: "Well organised – with excellent staff".

The crèche day is structured to be so entertaining that your children can't wait to get back, with a big accent on arts and crafts and plenty of time spent outside in our snow garden.

For the older crèche children our nannies work closely with the ski school so the transition from nursery to snow garden is seamless and all part of the fun. These same nannies are in attendance throughout the duration of the Toton Ski Club.

With the crèche right next door to our Sun Vallée residence and just opposite the nursery garden you couldn't be more conveniently located.

Snowbizz is really cool. The children all go to Ski School. Everyone one has lots of fun because snowbizz is number 1. by Emily

My best Snowbizz Moment was..... Making new friends.

## Flexi Crèche Sessions

Every family has differing skiing/childcare needs so we offer flexi sessions to suit. However, numbers are strictly limited and we can only guarantee crèche places booked in the UK. We suggest a call to Sarah and Jo who will help you tailor a package to suit your family.

## Baby-sitting

A baby-sitting service run by your same crèche nannies is also available from 6pm. Please book with our Head Nanny at your Welcome Drink. Cost: 10 euros an hour.

The number of crèche staff on duty varies throughout the day but is always within these ratios.

- Babies up to 2 years:** 1 nanny/2 babies
- Crèche + Toton (2-6yrs):** 1 nanny/6 children



## Kiddie Club

**Age range:** 4 - 11 years  
**Time:** 2 hours every evening (Times vary)

### Regular activities:

- \* Face Painting
- \* Sledging
- \* Treasure Hunts
- \* Awards Night
- \* Pizza party
- \* Winter Olympics
- \* Disco and much more...

*This has to be everyone's favourite club - including the parents!*

Cost £40 per child per week (Must be pre-booked in the UK)







# Puy St Vincent 1600m

## Sun Vallée Apartments

Sun Vallée apartments offer simple, comfortable accommodation on piste in the most central part of Puy St Vincent 1600 at the heart of all the skiing. It would be hard to find more convenient accommodation in any ski resort. Shops, restaurants, bars and the Snowbizz office and crèche are just beside the apartments. Two of the three chair lifts on your doorstep give fast access to 2000m or ski down to the old village at 1400m. Ski to and from your locker room.

Ski to and  
from your  
locker room

### Sun Vallée Apartments 1600m

Each apartment features separate bathroom and wc, dishwasher, microwave, hot plates, TV and balconies facing east (Piste) or west (Valley). Floor plans are on our website. All apartments have free wi-fi.

#### T2 – 2/4 persons – 25m<sup>2</sup>

Bedroom with double bed. Two single sofa beds in lounge/kitchenette. (Shower or bath)

#### T3 – 4/6 persons – 35m<sup>2</sup>

Two bedrooms - One with double bed, second with bunk beds. Two single sofa beds in lounge/kitchenette. (Bath with shower)

#### T4 – 6 persons – 45m<sup>2</sup>

Three bedrooms - One with double bed, two with bunk beds in each. (Bath with shower)

### Snowbizz Lounge

Snowbizz have exclusive use of the downstairs lounge area facing out on to the ski slope.

We hope you'll join us there in the evenings for a glass of wine and some of our usual après-ski events.

**PLEASE BOOK EARLY** – by the time you receive this brochure many 2014 dates will be almost full. Advanced bookings for 2015 have already started with the holiday dates starting to fill.

### DOOR STEP SKIING

Most skiers hate walking anywhere, especially burdened down with skis and poles! And who wants to catch a bus to the first chairlift every morning?

**Sun Vallée apartments are right on the piste** – Ski to and from your locker room.



### New This Winter!

#### Evening Meals at La Chaumiere

La Chaumiere Restaurant has long been a favourite with our guests. This season the popular owners Einsti and Julie will be hosting a six night three courses evening meal option including wine, beer or a soft drink at a cost of £138 adults and £54 children.

### Flights and Transfers

Included in our prices are Sunday early morning flights with Thomson Airways from Gatwick, Stansted and Manchester. The transfer is 2hrs 20mins accompanied by one of our childcare staff.

**We have one coach per flight so there is no unnecessary waiting at Turin.**

### EARLY BIRDS

Please book early - by the time you receive this brochure many 2014 dates are full. We are already taking advanced registrations for 2015.



Sun Vallée Apartments

Crèche





## Booking Conditions

Your contract is with Mr & Mrs M.J. Lyotier and Miss E. Lyotier, trading as Snowbizz a member of ABTA.

