



Welcome to the resort of LA ROSIERE

Home

Welcome

Our team would like to welcome you to the amazing ski/snowboard area of La Rosiere. We are here to help – both before and during your holiday and we're on call should you need us.

What is this information pack?

It's full of great tips and ideas on how to make the most of your holiday but rather than wait to find out what you can do on your holiday we are giving it to you now so that you can view and share all of this information before you travel and plan ahead for the excitement of the mountains that you have been looking forward to.

As you are due to travel within four weeks, the information contained here is to help you set yourself up for a smooth holiday and also give you the opportunity to ask any questions you want to your Crystal Representative who will be looking after you.

All the information is prepared and updated by our Crystal team who are experts in their resorts and dedicated to making your holiday special.

Communicating with us

New this year we have a Talk to us box where you can ask any questions you have in advance of travel. Our in-house experts will be back to you in no time. If you need to contact your resort team in advance or while in resort then you will also find their contact details in the 'rep contact info' section.

TOP TIP: Follow us on Twitter to catch up on resort news and become a fan of Crystal Ski on our Facebook page.

View, print, save and send

View this information online and on the go with your mobile before and during your holiday – make sure you print the info you need from the website and share it with other members of your booking. All they need is the web address www.crystalski.co.uk/informationpack and your 6 digit booking reference so they can explore for themselves.

Our service throughout your stay

We're here to ensure your holiday runs smoothly from start to finish and we're always on hand to provide assistance and advice. If there's anything we can do to improve your stay, don't hesitate to contact us (see Rep contact Info).

TOP TIP: Make sure you've given your booking agent your mobile number. We'll text you your Representatives contact number before you travel so you've always got a local expert to call on.

Feedback

Your opinions are very important to us, so on your journey home we will give you a questionnaire for your feedback on your holiday – from booking, to resort and home again. If you think something would be worth adding to your holiday or this info pack please let us know via the Talk to us box on the right of this page.

Have a fantastic time on your winter holiday and should you be looking for ideas for your summer holiday don't forget to take a look at what Crystal, Thomson and First Choice have to offer!

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First 24hr Guide

Getting off to a good start in the first 24 hours is key to having the best possible holiday, so we're really focusing on the services we provide during this time. This guide gives you everything you need for the first 24 hours to get you settled into your resort and onto the mountain as quickly as possible.

1. Your arrival

It's good to know that Crystal has the largest overseas presence of any UK ski tour operator so you're always guaranteed a warm and friendly welcome on arrival. Once you've collected your luggage you'll meet someone from the Crystal team. Please let us know you have arrived straight away and inform us if you are experiencing any baggage problems. When everyone is ready we will get you on your way to La Rosiere. If you are arriving by car, information will be left for you at your accommodation.

2. Transfer to resort

Following a brief outline of your journey time and route to resort, you'll be on your way. We'll do our best to keep you updated of any changes due to weather or traffic whilst en-route.
TOP TIP: If there is a Crystal Representative with you on your transfer, don't miss the chance to organise your lift pass, equipment hire and ski school items with them. Spending some time getting sorted on your transfer can save you a lot of time waiting in queues when you get to resort.
If there isn't a Crystal Representative on your transfer or if you have arrived by car, a member of the Crystal team will be available in resort to help with your requirements.

3. Check in and settle in

Time for your holiday to really begin! You should be unpacked and feeling at home in next to no time. If something isn't right, report it to the reception staff straight away. Most things such as room temperature or more pillows are easily addressed. If anything remains unresolved please contact us. Also you can check out the Crystal information book, usually located in the reception area for more details about the resort.

4. Eat, drink and relax

Once settled in you're probably thinking of food and sleep. Remember, at altitude it is important to drink plenty of water and limit alcohol intake as your body acclimatises! If meals aren't provided in your accommodation, why not have a look in the Crystal information book for some suggestions. After dinner, a good night's rest helps set you up for your first day of skiing.

