

SkiBound

SNOWSPORTS FOR SCHOOLS

Party Leader Info Pack

2026-2027 – Coach Groups

Helping you plan a safe, smooth and memorable ski trip



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Thank you for choosing to book your next school ski trip with SkiBound. We understand that organising a ski trip comes with a lot of responsibility and our team will endeavour to support you through every step of the process.

Whilst your dedicated Tour Coordinator will be on hand to assist throughout your planning, please also use this Party Leader's Information Pack as a supporting document and reference point in the lead up to your departure.

PRE-TRIP ADMINISTRATION

Although it may seem like there is a high volume of administration involved with a ski trip, we will do our best to reduce your workload. For an overview of what to expect, have a read through the timeline below which outlines our pre-tour administration process.

Pre-Departure Timeline

Booking Confirmation

Your booking is secured once your first deposit has been paid. You will also receive a link to the cancellation terms. The cancellation charge increases the closer you get to the trip – please see the following link for more details:

<https://www.skibound.co.uk/wp-content/uploads/2025/10/UK-Model-Booking-Conditions-Skibound-Final-issued-22.10.25.pdf>.

After booking

A second deposit is due 4 weeks after your first deposit, followed by a third deposit 6 weeks later.

6 – 4 months before travel

Your Final Details Form will be sent to you around this time. Please begin collecting passenger information.

6 – 4 months before travel

Make ferry crossing request – we will send you a form requesting this information. Please note that requests are subject to availability and crossing schedules.

4 months before travel

Final Details Forms must be completed and returned. We will then submit your information to suppliers.

Around November before your trip

We will send you a list of après activities available in your resort. Any additional activities or excursions should be pre-booked (if applicable). Please note that all requests are subject to availability and change by suppliers/weather. If you would like a rough guide of après options and prices earlier than this, please contact your Tour Coordinator who can send you last season's options.

14 weeks before travel

Your final balance is due. Please note that if any extras are added *after* this stage, they will be invoiced and due for payment immediately.

1 – 3 weeks before travel

We will aim to send your final itinerary and rooming within this timeline, once we have received confirmation of timings from all suppliers. Please note that we cannot send this information if there is an outstanding balance on your booking.

GENERAL INFORMATION

Office Hours

Our usual office hours are 9:00am – 5:30pm Monday to Friday, excluding Bank Holidays.

Contact Details

Phone: 01273 244570 (option 2), or please refer to your Tour Coordinator's signature for their direct line

Website: <https://www.skibound.co.uk/>

Please note that during busy periods in the lead-up to February half term and Easter, phone lines may be busier than usual and email response times may be slightly longer. If you call your Tour Coordinator's direct line and are unable to get through, please leave a voicemail and we will endeavour to return your call as soon as possible.

Many of the questions you may have can also be answered via the pages below or on the SkiBound app, so we would encourage you to check these resources as well for quick answers.

Cancellation Terms

Should you or any member of your party need to cancel your trip please be aware that cancellation charges will apply as per our [booking conditions](#). Please note charges increase the closer we get to your trip as per the below schedule. Please bear these dates in mind in case of any number changes:

Period before departure in which you notify us	Cancellation charge per person
After payment of 1st deposit but before due date of the 2nd deposit	First Deposit only
After payment of 1st & 2nd deposits but before due date of the 3rd deposit	First & Second deposits
After the due date of the 3rd deposit until 99 days before departure	First, Second & Third deposit
More than 29 days	65% of holiday cost
More than 0 days	100% of holiday cost

Important: We may also need to adjust your number of free adult places, and a small party supplement may apply if you drop below a certain number (usually outlined on your provisional booking paperwork).

SkiBound App

You will be sent your login details for the SkiBound app by your Tour Coordinator in the coming months. The app contains a wide range of useful information about your hotel, resort, insurance, what to pack, and much more. Closer to departure, your itinerary and flight tickets will also be uploaded there for easy access.

PASSPORTS & VISAS

Ferry Provider Apps

All ferry companies now have a legal obligation to provide Advance Passenger Information such as Passport Information to the government of your destination country.