**Contract** When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions which are governed by English Law and we both agree to submit to the jurisdiction of the English Courts at all times

### Your Financial Protection

We are a member of ABTA, (Holding ATOL No 2463 issued by the Civil Aviation Authority) which provide for your protection in the event of our insolvency

**Price Guarantee** Prices in this brochure are valid at the time of going to print (November 2013). However, it is possible that at the time of booking, the actual price of your chosen holiday and/or ski pack may have increased or decreased. We will not impose any surcharges on the price of our arrangements less than 30 days before departure. In addition if surcharges become necessary before that time, we will absorb an amount up to the first 2% of any surcharges that apply. Surcharges may be imposed to cover increases in transportation costs, including the cost of fuel, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports or airports, or the exchange rate applied to the particular package. If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund of all monies paid to us. Should you decide to cancel because of this, you must exercise your right to do within 14 days of the date of our invoice.

**Payment** To confirm your booking we require a deposit of £150 per person. You must pay the balance of your account not less than 10 weeks before departure. If full payment is not received at least 8 weeks prior to the departure, Snowbizz reserves the right to cancel the booking and retain the deposit. Balance paid by credit card will be subject to a 2% charge.

Our prices are based on the exchange rate of £1= 1.15 Euros

**Alterations** If the client wishes to change their booking in any way after the confirmation invoice has been issued we will do our best to help you but we will have to make charges to cover administration costs. Any amendments must be submitted in writing. The charge for all amendments including name changes and ski pack alterations is £25 per person per amendment. Any alteration made by the client within 8 weeks of departure, with respect to departure date, resort or method of travel, will be treated as a cancellation of the original booking and will be subject to the cancellation charges set out here. Any new arrangements will be treated as a new booking. When you have made your contract with Snowbizz the company will use its best endeavours to ensure that none of the ingredients of your holiday arrangements has to be altered. However, you will appreciate that because the arrangements are planned many months in advance, sometimes changes may have to be made. Where a significant change (see below) is made you will be informed when you book or, if you have already booked, as soon as possible, if there is time before your departure. You may then: a) Accept the change, or b) book any other holiday from this brochure, or c) cancel your booking and receive a full refund of all the money paid.

In addition we will pay compensation as follows:

Period before scheduled departure within which a major change is notified	Compensation per passenger (excluding infants)
More than 56 days	Nil
56 to 29 days	£10
28 to 14 days	£15
Under 14 days	£25

Compensation payments will not be payable where the company is forced to make a change because of "Force Majeure" (defined below). Any of the following changes are defined as significant to warrant compensation payments. For example, change of: a) scheduled UK airport; b) outward or return time by more than 12 hours; c) substitution of the accommodation booked with one of a lower classification. Please note that b) does not include flight delay as this should be covered under your normal insurance. In the unlikely event that the accommodation booked is not available in resort we will endeavour to provide accommodation of the same or higher standard. Should this not be possible we will make a disturbance payment of £25 together with a refund of any price differential.

**Cancellation** You will appreciate that once your booking has been accepted, we will be incurring expenses on your behalf. Therefore, if you or any of your party are forced to cancel your booking we will have to make cancellation charges in accordance with the scale set out below. Cancellation should be made in writing by the person who made the booking, and sent by recorded delivery. The cancellation charges are calculated from the date on which we receive your written instructions. This charge is expressed as a percentage of the total holiday price of the person(s) making the cancellation, inclusive of all extras. If your cancellation is made more than 56 days before departure only your deposit will be forfeited.

After that time the following scale will apply:

Period before scheduled departure within which a major change is notified	Cancellation charge
56 - 29 days	50%
28 - 15 days	70%
14 - 8 days	80%
7 - 0 days	100%

Snowbizz reserves the right to cancel your holiday arrangements. In the unlikely event that this should happen Snowbizz will give you as early notification as possible and you will then be entitled: a) to book any other holiday from this brochure (where the cost is less you will be paid the difference but where the cost is more you will be expected to pay the additional cost); b) receive a full refund of all monies paid by you. In addition you will be entitled to receive compensation as detailed under "alterations" except in the circumstances where the cancellation was a result of "force majeure" as detailed below.

### Force Majeure

This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity, and its consequences, natural or nuclear disaster, fire, adverse weather conditions.

**Insurance** It is a requirement when making this contract with Snowbizz, that you take out your own ski insurance which must provide you with adequate ski cover. The policy must offer a 24 hrs telephone and repatriation service and cover off-piste skiing. In the event of any emergency should the client find that they are not adequately insured, although we will offer all reasonable assistance, it must be understood that the client will be responsible for all costs involved.

### Passport, Visa and Immigration Requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements. At the time of publication, UK citizens do not, require a visa to visit France, but a valid 10 years passport is necessary. The name on the client's passport must match the name on the ticket. At time of going to press no health formalities were in existence for travel between UK and France.