5. Your lift pass

Our FAST PASS service ensures you enjoy a good night's sleep and your breakfast while we do the queuing. For those of you who have pre-booked your lift pass these will be delivered to you on your arrival in resort and for those of you who book in resort these will be delivered to you no later than 8.30am on your first morning so you can get the first lifts up the slopes and make the most of the start of your

holiday.

6. Collect ski / snowboard equipment

Carefully balancing price, location and quality, we've selected Ski Set as our rental supplier for winter 2010/2011. If you've organised equipment through us all you have to do is to take your voucher to your designated Ski Set Shop. As we use 3 different shops in La Rosiere you will be advised by Vicky or Kevin on which is the nearest one to your accommodation.

7. Skiing / snowboarding

We work with ESF here. If you have organised lessons with us, take your voucher which will be given to you by either Vicky or Kevin to the ski school meeting point on your first day. You can also book private lesson and taster sessions inc: Off Piste with ESF. For more information about this speak with either Vicky or Kevin.

TOP TIP: Free ski escorting – La Rosiere offers a fantastic playground for all and our Crystal Ski escorts know the mountain better than most. Piste maps are readily available in resort and for skiers / snowboarders who are competent on red runs, join our ski escorts for an unforgettable day. Places are FREE but are limited to 12 per escort, so we operate a first come first served system.

8. Welcome meeting and après ski

We will hold a welcome meeting at the beginning of your holiday to give you lots of information including a packed apres ski program, we have everything from bum boarding with crepes, quiz night, ice-skaing, bowling and for the more active we have snow shoeing, VIP ski away days, the famous Bob Sleigh and the only Heli Skiing in France. You will have full information about these in your arrival packs, and to book them pop along to your welcome meetings with Vicky or Kevin, the times will be on your welcome packs.

9. Smooth 24hrs = Outstanding holiday

If you've managed to get everything organised and enjoyed your first day on the slopes then the rest of your holiday will be all the better for it. We are here throughout your holiday and look forward to seeing you during ski escorting, for a chat in resort, visiting one of our service centres or on a Crystal activity. Remember you can find extra resort information within the Crystal information book, usually found in your reception area. Please don't hesitate to contact us in person or by phone (see Rep contact info) if you need anything at all.

Know Before You Snow

Planning a winter ski or snowboarding holiday? Don't miss out on the fun – avoid injury and expensive medical costs by following our checklist.

Travel insurance

Many insurers offer specific winter sports cover – standard insurance policies may not cover you for these activities so make sure you're fully covered for what you want to do. Medical costs can be very expensive if you get injured – for example, it could cost £4,120 to be treated for a broken leg in Italy, or £28,000 to treat a broken leg in Canada*. So it's worth checking your policy!

*Figures include medical fees and repatriation. Source: Europ Assistance.

European Health Insurance Card (EHIC)

Travelling in Europe? It's essential that you take a valid EHIC with you. If you have an accident or suddenly become ill you'll receive the necessary state-provided medical healthcare for at reduced cost, or sometimes free. The EHIC is valid in the European Economic Area and Switzerland. But you still need to

take out travel insurance as an EHIC won't cover all your medical costs, private treatment or repatriation to the UK. Apply now at: www.ehic.org.uk

Know your limits

Alcohol invalidates some insurance policies, and can affect you more quickly at high altitudes and affect your awareness of the cold, putting you in danger.

Be at your peak

Get fit so you can enjoy your holiday more; if you're not physically prepared you're more likely to be at risk of injury.

Check www.fco.gov.uk/travel before you go

For the latest country travel advice, tips and winter sports information, visit the Foreign and Commonwealth Office's website at www.fco.gov.uk/travel or call 0845 850 2829

We hope you have a fantastic holiday!



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Rep Contact Info

Crystal In-resort team

We have a great team this season and we're all dedicated to providing you with the best possible service throughout your holiday. We're looking forward to meeting you and sharing our resort and local skiing knowledge.

