

# interski

Interski School / College

## **Party Leaders' Handbook**

Season 2011 / 2012

**Your complete guide  
to the Interski package**



## SECTION A

### 1 Insurance declarations re pre-conditions

Any person over the age of 18 years must be aware that declarations need to be made to the insurers if applicable. Any pre-existing medical condition that affects the party member, or close relative, must be declared prior to departure. Failure to do this may render the insurance cover invalid (see insurance below).

### 2 Parents' information evening

Have you decided upon a date for the parents' information evening and made arrangements with Snowco for all your ski clothing requirements? If not, call Richard at Snowco on 01623 456333 or email [richard@interski.co.uk](mailto:richard@interski.co.uk).

### 3 Access to school/college on departure day

Do you need to make arrangements with the caretaker?

### 4 Emergency contact numbers

Have you completed a list of emergency contact numbers for all people travelling? Remember to leave a copy with the school/college senior management. May we suggest that you also leave the Interski head office number with the school (01623 456333).

The Interski emergency telephone number is for the SOLE use of the party leader, on both departure and return days. If parents require updated information, please ask them to contact a school based number.

### 5 Telephone Pyramid

Have you arranged a telephone 'pyramid' to pass on information quickly, particularly for emergencies and for E.T.A. on return journey?

### 6 Have you obtained a parental consent form for each child travelling?

Is it necessary to complete a submission to the LEA or the governing body, informing them of your planned snowsport course? Our 'Safety Management' guidelines, which are incorporated into this booklet, are designed to help you complete any such exercise required by the School Governors or your LEA.

**NB In the event of a pupil needing treatment at the hospital in Aosta, a member of school staff MUST sign a consent form, on behalf of parents, to conform with recent administrative changes. Please ensure you obtain an appropriate consent form from parents to allow you to do this.**

These forms should be brought out to resort and kept together and available at all times. We suggest you have a set of copies and deposit them with ski hire for the week. This way they are accessible at all times.

### 7 Pocket Money?

Have you given recommendations to your group with regard to which currency, how much and how it is best controlled?

### 8 P&O passenger list

You will need to provide a list of passengers, updated on the day of departure, with date of travel, ferry/booking ref. no, vehicle reg. no, and driver names to be handed in at Dover as you check in. Passenger information should include name, initials, sex and age. You will need a copy of this list to hand in at Calais on your return.

**NB You may already have a list of party members which gives this information, BUT remember to add the driver names, vehicle registration number and the ferry reference number when available. Take copies with you. Alternatively, visit [www.poferries.com](http://www.poferries.com) where there is a downloadable passenger list in the group section.**

(The form is for P&O Ferries. Please do not send it to Interski.)

### 9 Supplements

Have you given Interski information regarding numbers of snowboard, freestyle and/or snowblade courses required and paid the appropriate supplements? Equipment and staff are limited. Early booking is recommended.

### 10 Photos

Please inform all members of the party that photos are not required for lift passes, but may be for collective passports

## 11 Travel Times / Contact Details



Have you informed parents of departure and return times, school emergency contact name and phone number?

## OTHER IMPORTANT INFORMATION

### Snowsport instruction

The Interski Snowsport School hours are as per your agreed package, which is usually 4 hours instruction (2 X 2 hours lessons morning and afternoon) plus one hour's lunchtime supervision. We would ask you to ensure there is a member of staff available immediately prior to the morning session when agreements can be made for the final handover at the end of the day. We ask you to leave your mobile phone number at the start of the week and remain contactable each day. This is to enable Interski to contact you in the event of accident and injury.

**NB. ANY SKIING/BOARDING OUTSIDE LESSON TIME IS THE RESPONSIBILITY OF THE PARTY LEADER. MOST LOCAL EDUCATION AUTHORITIES WILL ONLY ALLOW SCHOOL CHILDREN TO SKI OUTSIDE LESSON TIME UNDER QUALIFIED SUPERVISION.**

### Sickness and injury

Supervision of injured and ill students is the direct responsibility of the teachers accompanying the group. Interski will inform you if a student becomes sick or injured whilst skiing.

### Ski helmets

In Italy it is a legal requirement for all skiers and boarders under 14 years old to wear a helmet on the mountain.

### Under 7s

The Interski Snowsport School and ski hire facilities cater for all abilities and most age groups, but we regret that we do not accept children under the age of seven years. It is absolutely essential that you, as party leader, make full provision for this eventuality.