### Our Liability to You

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation, if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in performance of the contract is due to; you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall.

Our liability, except in cases involving death, injury or illness, shall be limited to maximum of 2 times the cost of the travel arrangements. Our liability will also be limited in accordance with and/or in an identical manner to

a) The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and  
b) Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions.

Under EU law you have the rights in some circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. However reimbursement in such cases is the responsibility of the airline and will not automatically entitle you to a refund of your holiday cost from us. If your airline does not comply with these rules you should complain to the Air Transport Users Council on 020 7240 6061 [www.auc.org.uk](http://www.auc.org.uk)

### Personal Injury Unconnected With Your Booked Travel Arrangements

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits receiving under relevant insurance policy to ourselves. We limit the cost of

our assistance to you and any member of your party to £5,000.

**Damage Deposits** In order to comply with the wishes of the local apartment agencies and owners, a damage deposit of £150 must be paid in resort.

**Departures** It is your responsibility to check in for your flight at the time indicated on your ticket. Anyone arriving less than 60 minutes before the ticketed departure time may be refused admission to the flight and Snowbizz cannot accept liability for any additional costs that may be incurred.

**Complaints** Although we rarely experience complaints we do appreciate that on occasions they can arise. In the first instance any problem must be reported to our resort staff who are trained to deal with any small problems that you may encounter and in almost all cases they can usually rectify the problem causing your concern. If however your problem could not be resolved locally then you must put your complaint in writing to both the Snowbizz representative and the relevant supplier within 28 days of your return home. In the event that a dispute arising out of this contract could not be settled amicably then if the client wishes it may be referred to arbitration under special scheme devised for the travel industry by the institute of arbitrators, by arrangement with the Association of British Travel Agents. The Scheme (details of which will be provided on request) provides for a simple and inexpensive method of arbitration on documents alone, with restricted liability on the client in respect of loss. Alternatively AITO's independent dispute settlement service (details on request) may be called upon by either side to bring the matter to a speedy and amicable solution.

**Brochure Accuracy** All our brochure descriptions are written in good faith and we will make every effort to see that the facilities are provided in accordance with it. (There are occasions, for example early and late in the season, or due to weather conditions that some facilities are not available). If, however, there are significant changes we will inform you at the time of booking or as soon as reasonably possible before departure.

**FCO Travel Advice** The latest travel advice can be accessed on [www.fco.gov.uk/knowbeforeyougo](http://www.fco.gov.uk/knowbeforeyougo) or ABTA info. line tel: 0901 201 5050 (calls are charged at 50p a minute.)

**Data Protection Statement** Please be assured that we have measures in place to protect the personal booking information held by us. This information will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies.

If you travel outside the European Economic Area, controls on data protection may not be as strong as the legal requirements in this country. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot pass this information to the relevant suppliers, whether in the EEA or not, we will be unable to provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.) Full details of our data protection policy are available upon request.

**Delays/Flight Timings** There are sometimes occasions, completely beyond our control when a flight is delayed. These delays may be caused by weather or road conditions, strikes or air traffic problems. Snowbizz shall not be liable for any loss or damage arising from delays however caused. Although our representatives will offer the maximum assistance during a delay, we cannot accept any responsibility for any expenses that you may incur. We therefore recommend that you take out insurance, which has full travel delay cover. The flight times given in our brochure are provisional and we cannot guarantee that flights will leave at these time or indeed at the time shown on your tickets, as the flight timings set by airlines are subject to air traffic control restrictions and are therefore particularly outside of our control. Snowbizz reserve the right to change airlines, times, aircraft types, route and arrival airport both before and after receipt of your tickets, if for operational reasons it is deemed necessary to do so.

**Childcare** Snowbizz reserves the right to: 1) Withdraw disruptive children from any of its facilities. 2) To substitute staff during any emergency, illness or similar problem. 3) To exclude from the crèche children who are ill.

**Ski Classes** We aim to keep our classes small. However in order not to hold anyone back a class size may increase to a maximum of 10 - in which case we will normally split this group into 2 but on occasion we reserve the right to keep a maximum class size of 10 if in our opinion this is not to the detriment of the group. We operate zero tolerance on any form of bullying. Following one verbal warning instructors reserve the right to exclude a child from the class.

### Snow Guarantee

Puy St Vincent is a high altitude resort with an excellent snow record due to its well-known micro-climate. Snow cannons cover 40% of the piste to supplement the snow as required and to make sure the runs back to the resort are kept in the best possible condition. However we strongly recommend that you have an adequate snow guarantee incorporated into your insurance.



