

SkiBound

SNOWSPORTS FOR SCHOOLS

Party Leader Info Pack

2026-2027

Helping you plan a safe, smooth
and memorable ski trip



SkiBound

Table of Contents

PRE-TRIP ADMINISTRATION	2
Pre-Departure Timeline	2
GENERAL INFORMATION	3
Office Hours	3
Contact Details.....	3
Cancellation Terms.....	3
SkiBound App	3
PASSPORTS & VISAS	3
Passport Information and Travel Advice	3
Entry Requirements for British Passport Holders	4
Visas	4
TRAVEL & INFORMATION	4
Baggage Allowance	4
Seatbelts	4
Flight Information	4
Emergencies and Incidents	5
Tickets and Itinerary	5
Provisional Itinerary	5
ACCOMMODATION	5
Meals	5
Room Supplements	5
Rooming Requests	5
Towels.....	5
Damage Deposits	6
SKI PACK	6
Ski and Snowboarding Lessons	6
Lesson Times.....	6
Snowboard Hire	6
ADDITIONAL INFORMATION.....	6
Waivers	6
Tipping	6
Safety Management System and Risk Assessments	7
Health & Safety Advice for Travelling Abroad	7
Special Requirements & Allergies	7
Payments	7

SkiBound

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.

7 – 5 months before travel

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

ROOMING

Once your details have been processed, we will send your rooming allocation for completion and return.

4 months before travel

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

2 – 4 months before travel

Any additional activities or excursions should be pre-booked (if applicable). We will send you an excursion list of all options available for this season – please note that all requests are subject to availability and change by suppliers/weather.

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

Your final itinerary and flight e-ticket will be sent 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.

SkiBound

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

Passport Information and Travel Advice

All airlines have a legal obligation to provide Advance Passenger Information such as Passport Information to the government of your destination country. Passengers who do not provide this information could be refused to travel. It is imperative that the passport information submitted is up to date and accurate; **names**

SkiBound

must be as they appear on passports. Please make sure you allow enough time to collate this information for the Final Details forms.

We would recommend that all passports are checked in advance to ensure validity. Please refer to the HM Passport Office Website via the following links to familiarise yourself with the latest requirements and we'd also recommend signing up for email alerts in case of any changes as this advice is subject to change:

Entry Requirements for British Passport Holders

USA Entry Requirements for British passport holders: <https://www.gov.uk/foreign-travel-advice/usa/entry-requirements>

Canada Entry Requirements for British passport holders: <https://www.gov.uk/foreign-travel-advice/canada/entry-requirements>

Visas

You will need to ensure that all members of your group have all the correct documents to travel.

Passengers travelling to the **USA** will either require a visa or an ESTA – please use the following online tool to establish what you require if you are unsure: <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/wizard.html>.

Passengers travelling to **Canada** will either require a visa or an eTA – please use the following online tool to establish what you require if you are unsure: <https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/check-visa-eta.html>.

Please be aware that your visa/ESTA/eTA is connected to your passport, so if you renew your passport then you must also obtain a new visa/ESTA/eTA. For anyone needing a different type of visa, please be aware this can be a lengthy process and it is advisable to start looking into this sooner rather than later.

Non-UK passport holders must check requirements independently with the relevant consulate.

Important: Passengers without correct documentation may be refused travel. SkiBound cannot accept responsibility in these circumstances.

TRAVEL & INFORMATION

Baggage Allowance

Please advise your group that luggage space is limited on coaches and airlines. Please ensure that each member of your group is limited to one soft sided medium-sized item of luggage for hold and one small piece of hand luggage. Please check with your Tour Coordinator for airline specific baggage restrictions.

Seatbelts

Some vehicles in the US and Canada are not always fitted with seatbelts, this also includes the yellow “Bart Simpson” school buses and resort shuttle buses. It would be our preference to use vehicles with seatbelts where possible. Where supplied, seatbelts should be worn.

