



## FOR SKIING IN VERBIER

### Arrival at Geneva Airport

- Proceed through immigration and turn left. The Verbier-Skiing.Com representative will meet you at the restaurant (Martel Tea Room) at around 12h00.
- Transfer leaves Geneva airport by 13h00 (Snow and road conditions permitting). (Transfer will depart earlier if all guests have arrived)

Please note that meeting time for private transfers may differ to the above as collection time is by arrangement for each individual arrival'

### Missed Transfers

In case of a missed transfer please proceed to the information office at the airport and they will direct you to the station. You will need to catch a train through to Martigny. This train leaves from Geneva airport, via Geneva City and Lausanne to Martigny (+- CHF 67). At Martigny take the St Bernard Express (small red and white train) to Le Chable. From Le Chable take the postal bus to the Verbier Post office and phone George on 027 771 7707 for collection. Your total journey time is about 3 hours.

From Martigny you can also take a taxi to the chalet (+-CHF 120 per way).

- No refunds will be made for missed transfers for whatever reason and extra costs incurred in getting to the resort, will be for the client's account.

### Useful resort information

- Please advise if any special meals are required prior to your arrival in the resort, e.g. Vegetarian, no pork etc.
- Please bring your own hairdryer and alarm clock.
- Electricity is 220 volts and 2 prong plugs are used on appliances as in South Africa.

### Resort Staff

South African Staff are employed in Verbier to host our guests at the chalet, (cooking, cleaning and entertaining.) This ensures that there are no communication problems during your stay and allows Verbier-Skiing.Com to offer you personalized service and invaluable local knowledge. The resort team will ensure that you enjoy the resort to the maximum by offering an entertainment program and advice on local restaurants, pubs, shops and excursions.

George M. Skaris, **Cell:** +27 (0) 82 659 0316 (SA) **Mobile:** 41 (0) 79 690 9925 (Swiss)

**Web Site:** [www.verbier-skiing.com](http://www.verbier-skiing.com) **Email:** [george@verbier-skiing.com](mailto:george@verbier-skiing.com)

**Reservations SA:** 011 502 3500 (ph) Office **Switzerland:** +41 27 771 7707 (ph)

**Address:** Chalet Venus 61, Rue de Medran, 1936, Verbier, Suisse



### **Resort Service and office facilities**

The Verbiere-Skiing.Com Resort Office is located in the Venus Chalet, 80 meters from the base of the Medran ski lift. Assistance is offered with general resort information, rail timetables, booking of excursions and entertainment as well as a video library. Free flight reconfirmations and free Internet facilities are available. The resort office is open 7 days a week as follows:

Sat –Mon & Thu-Fri: 08h30 – 11h00 & 15h30 – 18h30

Tue: 08h30-12h00

Wed: 12h00-18h30

### **Currency, Banks and Credit cards**

The currency in Switzerland is the Swiss Franc (CHF), but Euros are generally accepted with change given in Swiss Francs. Only Swiss Francs can be exchanged at the Resort Office, other currencies may be exchanged in the village.

Banks are open Monday to Friday and closed on weekends and public holidays. We recommend that you arrive with some Swiss Francs cash, or exchange travelers cheques for cash at the airport on your arrival. Swiss Francs cash may be withdrawn from banks or ATMs using South African credit cards or relevant bankcards with international access. Pin number is required.

Credit cards are accepted in some shops and restaurants in the village, but it is best to check with the individual establishment. Please make allowance for this in the form of traveler's cheques or cash.

### **Phone, Fax and Email facilities**

Outgoing calls may be made from the Resort Office at a charge. Public pay phones are available in the village and phone cards are available for purchase from the local post office or supermarket.

Incoming calls and emails may be received during office hours at the Resort Office.

### **Cellular phones**

In order to use your cell phone, you will need to have activated your international roaming facility with your Service Provider prior to your departure from South Africa.

### **Travel Insurance**

We strongly advise passengers to take out insurance against cancellation, curtailment, illness, injury or loss of baggage. Please ensure that you have travel insurance with adequate medical cover.

### **Medical claims**

Non-hospitalization claims should be settled in the resort and claimed within 30 days of your return to South Africa. Verbiere-Skiing.Com is not responsible for any medical bills. Resort staff will

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assist in notifying your Insurance Company if hospitalization is required during your stay in the resort.

### **Tipping**

Tipping is generally accepted for services provided by waiters, chalet hostesses, ski guides and instructors.

In restaurants, individuals and families may be billed separately. The common practice is to “round up” the bill to include a tip. A service fee is often included in the bill.

Ski Instructors: generally CHF 50.00 per person in the ski group, after a week’s lessons.

Chalet staff: generally CHF 50.00 – 100.00 for the service of the apartment is appreciated. You may either give your particular chalet hostess a tip, or collectively give the staff a tip at the end of your stay.

