

Greetings!

We are delighted that you have elected to travel with Visions and we hope you are excited about the amazing experience awaiting your group. As you will be travelling without the aid of a Visions Ambassador during your upcoming trip, we would like to take a moment to inform you about certain responsibilities and actions you will be executing 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, Hotel Chef as well as any and all off-site meal providers
	+ Review all allergies and food preferences with Hotel Catering Manager, Hotel Chef 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
* **Liaise with pre-planned activity providers to confirm reservations**
* **Confirm transportation involved with evening activities**
* **Liaise 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
* **Upon Arrival:**
	+ Confirm full hotel safety audit & review; confirm safety precautions, fire exits and evacuation procedures
	+ Perform a room inspection of each guest room utilized
	+ Have a full Safety Meeting with all passengers along with a mock fire drill
	+ Confirm any changes made to schedule with all relevant parties (activity supplier, transportation, etc) once group is in-house

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 / e**: info@visionsineducation.co.uk / **t**: 01444 810399 / 802.239.3010