

SkiBound Group Responsibilities & Expectations

To help ensure every group has a smooth, safe and enjoyable trip, we have outlined a number of key responsibilities and expectations below.

Many of these points will already form part of your standard approach; however, we have included them here to ensure expectations are clear and consistent for all groups travelling with SkiBound. By working together and following this guidance, we can ensure the best possible experience for both students and staff.

Pre-Departure

- **Group information**

All group information must be completed accurately and in full. It is particularly important that any passengers with specific requirements (e.g. medical conditions, allergies, access requirements or other additional needs) are clearly highlighted in advance so that appropriate arrangements can be made where possible.

- **Timely submission of information**

We ask that all required information is provided within the requested timelines. Delays in receiving key details can have a knock-on effect on planning and may impact service delivery later in the process.

- **Communication with our team**

We aim to provide helpful and timely support at all stages of your booking. We ask that communication with our team remains respectful and constructive so we can work together effectively to resolve any queries.

- **Payments**

- Please ensure that all invoices are forwarded to your finance department in good time.
- Payment schedules outlined in our booking conditions must be adhered to.
- If you anticipate any difficulty in meeting payment deadlines, please inform your Tour Coordinator at the earliest opportunity so we can support where possible.

- **Rooming allocations**

Final rooming lists must be provided in advance where requested by your Tour Coordinator.

In Resort

- **Responsibility for group behaviour**

The Party Leader is responsible for the conduct and behaviour of all participants throughout the trip. This includes ensuring that at least one responsible adult is on active duty at all times.

- **Supervision**

Party Leaders and accompanying staff remain responsible for student supervision at all times, both within the accommodation and when out in the local area. Our in-resort reps are there to support the group but do not act *in loco parentis* and do not replace the role of school staff.

- **Hotel damage responsibility**

Party Leaders are responsible for the conduct of their group within the accommodation. Rooms should be kept in a reasonable condition to allow hotel staff access for cleaning. Any damages or excessive cleaning required during the stay may be charged locally or after departure.

- **Care of equipment**

All ski equipment provided must be treated with care and used appropriately. Any lost or damaged equipment (including skis, helmets and lift passes) may incur charges payable in resort.

- **Working with SkiBound staff**

Our in-resort teams are there to support your group and assist where needed. Any requests or concerns should be communicated through the Party Leader to ensure they can be managed effectively. Our teams will always aim to resolve concerns promptly; however, early communication is key to achieving the best outcome.

By working together and keeping these expectations in mind, we can ensure a smooth and enjoyable experience for everyone involved.

**Many thanks,
The SkiBound Team**