



## UK

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Greetings!

We are delighted that you have elected to travel with Visions this year, and we hope you are excited about the amazing experience awaiting your group.

As you will be travelling without the aid of a Visions Tour Ambassador during your upcoming trip, we would like to take a moment to inform you about certain responsibilities and actions you will be executing as Party Leader in place of an Ambassador.

- **Pre-arrival preparations**
  - Confirm coach timings prior to group arrival directly with the coach company
  - Ensure hotel rooms set-up and arrival needs met
  - Review all catering and meal needs directly with the Hotel Catering Manager as well as any and all off-site meal providers
  - Review all allergies and food preferences with Hotel Catering Manager as well as any and all off-site meal providers
  - Confirm full dining schedule including dates and times
  - Confirm Ski Fit location, time and process. This should be confirmed directly with the service provider
  - Confirm where to obtain lift passes on initial ski day and where to meet staff. This should be confirmed directly with the ski resort
- **Confirm transportation involved with evening activities upon arrival**
  - Confirm safety precautions, fire exits and evacuation procedures
  - Perform room inspections to cover charges billed to guestrooms that your group did not incur
- **Liase with pre-planned activity providers to confirm reservations**
- **Confirm changes made to schedule once group is in-house**
  - Includes contacting all relevant parties to ensure change implemented
- **Liase with Ski School and other Resort staff**
  - Confirm daily meet time(s) / location(s)
  - Confirm Ski Patrol / First Aid location(s)
  - Confirm process in case of injury
  - Confirm time, date and location of Ski School Certificate presentation
  - Confirm storage procedures for both skis/boards as well as boots

It is always our goal to ensure your group's total satisfaction with every aspect of your tour. If at any time you should have questions or desire further information, please don't hesitate to contact us directly at the email address and/or telephone number below.

With Kind Regards,



**The Visions Ski Team**

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