Please be advised that if you are travelling by ferry with either P&O, DFDS or Irish Ferries, all of these providers recommend that you download the relevant P&O/DFDS/Irish Ferries group check-in app before your departure in order to input your passenger information shortly before you travel. Should you have problems with the app, please note you can still board with a paper manifest. We will provide further information about this on the SkiBound app.

Please be advised that ferry providers and the Eurotunnel strongly advise against travelling on collective passports. Using these passports can significantly increase check in times and impact your itinerary. We therefore advise that all passengers travel on individual passports.

MOANA Scheme

MOANA is a new UK and French government scheme designed to reduce coach processing times for school groups travelling to, or transiting through, France. School groups can benefit from faster processing at the French border by taking part in the scheme. Your Tour Coordinator will contact you closer to departure if your group is eligible.

Passport Validity

We recommend that all passports are checked in advance to ensure they meet validity requirements. For travel to most European countries (excluding Ireland), we advise that both adult and child passports have at least 6 months remaining, although the GOV.UK website states a minimum of 3 months. Passports must also have been issued less than 10 years before the date of entry. This is a post-Brexit rule and applies regardless of the printed expiry date. Passports issued after 2018 are valid for exactly 10 years, however those issued before September 2018 may include up to an additional 9 months, so it is important to check issue dates carefully.

Please refer to the HM Passport Office website using the link provided to ensure you are familiar with the latest requirements for the country you are travelling to: <https://www.gov.uk/foreign-travel-advice>.

Visas, EES and ETIAS

For UK passport holders there is a time limit on the amount of time you can spend in Europe without the requirement for a visa. All UK passport holders must ensure they meet the requirements of visa free travel to Europe or arrange the relevant documents needed for entry.

Please note, the EU's new EU Entry/Exit System (EES) is now up and running and the European Travel Information and Authorisation System (ETIAS) is expected to be introduced towards the end of 2026, and we will provide further updates in due course.

In most cases, the EES biometric checks will take place in Europe. This will involve registering fingerprints and having a facial photograph taken by border officials. At the Port of Dover, these checks will happen

when going through the controls before boarding the vessel due to the dual French and UK border arrangements.

Important: Passengers without correct documentation may be refused travel. SkiBound cannot accept responsibility in these circumstances. It is the school's responsibility to ensure all members of their group have the correct and up to date travel documents and/or visas.

GHIC Cards

It is advised for everyone to apply for a GHIC Card in replacement for the EHIC Card (although not compulsory), for use in the EU. Many state hospitals and doctors will accept this if a member of your group seeks medical assistance. It is important to note that this is not a replacement for travel insurance. Please refer to the following link for further information on GHIC cards: <https://www.nhs.uk/using-the-nhs/healthcare-abroad/apply-for-a-free-uk-global-health-insurance-card-ghic/>.

TRAVEL & INFORMATION

Baggage Allowance

Please advise your group to keep luggage to a minimum. Each passenger should bring one case or travel bag (15–18kg) to be stored in the coach boot, plus a small backpack or handbag for onboard use. Excess luggage may need to be left behind. Soft hold bags are recommended, as they are easier to store than hard suitcases.

If any members of your party are bringing their own ski equipment, please note that space is very limited and typically no more than 2–4 pairs of skis can be carried. Please also ensure you have informed us in advance of any skis or snowboards so the coach company can be notified prior to departure.

Channel Crossings

We will request your crossing time based on the information you have supplied regarding the earliest time you are able to depart school. Please bear in mind that during peak periods, ferry operators are working to maximum capacity and therefore allocated times may not always be as desired. For these peak dates we cannot guarantee that we will be able to amend times once the bookings have been made.

We strongly recommend that unscheduled stops – other than in case of emergency – should be avoided en-route to the UK ferry port. During peak travel dates, crossings are generally fully booked and if your group were to miss the scheduled crossing, a replacement crossing is likely to involve a lengthy delay of at least several hours.