### Local ski school/crèche facilities

There are local ski schools and crèche facilities available in each of the three resorts used by Interski. If, particularly as a result of the section above, you need to make alternative arrangements, please contact the relevant organisation and make all enquiries/reservations directly. Interski cannot be responsible for services/information provided by such local suppliers.

Pila ski school/crèche	Tel 00 39 0165 521114	<a href="http://www.scuoladiscipila.com">www.scuoladiscipila.com</a>
Courmayeur ski school/crèche	Tel 00 39 0165 842477	<a href="http://www.scuoladiscimontebianco.com">www.scuoladiscimontebianco.com</a>
La Thuile ski school	Tel 00 39 0165 884123	<a href="http://www.scuolascilathuile.it">www.scuolascilathuile.it</a>
La Thuile crèche (0-3 yrs)	Tel 00 39 0165 884986	
La Thuile crèche (4+ yrs)	Tel 00 39 0165 884541	

We do not recommend that infants under the age of two years are taken on school/college ski courses.

### Travel

We have attached a PROVISIONAL itinerary for your information. Please be aware that all of this information is subject to final confirmation. You will receive the definitive details approximately three weeks before departure, along with other relevant information for your ski course. All Interski coaches have up-to-date facilities on board including the provision of hot drinks at 50p each. These hot drinks will be made available when two crew members are present and between 07:00 and 23:00 hours. The drivers will explain how these facilities work and give information about their use and times of the DVD player. If this information is overlooked, please speak to the driver. As party leaders you will have the opportunity to take advantage, or not, of these facilities.

### Baggage/luggage

Snowsport equipment can be bulky and baggage space is limited. Please emphasise to your group that each person's main piece of baggage should be no more than 30" x 15" x 15" (4cu ft) and that they should be selective when packing.

### Seat belts

You will be aware that all Interski vehicles are fitted with lap seat belts and it is a legal requirement that all coach passengers wear them. You will need to ensure your students wear them at all times. Recent legislation puts the responsibility clearly on the party leader.

### Seating

If there are unallocated seats on your coach, these remain at the disposal of Interski. You will note that, where possible, seats

1 + 2 will be allocated to the drivers (this is primarily for use by the second driver through the night). We are grateful for your co-operation.

French police have been fining operators for allowing unaccompanied children to sit by emergency exits on coaches. Clarification on the law has been sought and the recommendation from the CPT (Confederation of Passenger Transport) states, 'When travelling through France, children should only be sitting by an emergency exit if there is a supervisory adult in position.'

Our travel information gives a guide to the layout of a 49 seat executive coach. If your vehicle is a different size or you have drawn up your own on-board seating plan, please check with the coach operator that you are working from the correct template.

## **Instructor travel**

If there are unallocated seats on your coach, these remain at the disposal of Interski.

You may find that your final itinerary shows instructors travelling with your group. This facility forms a crucial part of the Interski operation. Seat numbers will be allocated to these instructors but, if you would prefer them to be seated elsewhere on the coach, please contact us. We confirm that all instructors have their attention drawn to the Interski travel conditions, have made a declaration with regard to suitability and are requested to observe all standards as laid down by the party leader.

If you have a problem with ski instructors being allocated to your coach, then you may wish to negotiate for sole use of the vehicle. Please call the Interski office on 01623 456333.

## **Arrival day ski fitting**

Please remind your group members to pack a pair of ski socks in their hand luggage. Ski fit is usually carried out immediately upon arrival. In Courmayeur, shoes and jacket suited to snow conditions and ski socks need to be readily available. Snowco jackets will not be available to those having booked this service until arrival at your hotel.

## **Arrival day**

On arrival at your hotel we strongly recommend that you and your colleagues carry out an inspection of the accommodation to establish if there are any concerns regarding the fixtures and fittings in the rooms. Interski provides a form to make a record of anything that you notice on arrival. A copy will be given to the party leader and the hotelier as well as Interski keeping a copy. If you wish to run through the procedures for hotel evacuation (fire), then please ask the Co-ordinator to do this on your day of arrival. Please take advantage of this procedure. Some hotels may implement a breakage deposit (refundable at the end of the week). Please call us for details or refer to the hotel factsheet, available on our website.