### THE AITO QUALITY CHARTER

AITO is the Association for independent and specialist holiday companies. Our member companies, usually owner-managed, strive to create overseas holidays with high levels of professionalism and a shared concern for quality and personal service. The Association encourages the highest standards in all aspects of tour operating.

### EXCLUSIVE MEMBERSHIP

AITO sets criteria regarding ownership, finance and quality which must be satisfied before new companies are admitted to membership. All members are required to adhere to a Code of Business Practice which encourages high operational standards and conduct.

### FINANCIAL SECURITY

AITO members are required to protect money paid by customers to the member for any holiday sold under the AITO logo and to comply with UK Government Regulations in this respect. Members submit details of their bonding and guarantee arrangements to the Association on a regular basis.

### ACCURATE BROCHURES and WEB SITES

All members do their utmost to ensure that all their brochures and other publications, print or electronic, clearly and accurately describe the holidays and services offered.

### PROFESSIONAL SERVICE and CONTINUAL IMPROVEMENTS

All members are committed to high standards of service and believe in regular and thorough training of employees. Members continually seek to review and improve their holidays. They listen to their customers and always welcome suggestions for improving standards.

### MONITORING STANDARDS

AITO endeavours to monitor quality standards regularly. All customers should receive a post-holiday questionnaire the results of which are scrutinised by the Association.

### RESPONSIBLE TOURISM

All members acknowledge the importance of AITO's Responsible Tourism guidelines, which recognise the social, economic and environmental responsibilities of tour operating. Those demonstrating their achievements beyond the pure acceptance of this principle are recognised by the award of 2 or 3 star status.

### CUSTOMER RELATIONS

All members endeavour to deal swiftly and fairly with any issues their customers may raise. In the unlikely event that a dispute between an AITO member and a customer cannot be settled amicably, AITO's low-cost Independent Dispute Settlement Service may be called upon by either side to bring the matter to a speedy and acceptable conclusion.

### THE ASSOCIATION OF INDEPENDENT TOUR OPERATORS -

The Quality Alternative

[www.aito.co.uk](http://www.aito.co.uk)

## Snowbizz 2014 Bookings and 2015 Early Birds

### Please Book Early

By the time you receive this brochure many 2014 dates will be almost full. We are now taking bookings for 2015.

We guarantee our best prices on early bookings.

### How to Book

Call or email us with your request which will be dealt with promptly. On emails please leave a contact telephone number.

We will give you a full costing and if requested we will put your holiday "on option" for 48 hrs. If you decide to go ahead we require a deposit of £150 per. person.

### 2015 Early Birds

Many regular guests book their holiday with us a year in advance. To ensure you get your 1st choice week and best prices we advise booking early.

Early-bird offers outside main school holidays include many free child places but these go fast! Please call our reservations team for current availability.

### Ski School - Crèche and Ski Pack

All these items may be pre-booked up to 6 weeks before you travel. However, we recommend booking early as there are often special discounts. Crèche should be booked immediately as places are limited. It is also advisable to book Ski School and Kiddie Club as soon as possible. If this is your first Snowbizz holiday Sarah or Jo will talk you through your child's ski school and help him/her find a 'comfortable' class for their age, character and ability.

## Opening Hours

Monday to Friday 9am - 5pm

01778 341 455

[sales@snowbizz.co.uk](mailto:sales@snowbizz.co.uk)



### Balances

You may pay by cheque or debit/credit card over the phone or by BACS. Unfortunately due to the fees imposed by card companies credit cards incur a 2% charge (debit cards - no extra charge). Balances are normally due 10 weeks before departure but on some early offers (you would be advised) the date might be earlier.

### Travel Itinerary

Our flights are ticketless, but you might be asked to provide us with your passport details for the airline before travel. Travel itineraries are sent out when balances are paid. All your ski school, ski pack and child care are listed on your invoice - you will not require any vouchers. Lift passes will be ready waiting in resort. Children aged 3-5 will receive free passes if 'proof of age' (copy of passport or birth certificate) is sent in advance. Lift passes usually start the day after your arrival. Please advise if you require them to start earlier.

### Insurance

It is a condition of booking that all guests ensure that they have adequate insurance cover for medical claims, cancellation, off-piste, snow guarantee and missed departure. There are now so many annual policies on the market, all with different levels of cover - please do read the small print on your policy before you travel. Snowbizz cannot accept responsibility where guests are under-insured (please refer to our booking conditions for further details). Please ensure you take out your insurance as soon as you pay your deposit to cover you in the event you might have to cancel.

### Finally

Organising your family ski holiday is not always easy. We try to help you by taking the stress out of it. Please call us as often as you need too, especially if you are beginners or first timers to Puy.



# Snowbizz

Monday to Friday 9am – 5pm

01778 341455

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27 YEARS



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