24/7 contact number

You can contact us on the numbers below, or email larosiere@crystalski.co.uk if you need anything at any time before or during your holiday. We can also visit you at your accommodation by arrangement.

Resort Manager - Vicki Clarke: 0033 (0)6 10 14 14 30

Head Rep - Kevin Green: 0033 (0)6 22 84 32 70

Kevin will be visiting Chalet Le Hahnenkamm at 7pm and Chalet Le Kitz at 7:30pm. Guests staying in the La Rosiere apartments can visit Bar Fusion between 6.30pm - 6:50pm to ask any questions. Bar Fusion is located in the centre of La Rosiere's main high street.

Rep - Vicky Shipton: 0033 (0)6 10 14 14 35

Vicky will be visiting Chalet Stelvio at 7pm and Chalet Cervinia at 7:30pm to offer any advice and answer any queries. She will also be visiting Les Cimes Blanches at 6:30pm to 6.50pm.

TOP TIP: Use our Talk to us box on the right of this page to get a quick response on frequently asked questions.

In the event of an emergency

To reach local emergency services in France please dial 112 for English speaking assistants. Alternatively call the Crystal emergency line in France on 0033 (0)4 50 53 88 88. To reach our out of hours customer operations centre in the UK please dial 44 (0)1582 644100.



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Families

If you're on holiday with your family you'll be looking for ideas of things to see and do with the kids. We've put together a bunch of top tips from our resort to help.

Top Tips

- In Les Eucherts, by the Eucherts Express chairlift, there is a brilliant area for bum-boarding. We will be holding an exciting family event here which includes a crepe, hot drink and your very own bumboard to keep for those snowy days back in the UK for just 12 euros. This event will be taking place on every Tuesday.
- Every Monday night there after the ESF Ski School puts on a spectacular torchlight descent and ski show. It's a great opportunity to watch your instructor show off and sometimes even they fall over! Afterwards, warm yourself up with a complementary hot chocolate or van chaud. You can take part in the descent for only €4 which includes the price of the candle.
- On Saturdays and Thursdays, there is a market in La Rosière centre, with a very well stocked sweet stall and many souvenirs for friends back home.
- The Kitzbühel bowling bar has a great family atmosphere and you can book through your crystal rep to receive discounted prices! Combine a game of bowling with a typically French meal for a bargain package.
- Ski school is essential for children helping them to improve their skills and make new friends. Contact your Crystal rep and they will happily discuss the best ESF ski school options for your youngsters. We have lessons for children from 4 years and our ski schools have a maximum of 8 in group lessons (this may increase in peak times).
- Our trip to the Olympic Bobsleigh run in La Plagne runs weekly, so if your family is of the thrill seeking, fun loving nature, this could be the event for you. You will also be able to take advantage of our family discounted price, please let your rep know if you are interested, please book early to avoid disappointment as places are limited!
- Afternoon tea in France is called goûter. It's a perfect opportunity for your kids to try a chocolate fondue or a nutella crepe. Try one at McKinnely's at the bottom of the Roche Noir Lift.
- Petit Danois has a children's menu and a great snack menu served all day, including nachos and chicken wings. With our Crystal discount card you can get a free appetitif with any meal.
- Fusion Food not only serves excellent food but it also has a fantastic kids' menu available for those children who are a little adventurous or would just prefer a pizza. You can use your Crystal Discount Card here for various items.
- Children are welcome at most of the bars in the village up until a reasonable time. Bar Fusion also has a Nintendo Wii.
- There is a fantastic new ice rink in Les Eucherts. It is open daily and your Crystal rep will purchase you

tickets at favourable rates.

- Private Nanny – speak to our team on 0871 231 2256 to discuss arranging a private nanny for a day or the week. This service is for children between the ages of 6 months and 5 years, and pre-booking is essential.
- The resort and ourselves offer family lift passes. These are for 2 adults and 2 or more children of the same family, living together and are still individual passes however are at reduced prices. Please call our team on 0871 231 2256 for further details.
- There is also a cinema that shows films at least once a week in English. Speak to Vicky or Kevin for more details of weekly films and showing times.