### **PLEASE BE AWARE THAT THERE ARE NO APRÈS-SKI ACTIVITIES PLANNED FOR THE EVENING OF ARRIVAL.**

There will be a welcome meeting for your group and any Snowco garments ordered in the UK will be distributed to students. Staff, drivers and Co-ordinators also meet to discuss the fine-tuning of lessons and après-ski activities for the week.

## **Insurance**

We have attached a copy of the key facts giving details of the cover provided. There are an increasing number of queries relating to insurance which suggests that parents are unaware of the cover that exists. Could we therefore ask that each family is made aware of the key facts and is also reminded of the need to provide the party leader with an EHC Card (see below). Parents also need to be notified that damage to hotel fixtures and fittings, through negligence or misuse, is not necessarily covered by insurance. All hired equipment is covered by insurance, but, in the event of wilful damage, misuse or negligence, we reserve the right to impose the relevant excess as outlined on the attached policy schedule.

- A medical excess applies to under 18's. You will need to make provision for this in your preparations.
- Do please ensure that all families are aware of the cover.
- Any pre-existing conditions must be declared to the insurance company, as insurance does not cover illness / injuries already in existence when the insurance is taken. This only applies to staff and group members over 18 years of age. A declaration is also required for any health problems of relatives, even if they are not travelling. A major change in their condition, may mean the student will have to cancel or curtail their trip.
- Please be aware that decisions on repatriation are made by treating doctors in resort and the insurers, not by party leaders, Interski or your Co-ordinator.
- Any losses or damage to clients' belongings will need a report form to enable a claim to be made. You must ask your Co-ordinator for this before departing resort.
- Full insurance policy wording is available on the Interski website, [www.interski.co.uk](http://www.interski.co.uk)

## **Reciprocal health agreement – EHIC**

All individuals will be expected to have their own European Health Insurance Card (EHIC) which may assist in the event of medical treatment being required. This can be obtained by calling the application line on 0845 606 2030 or online at [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers) or at the Post Office. If already in possession of one, please ensure it is still valid and does not expire before the end of your trip.

The production of these cards in France and Italy, should the need arise, will prevent parents receiving invoices from hospitals, and you receiving irritating phone calls thereafter. If you or a parent receives an invoice for treatment abroad when you are back in the UK, immediately send it to Fogg Travel Insurance, quoting the child and school name and details of the trip.

## **Need to cancel**

All Tour Operators use an increasing, sliding scale of cancellation charges the nearer to the departure date the cancellation occurs:

- 1 If due to illness of student or adult, he/she must see a doctor immediately as insurers will require confirmation from the doctor that cancellation is necessary. Insurers will require their own medical certificate to be completed, so advise parents to ask the doctor to note on his records that cancellation is necessary, then return it with the insurer's form to be completed.
- 2 If due to illness of student or adult, or the need to cancel is due to illness of a relative, the Party Leader must immediately be advised in writing. Tell the parents to date their letter (if possible keep a copy of the letter to send with the completed claim form to Fogg Travel Insurance).
- 3 As Party Leader, unless you know you can replace that person, you must immediately advise Interski in writing of the cancellation. At this point we will issue you with a cancellation invoice. Remember our cancellation charge will depend on when we are informed in writing.
- 4 Ask the parent to phone Fogg Travel on 01623 631331 and request a claim form. In addition to their details, it will help if they can provide name of school, dates of travel and date they booked the trip. Fogg Travel will need at least a photocopy of the balance invoice, but will require the original Cancellation Invoice. Please try to assist the parent by giving them a copy of the balance invoice.

## **Minor Points**

- Please understand that although you may have two or three claims for the same group, Fogg Travel Insurance has to have separate files for each person, especially as the claims will have to be set up at different times. They are not kept as a batch under the school's name. This may mean that you receive a request for a Booking Invoice more than once.
- Obtain receipts for any costs you incur in resort which may form part of a claim.

## **Schools & Colleges Co-ordinator**

Each of the Interski hotels has a Co-ordinator to look after the group, the drivers and the activities for the week. Their role goes far beyond that of the stereotypical resort 'Rep'. The Co-ordinator is resident with you in the hotel and is your point of reference relating to all aspects of the ski course. We ask you to liaise with them and the drivers about your timetable for the day-to-day routines and with regard to the overall programme. They are there to make your job as easy as possible, to join in the activities with you and, above all, to ensure the Interski package not only meets, but surpasses, your expectations. Please note that our Co-ordinators are not there to act as supervisors and cannot be left solely responsible for individual students. They will take care of all the logistics to allow you to enjoy spending time with your students outside the classroom.