Checking In at Port

Your driver will be familiar with procedures at the ports, and your itinerary will allow for a 2-hour check-in. Your Ferry or Eurotunnel ticket will be collected by the driver at the port quoting the booking reference(s) shown on your travel itinerary.

EU Coach Rules

Please note that all coach drivers must operate in line with EU regulations governing their working hours. These rules are in place for safety and are strictly enforced. As a result, drivers will not be available after arrival on the first day or on the day of departure. Transfers to and from the ski slopes on your final day will be arranged by your resort rep and may be via local ski bus services.

The “Interbus Agreement” on EU regulations means that coach companies travelling from the UK are unable to pick up any passengers in the EU that did not start their journey from the UK with the same coach company.

Coach Usage in Resort

Your UK coach is available in resort for slope transfers (where required) and for short evening transfers such as ice skating, discos, swimming etc. These must be arranged in advance with your resort rep so drivers can plan their working hours accordingly.

Coaches and drivers are provided for group use only and cannot be used for other purposes, such as hospital or supermarket visits. Your resort rep can assist in arranging alternative transport where needed.

Last Day Departures

Please note all coach groups will be required to check out in the morning on the final day, arrangements will be made to provide a number of rooms or facilities for luggage and showering following the last day skiing.

Emergencies and Incidents

Should an incident or emergency situation take place during your journey, please notify the SkiBound office or out of hours team immediately. Whilst your drivers will be on hand to assist, it is paramount that our operations team are aware of any ongoing situation in order to assist your group to the best of our ability.

Itinerary

A travel itinerary will be sent to you approximately 1 – 3 weeks ahead of departure, subject to there being no outstanding balance on your booking.

ACCOMMODATION

Meals on Arrival and Departure

The majority of our European coach tours include 6 nights full board plus one extra meal. Your first included meal is the evening meal on your arrival day regardless of the arrival time in resort. Please note that meals en-route to resort are not included. Your last included meal is usually dinner, with your departure time from resort shortly after. Should the group be departing earlier, a packed dinner will be provided.

First and last meals will be confirmed on your final itinerary sent to you approximately 1-3 weeks before departure.

Room Supplements

Our tour prices are based on multi-bedded accommodation; however, adults (on free places) are usually accommodated in twin or triple rooms at no extra cost. All rooming requests (including free staff places) are subject to availability and supplements may apply.

Rooming Requests

Whilst rooming requests will always be taken into account, they are not always guaranteed. Please also note that your rooming is based on genders, **not** year groups.

Please add any room requests to your final details form and let us know in advance if there are any specific safeguarding/accessibility concerns that need to be taken into account.

Towels

Provision of towels varies by hotel, so please check with your Tour Coordinator. As many of our hotels are third party, it would be sensible to take your own towels, to avoid any issues in resort. However, please note that towels are generally **not** included for students staying in France.

Damage Deposits

Please note it is the group's responsibility to make sure any damages are dealt with in resort directly with the hotel. Groups may be required to pay a damage deposit on arrival in resort. Deposit amounts will be required to be paid either by cash or card. We recommend that you carry out an inspection of rooms upon your arrival, and that rooms are vacated in sufficient time to allow for inspection prior to your departure from resort. Please contact your Tour Coordinator for further information.

SKI PACK

Ski Lessons

We aim to ensure that our groups benefit from an excellent level of tuition to make sure that everyone gets the most from the experience. Please do bear in mind that in conjunction with the local ski schools, we operate a ratio of 1 instructor per 12 paid student places (1 to 13 in some resorts). The number of ski instructors allocated is always based on the number of students in the group rather than ability breakdown.

Unfortunately, adults and children aged 6 and under are unable to join group lessons and therefore we would ask that parents make arrangements for crèche or ski kindergarten directly with the resort.

Snowboarding

In most resorts snowboard hire is more expensive than ski equipment and therefore a **supplement may be required for students or adults wishing to snowboard rather than ski**. Please speak with your Tour Coordinator who can give you up to date information and prices. You should also consider that snowboarding lessons are based on a maximum of 8 students (*of a similar ability*) per instructor, making it much more likely you will need an additional instructor, which would come at an additional cost.