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Beginners

Experience has taught us that local knowledge really helps enhance your holiday, especially if it's your first time skiing or snowboarding. We've been working hard to gather snippets of information to really help you. TOP TIP: Confused by ski and snowboard jargon or totally unsure where to start? Talk to us on the right hand side of this page and get your questions answered. Tap into our expert knowledge, helping you and others with the little things that make a big difference.

First time skiers / snowboarders

General tips

- Use the first 24hr guide - this will get you organised and will fast track you to the fun!
- Check out the FAQs section (yep you're not the only ones who are new to this!)
- If you have not already booked your lift pass / equipment / or tuition, contact your booking agent for advice on packages available or ask us for details
- Dress for comfort: wear lots of thin layers which you can peel off, rather than one thick layer. Avoid cotton, denim and wool in any ski clothing
- We are here to give you help and advice, especially if its your first time on the slopes, so make the most of this and visit us at our service centres or give us a call (see Rep contact info)
- Come to the welcome meeting, we'd love to hear how your first lesson went and we can always help with further tips and advice
- For basic mountain safety information, see the 'FIS skiers code of conduct' below

Equipment tips

- For a speedy start to your first day, collect your ski / snowboard equipment as soon as you can, preferably the day before your 1st lesson
- Take your ski socks and equipment voucher to the ski hire shop. Some shops may also ask for proof of identity, and a deposit
- Boots should be a firm fit, but they shouldn't hurt. If they hurt then change them
- Wear only one pair of seamless socks to get maximum comfort and avoid blisters
- Carrying your skis is easy. Slide them together and carry balanced over one shoulder – watch how other people do it or ask us and we can show you
- Note the appearance and any numbers on your skis / snowboard and boots. Hire equipment can be easily confused and accidentally taking somebody else's equipment is dangerous not to mention very frustrating for you and them

Ski / snowboard school tips

- Our ski school partners are ESF. If you haven't already booked with them then please contact your agent before travel or contact us
- Let the experts teach you and book into ski / snowboard school – don't let your friends try to show you how it's done
- Give yourself plenty of time, check where your meeting point for your first lesson is, have your voucher

and be on time

- If you want to be in the same group as family or friends then you must all be the same standard. Let the ski school know who you're with and they will do their best to keep you together
- When walking in boots, loosen the clips and you'll find it a lot easier to walk

Try, try and try again! The first couple of days can be tiring and frustrating at times but this is quite normal and everyone has to go through this. Expect to spend some time struggling to get off of the floor and don't give up. You will love it!

FIS skiers code of conduct

The FIS (Federation International du Ski) has established ten rules, which are internationally recognised, in order to ensure safety on the slopes. If you're a beginner please ensure you familiarise yourself with these. The FIS rules are considered an ideal pattern of conduct for a responsible and careful person. The rules apply to all, so skiers and boarders alike are obliged to follow them. If you do not, you could expose yourself to civil and criminal liability in the event of an accident.

1. Respect for others

Skiers/boarder must behave in such a way that they do not endanger or prejudice others. They are responsible not only for their own behaviour, but also for their defective equipment.

2. Control of speed and skiing/boardings

Skiers/boarder must always be in control. He/she must adapt his/her speed and his/her manner of skiing/boardings according to his/her personal ability and according to prevailing conditions of terrain, snow and weather as well as to the density of traffic.

3. Choice of route

Skiers/boarders in front have priority, so any skier/boarder coming from behind must choose his/her route so ensuring they do not endanger those ahead of them.

4. Overtaking

A skier/boarder may overtake others from above or below and to the right and to the left, providing they leave enough space for the overtaken person to make any voluntary or involuntary movement. This also applies when overtaking a stationary person.

5. Entering and starting

When skiers/boarder enter a marked run or start off after having stopped, they must look up and down the run to make sure that they can do so safely, without endangering others.