## **Groups travelling to the Residence Planibel, La Thuile**

The après-ski programme for La Thuile is less structured than in our other resorts. Included in the cost of your course, there is unlimited use of the sports and leisure facilities. Details of opening times and other activities will be available on arrival.

## **And finally ...**

Our information and procedures are designed to make your job as easy as possible but we do need your assistance. Where we have asked you for information we would be grateful if you deal with this as a priority.

We hope these details will help your planning and organisation. If you have any queries whatsoever, please do not hesitate to contact us.

## SECTION B

### Safety management guidelines - General statement of policy

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, instruction and training, as they need for this purpose.

Appropriate preventive and protective measures are, and will continue to be, implemented following the identification of work-related hazards and assessment of the risks related to them.

We also accept our responsibility for the health and safety of other persons who may be affected by these activities.

The allocation of duties for safety matters, the identity of competent persons appointed with particular responsibilities, and the arrangements made to implement this policy are set out herein and in associated health and safety documents and records.

This policy will be kept up to date, to reflect changes in the nature or size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

## INTERSKI – AOSTA VALLEY

### General health & safety management

In attempting to address these areas, Interski has spent many years identifying the potential problems and then adjusting its package, staffing levels or policy in an attempt to ensure these risk areas are kept to a minimum.

In all packages of this kind, there are four main elements:

Travel • Accommodation • Snowsports arrangements • Staffing

#### Travel

Interski school/college packages are mainly sold inclusive of coach travel. We will pick up a group of 10 or more from any mainland point in the UK (this is our guaranteed policy as advertised in our brochures).

Interski has its own Alliance of coach operators, strategically located throughout the UK to be able to cope with the above stated policy. All vehicles are full executive specification, which provide all the usual expected facilities – seat belts (everyone, child or adult, must wear a seat belt according to UK legislation), reclining seats, toilet and washroom, DVD and hot drinks facilities. They are air conditioned and most are liveried and within four years of first registration. All vehicles are fully maintained and a copy of the fleet insurance is kept in our offices for reference. Interski insists that all vehicles have mobile phones and on departure days the progress of the vehicles is monitored carefully during their route to the channel port and beyond.

Interski have handling agents at Dover to liaise with the operations department on departure days and to ensure all arrangements for schedules and ferries are carefully controlled. Each vehicle will follow a carefully structured itinerary on its route to Italy to enable the group to arrive in resort at a time both convenient to hotels and to fit in with arrival day procedures. The groups have breakfast provided on the outbound and inbound journeys at pre-determined venues to give greater control and security to group leaders.

#### Cross channel ferry – P&O Ferries

Crossings are nearly always in the evening (outbound) and breakfast (inbound) and the boats can take in excess of 1000 passengers. Whilst it is accepted that reasonable freedom of movement is required, we suggest that party leaders take steps to exercise adequate control by stipulating a meeting place on board – perhaps near a Muster station – and always have a member of staff available at that point.

#### Hotels

The Interski schools package provides full board accommodation in carefully selected hotels in the Aosta Valley (half-board in the hotel, with luncheon vouchers for use at mountain restaurants). All rooms have private bathrooms and the occupancy is mostly 2, 3 or 4 to a room. All groups have room allocations and floor plans prior to departure to enable them to allocate rooms to students and to be able to take all considerations into account (gender, floors, staff rooms etc).

In the Aosta Valley, each hotel must meet the region's standards with regard to safety, hygiene and fire regulations. The hotels are given a certificate to operate subject to inspection by the Aosta Valley authorities. This is the main criterion that Interski use, bearing in mind that many of the hotels have been taking Interski clients for years. All new venues are carefully checked out before any contractual arrangements are agreed.

Each hotel has an Interski Course Co-ordinator staying in the hotel to act as liaison between group, hotel and coach drivers. Information and specific requirements of each group are accessed by the Course Co-ordinator prior to arrival to ensure all arrangements run smoothly.

He/she will happily arrange for a fire drill to take place on the evening of arrival, should a party leader so require. Where possible each group is located on a separate floor from any others staying in the hotel with rooms for staff interspersed for ease of supervision. Hotels are aware of the need for security and take all necessary steps to ensure the safety of their guests.

