

YOU'RE ON YOUR WAY TO SNOWBOMBING:

You should have also received by email; a link to your Snowbombing Confirmation Voucher's, noting all aspects of your pre-purchases to attend Snowbombing. Please bring this Snowbombing Confirmation Voucher with you to Mayrhofen.

PLEASE READ!

We've tried to make sure that you've got the correct information you need to ensure a safe and stress free event... Things will make much more sense to you in resort if you take a while to read everything here. We know it's pretty boring, but you'll definitely benefit!

PASSPORTS & VISA INFORMATION....

It is your responsibility to ensure you have a valid passport & that all of your necessary documents are in order. Non-EC nationals must check their visa requirements with the Austrian, German or French embassies, depending on where your port of entry is.

TRAVEL INFO & HOW TO GET TO MAYRHOFEN...

Please note – if you are arriving ANY later than 10pm, please inform Customer Services at least 24hrs in advance.

(Most receptions are NOT 24hrs)

bookings@snowbombing.com – Subject: Late Arrival (please insert Order ID)

In the UK (Mon – Fri 9am – 5.30pm): 0845 331 3061

SNOWBOMBING COACH TRAVEL

Passengers travelling by the **Snowbombing Coach** from the UK to Mayrhofen can find the relevant departure points and times below.

Please note that all times are approximate and subject to change.

We advise that you are at your departure point **at least 45 minutes** before your allotted departure time, as coaches **may load and depart early**.

Departure Point	Depart UK Sat 3/04/10	Depart UK Sun 4/04/10
Leeds: Parkinson Building Steps, Leeds University, LS29JT	13:00HRS	11:00HRS
Sheffield: At the front of the Sheffield Hallam Union, The HUBS, Paternoster Row, Sheffield, S1 2QQ	15:00HRS	12:30HRS
Liverpool: Outside Broad Green Railway Station, Bowring Park Road, Liverpool, L14 3NG	14:45HRS	12:30HRS
Manchester : Piccadilly Railway Station, bus stop parallel to the Taxi Rank on Fairfield Street, M60 7RA	16:00HRS	13:45HRS
Nottingham - Bus top outside entrance, Carrington Street Railway Station, NG2 3AQ	13:30HRS	14:00HRS
Leicester - London Road Leicester Railway Station, LE2 0QB	15:00HRS	15:15HRS
Birmingham - Digbeth Coach Station, B5 5NR	16:30HRS	15:00HRS
Reading - University - Chancellor's Way Car Park, Whiteknights Campus, Reading, RG6 6AH	NA	18:00HRS
Bristol - Temple Meads Railway Station - Outside Entrance on Station Approach, BS1 6QF	NA	14:30HRS
Swindon - Bus Stop outside Swindon Railway Station (south side, Station Road), SN1 1DQ	NA	16:00HRS
London - Hatton Cross Tube Station, Piccadilly Line, bus station above Tube Station	19:00HRS	18:30HRS
Dover: Passenger Terminal, P&O Dover Eastern Docks	22:00HRS	20:45HRS
Mayrhofen: Schlusselfeld Car Park	10/04/10	Load: 10:30HRS

AIR TRAVELLERS

If you are planning to travel by air you should have by now booked your flight (this part of your travel is independent of your booking with us). If you have booked a transfer with us you will be met at the destination airport by a Snowbombing rep, who will show you to your transfer coach.

IT IS NOT POSSIBLE TO PURCHASE TRANSFERS AT THE AIRPORT! If your name is not on the coach list, then you will have to make your own arrangements to get to the resort as correct coach sizes have been pre booked.

For those who have pre-booked transfers, please read the relevant section below for information on how to find the transfer coach.

Your outbound transfer coach load-time is detailed on your e-voucher.

MUNICH AIRPORT

On arrival please make your way to the **TERMINAL 1 HALL C** exit where you will be met by your Snowbombing rep. You will then be directed to your transfer coach to Mayrhofen.