### **Laundry**

Laundry facilities are available in the village at approximately CHF 25.00 per load / dry.

### **Ski Clothing**

Please arrive with suitable ski clothing. The hire of clothing is not available in the resort.

### **Ski Equipment Hire**

The hire of equipment is arranged in the village upon arrival. The equipment hired (i.e. skis / snowboards, boots and poles) is your responsibility and should be returned to the ski hire shop the day prior to departure.

NB: All ski equipment is not insured by the Ski Shop. There is a CHF 300.00 excess payable in the event of loss or damage to any equipment.

### **Ski passes and ski lessons**

There are two passes available – Verbier only, or the Mont Fort Glacier/Four Valleys pass.

Please discuss and arrange the best option for lessons with the resort manager once in the resort. Lessons are non-refundable once booked unless a Doctors note is presented.

### **Included Entertainment**

The following entertainment is included in your package: Welcome Evening, Ski Bobbing, Snow-discing, Braai in the snow, Big footing, Après ski and Farewell Evening.

Cancellation of any entertainment due to poor weather or snow conditions may be replaced with other suitable entertainment. No refunds will be made for cancelled or unused entertainment.

### **Excursions**

These may be booked in the resort only.

Options include:

Four Valleys (in Switzerland) and various excursions to neighboring countries. Excursions are dependant on numbers, weather conditions and availability.

Heli-skiing is also possible on request.

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NB. Passports with valid visas are required for all excursions to France and Italy. Visas “are” required for Switzerland on SA passports

### **Evening Dress**

Casual. Some activities may require you to wear ski suits.

### **Meals**

Breakfast for clients staying in Venus Chalet is a choice of full English or Continental breakfast. Hotel breakfasts are continental buffet in style and vary from hotel to hotel.

Lunch is for your own account. You will normally eat with your ski group at one of the many mountain restaurants.

For guests staying in Venus Chalet there are 5 three-course dinners per week included in the package price. Two dinners are not included to allow guests the opportunity to experience dinner at some of the village restaurants (e.g. Cheese Fondue, Raclette etc.)

### **Sno’Kids Club**

Where entertainment is deemed unsuitable for children, the Verbiere-Skiing.Com’s “Sno’Kids Club” will operate to allow parents to participate. The Sno’Kids Club is supervised by our resort staff and offers a fun time for the kids at no additional cost. If an entrance fee or hiring of equipment is required, this will be at an additional cost.

Verbiere-Skiing.Com does not employ trained Baby Sitters. The girls are able and willing to assist where possible.

### **Kids Ski School**

Specially trained instructors will take children from 5 years of age for lessons for 5 mornings per week at the normal rate.

### **Kindergarten**

Children too young to ski can spend their days in a kindergarten at an additional cost. The kids have a great time with children from many countries and are supervised by trained personnel. A supervised lunch is available for full or half days. (Extra charge)

### **Baby sitting**

Babysitting can be arranged at an additional charge. The cost is approximately CHF 16.00 – 25.00 per hour depending on the time of year and the hours required.

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### Passport and Visa Info

Visas are required for Switzerland on SA passports. All South Africans traveling internationally require a valid passport. Visas and re-entry permits, where required, are the responsibility of the passenger. Please check foreign passport visa requirements. Valid visas are required for particular excursions and travel through neighboring countries. A Schengen visa must be obtained prior to departure from South Africa if you intend taking excursions to these countries.

### Departure time from the resort

Departure time varies from 08h30 on the morning of departure. The exact time of departure from the resort will be advised during your stay.

### What to pack

Ski Jacket  
Ski pants  
Thermal top & pants  
Skiing gloves  
Ski socks (calf to knee high, not ribbed)  
Sunglasses and / or goggles  
Beanie / ear warmers  
Sweatshirts  
T-shirts (short & long sleeved)  
Sun block  
Lip balm  
Casual clothing for evenings: Jeans / warm jacket  
Rubber-soled shoes / boots (e.g. Caterpillar / Hi Tec or similar)  
Takkies are not recommended for evening snow activities.  
Swimming Costume (indoor pool at the sports centre)

Please note that to keep warm, you need to dress in layers, so pack accordingly.

### Resort Contact Details:

Verbier-Skiing.Com, Venus Chalet, Au Dessus Du Parking Medran, 1936, Verbier, Suisse

Resort Manager Cell Number - mobile)	George Skaris	: + 41(0)79 690 9925 (CH)
Telephone Numbers -	Office in Verbier	: + 41 27 771 7707 (CH office)
	Email	: <a href="mailto:george@verbier-skiing.com">george@verbier-skiing.com</a>

Should you or your family wish to phone or email the resort, kindly forward the calls through to the Resort Office

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