## **Snowsports**

Interski has a unique arrangement and agreement with the Aosta Valley region allowing us to operate a British snowsport school. Most instructors are of English mother-tongue, supplemented by some international instructors who are English-speaking and hand-picked to work within the snowsports school. All our instructors are familiar with the resorts they are working in, having either worked there in previous seasons or having undertaken appropriate resort orientations and briefings before teaching.

Prior to departure each party leader is asked to provide information about the snowsports experience of each of the participants. Students should be classed according to level, with an aim of creating groups of 10 for skiing and 8 for snowboarding wherever possible. It is likely that should you not be able to form full groups of the same standard, participants from other parties, of the same ability level, will be mixed in. This information should be sent to Interski at least two weeks prior to travelling so it can be passed to the snowsports school in resort and allow them to make allocations.

The Interski schools package provides a minimum 4 hours instruction per day, plus the supervised lunch break of one hour, giving a total of 5 hours supervision for 6 days by qualified instructors.

The Interski Snowsports School operates from main bases in both of its two key resorts – Courmayeur and Aosta / Pila. These are Interski's own buildings where equipment is owned and issued by Interski. These buildings also operate as a base for all mountain activities. All of the equipment used is new or recent (3 year cycle) and comprises Atomic and Rossignol ski and snowboard kit, all issued by Interski staff who have attended the relevant technical courses and who have been accredited with the necessary certificate of competence. Each of the two centres has an office which has all the latest technology together with a 'base station' for the radios carried by all the relevant staff during the day. All Interski groups are greeted and returned to a pre-determined point at the start and end of the day and instructors hand over their group to the school staff at an agreed time/place.

## **Après-ski**

As part of the Interski package an après-ski programme is arranged after consideration of the group's needs and the availability of venues. Some of these activities need careful assessment to ensure the provision of adequate supervision, and to ensure that participants have the appropriate clothing.

It is important to realise that the activities are often resort dependent. The programme will be a selection of those activities based on the chosen hotel, and subject to any requests submitted.

It is important to remember that some après-ski activities require coach transport. Staff and pupils should be aware of this and have suitable footwear. These activities are sometimes after dinner and travel is in the dark.

## **Swimming**

- Pool Party – Aosta
- Minimum lifeguard (FIN Qualification)
- Bring – Swimwear and towels
- Provided – Swimming caps free of charge
- Depth of pool – 1.2m

### **Municipal Pool – Courmayeur / Location: Pré St. Didier**

- Minimum 2 lifeguards
- Bring – Swimwear, towels and swimming caps (Buy for approximately 3.5 Euros)
- Open to the public
- Under 10s must be accompanied by an adult
- 2 x diving boards
- Minimum depth 1.3m / Max 3.6m

## **Bowling**

- Dedicated Interski lanes
- Shoes provided on entry
- Tokens provided for arcade nights
- Open to the public
- Licensed bar on premises
- Interski staff on hand

## **Skating**

- Appropriate clothing – warm jackets and gloves
- Good quality skates provided
- Interski staff on hand

## **Pizza evening**

- Some groups will walk to pizzeria, others coach
- Replaces evening meal in hotel
- One group per venue is normal

## **Disco**

- Exclusive to Interski
- Interski staff monitor entrance door and are vigilant inside
- Licensed bar on premises
- Wristband policy implemented for sale of alcohol
- Flashing lights inside – strobe lighting
- Loud music

## **Snow tubing / bum boarding**

- La Thuile based
- Nursery ski areas adjacent to the Planibel complex
- Warm clothing required

## Staffing

During the snowsports season Interski has a resort infra-structure that consists of approximately 44 full time staff, 22 vehicles and a main office in Aosta which is linked by the latest technology to the UK HQ.

Under our Resorts Director, the Interski resort staff remain in resort for 5 months. They ensure the programme is run efficiently and professionally

Each employee has a specific area of responsibility and there is a clearly defined referral procedure to the Aosta Valley Resorts Director.

Whilst there are significant numbers travelling with Interski in any one season, the provision of staff and resources is carefully planned to ensure the very best for all groups during their stay.