INNSBRUCK & SALZBURG AIRPORT

As you enter the arrivals hall a Snowbombing Rep will direct you to the coach, if a rep is not present then it is very likely that you will be able to see the coach outside (the airport is very small).

SELF-DRIVERS AND NO TRAVEL

On arrival in the resort, please go directly to the Snowbombing HQ in the Hotel Strass. Please aim to arrive no earlier than 14:00, and no later than 19:00. If you encounter a delay, call the customer service desk (the number can be found in the contacts section of this info sheet) as we may need to make prior arrangements.

ROAD TRIP DRIVEN BY VOLVO

If you are booked on the Road Trip you will be arriving in Mayrhofen on Sunday 04th April. Your check in will be at the Hotel Strass, however full arrival information will be contained in your road trip pack.

You will be departing Lipscomb Volvo Maidstone on Saturday April 3. Please ensure you are there by 8.30am sharp.

All Cars will be on the same 12.30pm Sea France from Dover to Calais, before then driving onto the 4 star Achat Plaza Hotel in Frankfurt. Sunday April 4th will see the Road Trip leave Frankfurt mid morning before arriving in Mayrhofen late afternoon.

The Road Trip Bible will be available on PDF and emailed to all passengers on March 26th (1 week prior to departure).

USEFUL TRAVEL LINKS AND INFO

Information on getting yourself to Mayrhofen (both from the UK and from the airports serving the resort) can be found under the 'Getting There' section of our website.

WELCOME PACKS - MORE INFO WHEN YOU ARRIVE.

WELCOME PACKS & REGISTRATION

Upon arrival in the resort you will need to check-in twice (both at your accommodation and at Snowbombing HQ at the Strass Hotel) – procedure is as follows:

1. If you are on a transfer coach, you will be dropped off at your accommodation and then you will need to find the Strass Hotel to check-in for the event (please see map for directions). If you are in un-named accommodation, you will be dropped at the Strass for check-in then will be directed to your accommodation.
2. If you are travelling independently (including the Road Trip) then please proceed to Snowbombing HQ located in the Hotel Strass to check-in for the event and receive everything you need for the following week inc: event wristband, programme and vouchers for any options you have booked (lift-pass, lessons, equipment hire, evening meal, Arctic Disco return transfer vouchers, etc) before being directed to your accommodation.

Snowbombing representatives will be on hand to answer any questions you may have.

ACCOMMODATION INFORMATION

ON ARRIVAL IN RESORT

To gain access to your accommodation in Mayrhofen, please show your Snowbombing Confirmation Voucher as proof of your participation in the event and that you have pre-booked accommodation.

If you are unsure of your accommodation name then please come directly to the Snowbombing office at the Strass Hotel for all information (see map overleaf).

KEYS

Hotels and Pensions will usually provide only 1 key per room when you check-in. Apartments may only have 1 key per apartment. This is very normal and no further keys will be available. **DO NOT LOSE YOUR KEYS.** To replace a key means replacing a lock. This could cost €200!!

If you are in a shared apartment, make sure you communicate with the others in your apartment. It is best to get the contact details for the others in the apartment so you can contact them if they are not in.

If you are staying in a shared apartment and arriving late (after 19:00), please let us know so we can inform the others in your apartment.



AUSTRIAN TWINS - "IT SEEMS LIKE THERE AREN'T ENOUGH BEDS"

This is one of the MOST common questions we are asked on check-in day!! All rooms that are supplied in Austrian hotels and apartments have Austrian twin beds. These are beds that have two mattresses with two duvets on a double base which cannot be split. When you first look at them they appear to be double beds...

HOTELS

ADDITIONAL BILLS

When you check in at the reception desk of your hotel, you may be asked to supply your credit card to secure in-room charges such as telephone calls and room service. Please make sure that you pay any bills for your private consumption in the property such as telephone and bar at the end of your stay.

SELF-CATERING ACCOMMODATION

BED LINEN & TOWELS

Bed linen is provided and will either be in your apartment or can be collected from the reception of your accommodation. Blankets and pillows are also provided but you will need to bring your own towels and tea towels.