6. Stopping on the piste

Unless absolutely necessary, a skier/boarder must avoid stopping in narrow or reduced visibility areas of the piste. After a fall, they must move clear of the piste as soon as possible.

7. Climbing and descending on foot

Any skiers/boarders climbing or descending a piste on foot must keep to the side.

8. Respect for signs and markings

Skiers/boarders are free to choose whichever piste he/she wishes to take, but all signs and markings must be respected.

9. Assistance

Skiers/boarders are duty-bound to immediately assist at all accidents and provide first aid where possible. The appropriate authorities should be alerted and the place of accident marked to warn other skiers.

10. Identification

Every skier/boarder and witness, whether they are the responsible party or not, must exchange names and addresses following an accident.

If you have any of your own tips please share them at <http://help.crystalski.co.uk>



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Budget Tips

Experience has taught us that local knowledge really helps enhance your holiday, especially if you're travelling on a budget. We've been working hard to gather snippets of information to help you get the most out of your Euros during your stay.

TOP TIP: Talk to us on the right hand side of this page and get your questions answered. Tap into our expert knowledge, helping you and others with the little things that make a big difference.

Eating out

- Order 'Mountain Munchies' from your chalet host for only €5 – includes a baguette, drink and a choice of crisps or chocolate bar - save a fortune on mountain restaurants. With the Crystal Discount Card, you can get 5% discount off when you order Mountain Munchies for 3 days or more
- Le Petit Creux takeaway in La Rosiere centre, great for pizzas and burgers
- Ski Food in Les Eucherts offers great fast food at reasonable prices
- If eating out for lunch on the mountain, the restaurants in Italy tend to be cheaper than in France
- Bar Fusion in La Rosiere Centre offers great burgers and real English bacon or sausage butties at a reasonable price
- Petit Danois serves Danish specialities, burgers and healthy options, salads, nachos, chicken wings and great breakfasts from 10am

Local bars

- Kitzbuhel bowling bar have promotional offers during the week including food and drink
- Head to Le Petit Danois bar for live music on Wednesdays with a great atmosphere. With the Crystal Discount Card, you will have a free shot with your first drink
- The local house wines are generally quite good and offer very good value for money
- Want to keep on top of all the best sports while on holiday and watch the best live action, go to Bar Fusion and get the atmosphere of a typical English pub. Bar Fusion have very competitive prices and with the Crystal Discount Card you can also receive a free shot with your first drink.
- Le Pub in the centre of La Rosiere has a great atmosphere and is open from 5pm so an ideal Apres venue and you get a free shot with the Crystal Discount Card.

Please drink responsibly and in moderation, visit www.drinkaware.co.uk for further information.

Local entertainment

- Head to La Rosiere centre (by the Roche Noir chairlift), on Thursdays at 6pm over the festive season, then Monday evenings there after for the ESF torchlight descent and freestyle show, free hot chocolate or vin chaud!
- Visit the local French market in La Rosiere centre on a Saturday or Thursday
- Check out Petit Danois, Kitzbuhel for free live music and Bar Fusion is hosting a popular open mic night on Sundays

- Ask your rep to book you into Kitzbuhel bowling bar on a Wednesday evening for a game of bowling and typical French Savoyard meal for an excellent price
- Free Wi-Fi in Fusion and Petit Danois and Bar Fusion

Resort

- The ski buses are FREE around resort with your lift pass
- The local supermarkets can be quite expensive but the 'Casino' products are the home brand so tend to be cheaper. You can pre-book a welcome grocery pack which will be waiting in your apartment on your arrival to save you time having to run to the shops. You can book this via email to the resort.
- Book ice skating or bowling through your Crystal rep to receive cheaper prices
- The tourist office has a list of free events each week. See your rep for updated information
- For all who are staying in apartments, let us do your essential grocery shopping for you. It will be waiting for you on your arrival in your accommodation which means you have more time to settle in and explore La Rosiere on your first evening and maybe even familiarise yourself with some of the above mentioned apres venues. Each pack is 20 euros and contains a variety of essential items to get your holiday off to a great start. To book your grocery pack, contact us either by phone or email at larosiere@tuiski.com.