Prior to the commencement of the season, staff training is carefully structured to ensure that staff are fully conversant with procedures and provide back up to each other as required. Interski runs training seminars in the UK prior to departing for resort and this is followed by 'In Resort' training in policy and procedures. Interski also issues to all employees a detailed handbook for reference purposes. This document is very comprehensive and it is the company policy that employee suitability is compliant with the handbook contents.

NB We would recommend that you consult the latest DfES guidelines on 'Standards for LEAs in Overseeing Educational Visits'. [www.teachernet.gov.uk](http://www.teachernet.gov.uk)

## CHILD PROTECTION

### Statement of principles

The following principles have been adopted by all responsible adults in working together for the safety of children.

The prime concern at all stages must be the interests and safety of the child.

All children deserve the opportunity to achieve their full potential and be enabled to:

- Gain the maximum benefit from good quality educational opportunities.
- Live in a safe environment and be protected from harm.

All Interski staff and responsible adults must strive to work in partnership with children and apply the following principles:

- Treat all children as you would wish to be treated, with dignity and respect.
- Ensure that responsible adults know that the child's safety and welfare must be given priority.
- Take care not to infringe privacy any more than is necessary to safeguard the welfare of the child.
- Be committed to understanding the effects of racial harassment, racial discrimination and institutional racism as well as cultural misunderstanding or misinterpretation.
- Use plain, jargon free language, appropriate to the age and culture of each person. Explain unavoidable technical and professional terms.

Procedures provide a framework to ensure that responsible adults work together for the protection of children. They are not, and cannot be, a substitute for professional judgement and sensitivity.

## SNOWSPORTS SCHOOL OPERATIONAL GUIDELINES

### Health and safety

#### 1 Operational procedures

##### What are your staff operational procedures in terms of customer care and safety?

- All snowsports instructors are trained either through the British Association of Snowsports Instructors to minimum standard of Level 2 or other national equivalent.
- All instructors hold valid First Aid certificates.
- All resort staff attend pre-season training.
- All staff are made constantly aware of operational procedures.
- Management structure enables swift and effective problem solving.

##### How does your company ensure that all support (resort) staff are aware of the necessary procedures?

- Through pre-season training and regular appraisal throughout the operational period.
- All staff are issued with detailed job descriptions and are supported by experienced staff during their initial four-week period.
- All staff are made aware of client feedback to allow for improvement in performance.

### **What measures do you take to ensure the safety of the pupils whilst they are undertaking snowsport activities with the Snowsport School?**

- Maximum class size of 10 (8 for snowboard groups).
- Constant monitoring of instructor performance.
- High profile of snowsport school management on the hill during the skiing/snowboarding period.
- Constant monitoring of class numbers and ability.
- Check out and check in by the Snowsports Co-ordinator morning and afternoon.

### **What are the minimum qualifications of the snowsports instructors you use?**

- BASI Level 2 (or other national equivalent).

### **Who is responsible for ensuring the snowsports instructors are appropriate to work with young people?**

- Emma Stocks      ISIA      Resorts Manager (Snowsport School)
- Conan Bellas      ISIA      Resorts Director

### **How does the company ensure that snowsports equipment used is fit for the purpose and correctly fitted?**

- Constant maintenance of all ski equipment by resident ski hire technicians in Interski workshops.
- All staff are Atomic qualified rental technicians.
- Skis/snowboards are fitted according to strict regulation guidelines.

## **2 Emergency Procedures**

### **How does the company link to the snowsport school during snowsports activities?**

- Our snowsport school is run as an integral part of the company and is therefore administered and regulated by Interski employees.
- The Resorts Manager (Snowsport School) and Snowsports School Co-ordinators (direct Interski employees) are all in constant contact with resort staff by radio link and phone.

### **What is the procedure for contacting the company by the snowsports school in the event of any accident?**

- All instructors are issued with 5km radius 'walkie talkies' in direct link to the Snowsport School Co-ordinator.
- All instructors are issued with a full list of contact details for Snowsport School Co-ordinators and Resorts Management Team.
- All accidents are reported to Interski by the local rescue services so that we can ensure all clients are taken to the correct 'Interski' doctor.
- Injured parties are then accompanied by the Interski resort rescue personnel (a facility unique to Interski) and are either returned to the snowsport school, taken to their hotel, or to a hospital for further treatment/evaluation.
- This decision is only made after consultation with the party leader, circumstances permitting.