Flight Information

Flight times are provisional and subject to change. You must notify us in writing/email to highlight any amendments to your original names list so that we ensure the airline have the correct passenger names. Please note that name change fees apply and vary dependent on airline.

SkiBound

For individuals with nut allergies, a nut free environment cannot be guaranteed by the airlines. Individuals carrying an Epi-pen must carry a doctor's letter. Please do advise us of any passengers who do have nut allergies, particularly if severe and airborne, as we can pre-advise the airlines. Please refer to your carrier for specific information on medicine, medical conditions and equipment.

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.

Tickets and Itinerary

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

Provisional Itinerary

Should you require a provisional itinerary earlier in the process, we can provide this for you with the information we have at that time. Should you require it for a specific date, such as for a parents evening, please give us at least a week's notice to allow us sufficient time to process the request.

Please note that provisional itineraries are subject to change.

ACCOMMODATION

Meals

First included meal is usually dinner on the day of arrival (except for Jasper groups, where it is breakfast on the second day).

A standard North American trip is based on half-board with breakfasts and dinners included. There may be the option of adding on lunch vouchers for your group (subject to a supplement), so please contact your Tour Coordinator if you would like more information on this.

Please note that meals en-route to resort are not included. Your last included meal is usually breakfast on the day of departure. Should the group be departing very early, a packed breakfast may be provided instead.

Mealtimes will be confirmed on your final itinerary, sent to you approximately 1 – 3 weeks before departure.

Room Supplements

Rooming in North America is largely based on 4 students sharing a room and students will be roomed to maximum occupancy (2 x double beds per room). Most bookings are on a bedshare basis for students, unless agreed otherwise at sales stage. Do bear in mind that the number of rooms will change should your group's numbers change. If you are concerned that your gender or year group breakdown may not fit in your allocated rooms, please contact your Tour Coordinator for more information and be aware that supplements may apply should you require more rooms.

Rooming Requests

Whilst rooming requests will always be taken into account, they are not always guaranteed as they are subject to availability.

Towels

Towels will be provided for both students and adults.

SkiBound

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 and Snowboarding Lessons

We aim to ensure all groups benefit from a high standard of tuition so that everyone gets the most from their experience. In North America, instructor-to-student ratios vary by resort but are typically around 1:8. Instructor numbers are allocated based on total group size, not ability levels.

Snowboarding lessons are available but must be pre-booked for the full 5 or 6 days. These are based on groups of approximately 8 snowboarders of similar ability. Where a full group cannot be formed, it may be possible to combine with snowboarders from other UK schools, although this cannot be guaranteed. In cases where there are only one or two experienced snowboarders, a mixed ski/snowboard instructor may be arranged, subject to availability.

Lessons are not included in the tour price for group members aged 18 and over unless stated in your booking confirmation. Prices can be provided by your Tour Coordinator on request. Staff travelling on a free place may join student lessons for supervisory purposes only.

Children under 11 are unable to join standard group lessons. Parents should arrange crèche or ski kindergarten directly with the resort at their own expense.

If teachers are unable to accompany students during lessons, they should remain available at a designated meeting point near the ski school.

Lesson Times

Please note lesson times are allocated at the discretion of the ski school and will be confirmed closer to your departure date.

Snowboard Hire

Should anyone in your group require snowboard hire instead of ski hire, please indicate this when sending in your group's passenger information and we will make sure to arrange board hire for them instead.

ADDITIONAL INFORMATION

Waivers

Some resorts in North America require groups to complete waivers. This is usually via an online form. We will inform you in good time if your group is required to complete waivers, but if you would like to know earlier then please contact your Tour Coordinator.

Tipping

It is customary in North America to tip coach drivers and ski instructors. We suggest budgeting approx. \$2 pp per coach transfer, and approx. \$15 pp for instructors.

SkiBound

Safety Management System and Risk Assessments

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