Additional Instructors

Should your groups require additional ski or snowboard instructors, please contact your Tour Coordinator who will be able to confirm the cost. Please note that additional instructors are subject to availability, particularly during peak dates such as Christmas, Half Term and Easter, and we recommend that any extra instructors are booked as early as possible.

Safety and Supervision on the Slopes

Students may only ski on marked and patrolled pistes while being instructed by the ski school or while under the supervision of their own teachers who are competent skiers. However, in addition, we strongly recommend that a teacher or other responsible adult accompanies each ski group. It is the Party Leader's responsibility to ensure the good conduct and behaviour of all the participants during the trip, and this warrants that at least one responsible adult will be on active duty at all times. Please refer to the "Skibound Group Responsibility and Expectations" guide for further information.

If teachers cannot accompany the students in their lesson, a teacher should be available at a suitable meeting point near to the ski school lessons.

Lesson Times

Please note that lesson times can vary, especially during peak dates. We are more than happy to request any preferences for lesson times you may have – please make sure to note these clearly on the final details form. However, please be aware that lesson times are at the discretion of the ski school, and we are unable to guarantee requested times.

Lift Pass Deposits

A key-card deposit of between 2 - 5 euros may be payable on collection of your lift passes (in some resorts). This will normally be refunded upon return of the passes at the end of the week.

Adult Lift Pass Supplements

Adult lift pass supplements may be payable in our European resorts by paying passengers aged 18 and over (including students). Please then check with your Tour Coordinator, who will be able to advise if this supplement is payable in your resort/country.

ADDITIONAL INFORMATION

Safety Management and Risk Assessment

A *Safety Management System* is a document which states how we manage safety for our valued groups. If you require a copy of the Safety Management System, please request a copy from your Tour Coordinator.

Please note, we do not provide trip-specific risk assessments and it is your task as Party Leader to assess the risks that could relate specifically to your group. To find support on how to do this, please visit our website for a selection of materials: <https://www.skibound.co.uk/risk-assessment/>.

Should you require resort or hotel-specific information to complete your risk assessment, please let your Tour Coordinator know what you require and they will do their best to provide you with the relevant information.

Health & Safety Advice for Travelling Abroad

For destination specific health and safety advice including information about travelling abroad, safety & security, entry requirements and travel warnings, please refer to <https://www.gov.uk/foreign-travel-advice>.

Special Requirements & Allergies

Please inform us of any dietary, equality or diversity requirements that might apply to your group, to help us make the necessary arrangements.

Any dietary or allergy requirements we have received have been passed along to relevant suppliers, however, please liaise with the staff on arrival to remind them of any dietary requirements your group may have, particularly those with food allergies and intolerances. We are unable to guarantee that food provided will be allergen free due to the risk of cross contamination. We cannot guarantee that anyone with severe allergies will not inadvertently come into contact with allergen traces and therefore recommend teachers are prepared with suitable wipes to clean any required surfaces. Teaching staff should also supervise mealtimes to ensure that the dietary requirements have been fully met. Epinephrine/adrenaline auto-injectors should be carried at all times.

For full guidance on allergies, medical conditions and dietary requirements, please see the following link: <https://www.skibound.co.uk/wp-content/uploads/2025/06/Guidance-Information.pdf>.

Payments

You will be sent an invoice for the final balance of your trip approximately 18 weeks before departure, and the balance is due 14 weeks before departure. Late payment of the balance will unfortunately not be permitted if your final invoice is delayed or is inaccurate. All outstanding balances must be fully paid 14 weeks prior to your departure. Should there be any changes or extras added to your trip after you've paid the final balance, these will be issued separately and will always be due immediately.

We look forward to finalising all aspects of your forthcoming ski trip and hope that this information will help you with your planning. Please do not hesitate to contact your Tour Coordinator regarding any queries about the above or about your trip.

The SkiBound Team