### **In the event of a serious incident how does the company ensure that the party leader is informed as soon as possible?**

- All group leaders are informed as soon as possible by dispatching resort staff with radios to strategic points on the mountain.
- We are also able to locate group leaders over the lunchtime period by 'phoning the allocated mountain restaurants.
- Contact numbers for party leaders are taken down by resort staff on a Sunday evening and a full contact list is issued to every resort team member on Monday morning. Copies of these lists are also left in our Ski Hire buildings.

## **3 Safety Assessments**

### **Snowsports are hazardous**

#### **What are the hazards involved in snowsports?**

As in any high mountain sport:

- Hypothermia and related conditions.
- Dehydration/sunstroke/snow-blindness
- Fatigue-related injuries: i.e. muscular strains and tears
- Collision-related injuries

#### **How are the identified hazards managed to reduce them to a reasonable level?**

- By using only governing body qualified instructors to lead groups.
- By having scheduled lunch stops and rests at which we guarantee food and drink will be supplied as part of the package.

- By having an 'on-the-hill' meeting point where 'at risk' clients can rest and, if necessary, receive medical assistance.
- By using experienced Co-ordinators to escort groups to and from the mountain, trained to check all clients are adequately clothed and equipped.
- By having helmets available for hire for younger skiers as required. (Legal requirement in Italy for under 14s).

## **INTERSKI ALLIANCE SAFETY MANAGEMENT GUIDELINES**

### **Operational procedures**

#### **What criteria are used for the selection of coach operators for the Interski Alliance ?**

- Operators are hand picked to cover a geographical requirement.
- Interski looks for a fleet size which has adequate capacity.
- Most of our operators are members of The Guild of British Coach Operators or of Coach Marque – a Confederation of Professional Transport initiative which has strict membership standards on vehicles, staffing and training.
- Established operators, used for a number of years, with each departure carefully monitored and recorded. The performance of each operator is then assessed as a consideration for future work.
- All operators must show that their fleet has the required quality of vehicles for this work.

#### **What training and information is given to drivers before being allocated to Interski work ?**

- Any new driver will undergo his/her first Interski departure with an experienced crew member before taking control of any vehicle.
- Every departure has a driver reference folder with full information.
- Coach operators are selected based on the driver experience they already have.
- The staff support system available to drivers in the Aosta Valley provides full information and reference contacts.

#### **Does Interski have any control over the selection of drivers ?**

- Each departure is assessed for driver performance, involving such criteria as appearance, willingness, co-operation and information. These assessments are recorded. Note of any special comments is made, positive and negative. Interski is then able to intervene if necessary.
- All coach companies are asked to submit a list of drivers to be used on the Interski contract and all coach operators are asked to declare their screening processes for suitability.
- Interski will, wherever possible, ensure that if particular requests are made for specific driver staff, these are complied with.

#### **Communication between drivers and clients is paramount – what should we expect to be told by our drivers ?**

- All driver crews, whether feeder or tour drivers introduce themselves, give a description of the vehicle and facilities on board, and give details of all safety aspects, including emergency procedures. This may be given by the driver or by means of an audio CD.
- Tour drivers will give full information on the journey schedule, rest breaks, driver changes and ferry details.
- The journey will usually involve a rest stop on the UK side of the channel, a driver change in the middle of the night, a breakfast stop and perhaps a short break before arriving in Italy.
- The return journey is less involved, with a rest stop in France at approx 22.00 hrs and then breakfast on the ferry (pre-arranged).
- A regular update of the schedule is given, with particular information relating to arrival either in resort or return home.

#### **For a coach journey to Italy, how are drivers' hours allocated, and will we need a feeder driver to Dover?**

- All operators are given adequate notice to plan the operational side of driver allocation, and the planning has to involve tour drivers within tachograph ruling to allow a maximum 21 hour period to reach resort.
- The point of departure and selection of hotel/resort will determine whether a feeder driver will commence the journey, or whether tour drivers will undertake the whole journey. The converse will apply inbound.

#### **What route is used for the journey to the Aosta Valley in Italy ?**

- From Calais the route via the French motorway system will take the coaches past Rheims and Dijon towards Geneva. The breakfast stop is scheduled into the journey in the area between Dijon and Geneva. After breakfast the route to the Mont Blanc tunnel passes Geneva on the Autoroute Blanche to Chamonix. Access to the Aosta Valley is via the Mont Blanc tunnel.