Skiing / snowboarding

- Make the most of your FREE ski escorting service. Check out the programme within your "First 24hr guide"
- Purchase a family lift pass, offering considerable savings
- Hire your skis/board and boots together as a pack to benefit from cheaper prices
- Ask your rep about our favourable exchange rates when using UK credit and debit cards
- Ever wanted to ditch the skis and poles and switch to the dark side of snowboarding? We have the perfect opportunity for you with our snowboard taster where we arrange a 2 hour lesson so you can see where your talent truly lies
- San Bernardo lift pass - this lift pass covers La Rosière and the neighbouring resort of La Thuile over the border in Italy. Every lift pass of 4 or more consecutive days is like this so why not pre-book a 6-day pass by calling 0871 231 2256?

If you have any of your own tips please share them at <http://help.crystalski.co.uk>



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Crystal Activities

For a truly unforgettable winter holiday experience, indulge in some activities off the slopes. Lively nights out, exhilarating activities and ski away days – our après ski programme has something for everyone.

You will be given a full agenda of your après activities in your Information Pack on arrival. Take your time to have a look through on your transfer to resort and if you have any questions or bookings, pop along to your welcome meetings with Vicky or Kevin.

Below is a taster of some of the activities you can do whilst in La Rosiere and remembering this is the 50th Anniversary of the resort with lots of extra celebrations! If you are 50 or will be turning 50, please speak to Kevin or Vicky and you may receive a nice surprise!

We will be hosting some fantastic VIP Ski Away Days where you can discover and explore even more pistes around neighbouring resorts. Also, do not miss out on our VIP bobsleigh trips to La Plagne's famous bobsleigh run which is the longest in Europe!

Day	TIME / PLACE	CRYSTAL ACTIVITY
Tuesday	10am- Meet outside Tourist Office in Les Eucherts	Ski Escorting- 'Cruise the Blues' with Kevin. Your chance to try a fantastic ski/ board intermediate area without hassle. Let us show you the best places and pit stops. A day not to be missed!
	2: 30-4: 30pm- Meet outside the Kids Ski Area in La Rosiere	Snowshuing- If you love the mountains and want to get closer to nature, why not take an afternoon off skiing and try out snowshuing?! There are different levels for the beginner to the more experienced snowshuer.
Wednesday	5pm- Meet at Kitzbuhl in Les Eucherts	Bum-boarding for all - Slip and slide down a slope where there will be fun and games! Ticket includes the bumboard, delicious crepes and hot drink at Kitzbuhl.
		Meal night for chalet guests- Great opportunity to check out some of the fantastic restaurants here in La Rosiere. Our Crystal Discount Card will give you great offers in restaurants Petit Danois and Fusion Food.
Thursday	8: 45pm- Bar Fusion	Quiz Night- Test yourself on our general knowledge, sport and music quiz! It can be enjoyed by all ages and tickets include a free drink.
	6pm	Torchlight Descent and Ski Show- Be part of this magnificent torchlight descent where you can ski down to La Rosiere and watch it twinkle and sparkle at night!

Friday	10am- Meet at Tourist Office in Les Eucherts	Ski Escorting- 'Ride the Reds' with Vicky-Explore some of the more challenging runs around La Rosiere and La Thuile. A day not to be missed by some of the more confident skiers!
	(No fixed time) Kitzbuhl Bowling and the Ice Rink in Les Eucherts	Visit Les Eucherts' fantastic bowling alley and ice rink where we can offer discounted prices for all.
Saturday	9pm- Petit Danois	Wine tasting - Enjoy a selection of delicious Savoyard wines and nibbles at the famous Petit Danois.



Welcome to the resort of LA ROSIERE

Sponsors