#### **In this day of hi-tech equipment how can everyone keep in touch with each other ?**

- Each coach has a mobile phone on board, which is a pre-requisite of Interski's contractual agreement with

the coach companies. The progress of all our coaches is carefully monitored by Interski both on their way to Dover and their 'check in' with our agents at the ferry terminal, as well as being contacted early on the Sunday morning to confirm the arrangements prior to their arrival in the Aosta Valley.

- In the event of difficulty all coach crews have contact numbers (24 hrs) where they can refer difficulties, ask for assistance or report delays. There should be no circumstances where they cannot get advice or help.

#### Can we use an operator from our school or Local Authority preferred provider list?

- We will always consider any such request, if given in good time. However, due to the demands that we place on operators, the time that it takes to perform our required checks and to arrange contracts, this is not usually possible unless we have used the operator previously.

#### What provision is made to ensure drivers are sufficiently rested prior to departing resort?

- Drivers' hotel rooms are retained for the duration of departure day to ensure they can rest sufficiently prior to travel.
- Drivers are not supplied with a ski pass for the last two days of the trip and are not permitted to ski on departure day.
- Interski has several members of PCV qualified staff in resort, able to assist with transfers on arrival and departure day to ensure partnership drivers are never required to work longer than their specified hours.

## YOUR TRAVEL INSURANCE

For clients of Interski.

Arranged by: Fogg Travel Insurance Services Ltd. Crow Hill Drive, Mansfield, Notts. NG19 7AE  
Tel: 01623 631331 Fax: 01623 420450.

And underwritten by UR VAG.

### Summary of main benefits

Policy section	Maximum benefit	Excess	Policy section	Maximum benefit	Excess
<b>A Pre-travel Policy</b>			5 Personal Money	up to £500	£70
1 Cancellation	up to £3,000	£70	Cash Limit	up to £250	
Loss of Deposit	up to £3,000	£20	Party leader student money	up to £1,000	£70
<b>b Travel Policy</b>			Party leader emergency funds	up to £500	£70
1 Departure Delay	up to £250	Nil	Loss of travel documents	up to £250	Nil
Delay Abandonment	up to £3,000	£70	6 Emergency Medical Expenses	up to £5,000,000	£70*
Missed Departure	up to £800	Nil	Hospital Benefit	up to £300 @ £15 per day	Nil
2 Weather Extension	up to £200	Nil	* £35 for persons aged under 18 years		
3 Piste Closure only valid between 1 December and 30 April	up to £180	Nil	7 Curtailment	up to £3,000	£70
4 Personal Possessions	up to £750	£70	8 Personal Liability	up to £2,000,000	£70**
Single Article/Valuable Limit	up to £200		** £250 for rented property damage		
Delayed Possessions	up to £100	Nil	9 Organisers Liability+	up to £5,000,000	£70/£250
Ski Equipment	up to £500	£70	10 Organisers Expenses+	up to £100	Nil
Single/Set Limit	up to £200		11 Personal Accident	up to £25,000†	Nil
Hired Skis	up to £250	£70	12 Legal Advice and	up to £10,000	£250

† Please see personal accident section of the policy for details of amount of payment

+ applicable to school trips

[www.foggtravelinsurance.com](http://www.foggtravelinsurance.com)

## INTERSKI COMBINED LIABILITY INSURANCE SCHEDULE

The Insured IST t/a Interski  
Address Acorn Park  
Commercial Gate  
Mansfield  
Nottinghamshire

NG18 1EX

<b>Certificate No</b>	KA676727 / XSTOL629206
<b>Section 1</b>	Public Liability – £10,000,000
<b>Section 2</b>	Professional Indemnity – £1,000,000
<b>Section 3</b>	Employers Liability – £10,000,000 Limit for any one occurrence.
<b>Territorial Limits</b>	Anywhere in the world.
<b>Endorsements</b>	All suppliers provide indemnity to principal.

NB The full wording is held on file at the Interski offices.

## Notes

# interski

Acorn Park  
Commercial Gate  
Mansfield  
Nottinghamshire  
NG18 1EX

telephone: 01623 456333

fax: 01623 456353

email: [email@interski.co.uk](mailto:email@interski.co.uk)

[www.interski.co.uk](http://www.interski.co.uk)