DAMAGE DEPOSITS & INSPECTIONS ON ARRIVAL

When you arrive in your studio/apartment it is essential that you check all is in order and if you find anything broken, damaged, or missing, please report it immediately to your accommodation reception. If this is not done, it will be assumed that you caused any discrepancies found at the end of your stay, and you will be charged to put them in order. **DON'T GET CAUGHT OUT** on this point... it's important that you check everything carefully when you get in!

Self-caterers will be asked to pay a deposit of €50pp in the apartment against damage or excessive cleaning resulting from your stay.

The owner will inspect apartments on the day of your departure. To avoid extra costs, please leave your apartment in a clean and tidy condition ready for the next occupants.

LITTLE ESSENTIALS

Loo rolls and cleaning materials are not usually provided, so we advise you have a small supply ready on arrival!

ARRIVAL/DEPARTURE DAY

If your accommodation is not ready on your arrival our reps will try to arrange somewhere to store your luggage, but we do ask you to be patient with us. Obviously we appreciate that on arrival days, clients may be inconvenienced by the lack of washing and changing facilities whilst the apartments are unavailable.

Apartments should be vacated by the time advertised in resort.

RENTAL EQUIPMENT ADVICE AND INFORMATION...

If you have pre-purchased equipment hire you will receive a unique voucher (in your voucher pack) on arrival. Simply take it to the rental shop named in the voucher and it will then be exchanged for your equipment.

Please Note

The hire shop may require a swipe of your credit card as a security deposit. If you don't have a credit card, then they may need you to leave your passport instead. Please ensure you take one or other along when you go to collect your equipment.

The equipment rental shops are open from 08.30hrs - 12.00hrs and 15.00hrs - 18.00hrs

If you have any issues with your equipment then please just ask the shop to either exchange equipment or service equipment. If you rent equipment from a specific shop you cannot exchange the equipment in another shop.

Please ensure that at the end of your stay you return your equipment to the correct shop. You will be charged if you do not.

SKI OR SNOWBOARD LESSONS

WHAT TO DO IN RESORT

If you have pre-purchased lessons you will receive a unique Snowbombing voucher on arrival. You must ensure you bring this voucher with you. Your Snowbombing lesson voucher needs to be exchanged for a SMT (SkiSchule Mayrhofen Total) voucher at Snowbombing HQ in the Hotel Strass the evening prior to your first lesson. Lessons will begin the day after your arrival. Please meet outside the Hotel Strass (Snowbombing HQ), suited & booted & with your lift pass at 09.15hrs. Please don't be late!

If you arrive late on the night before your lessons, please ensure you collect your hire equipment first thing the next morning and bring your Snowbombing lesson voucher with you at 09.15hrs meeting. The rental shops open at 8.30am.

Furthermore you must ensure that you have redeemed your pre booked voucher or purchased your lift ticket from the Penkenbahn located next to the Hotel Strass.

DO NOT MISS YOUR LESSONS! WE CAN'T REFUND FOR UNUSED LESSONS!

If you haven't pre-booked lessons, please see the guys at Snowbombing HQ who'll point you in the right direction.

Following your first lesson, your instructor will tell you when and where to meet for your following lessons. If you're really nice to them, they may even allow you a lie-in!

LIFT PASSES...

WHERE TO GET THEM?

IF YOU HAVE pre-booked a lift pass, you'll be issued with a lift pass voucher in your group's welcome pack on arrival. Please exchange this voucher at the Penkenbahn lift station (next to the Hotel Strass) for your lift pass. Please use any window.

IF YOU HAVE NOT pre-booked lift passes though us, they can be purchased in resort from the Penkenbahn lift station. Even if you have not prebooked then **you will be given a voucher which you should give to the cashier when purchasing** a ski pass and you can also be entered into a free prize draw (You can pay via credit card, debit card or cash).

You don't need a lift pass photograph but you do need a €2 deposit which you will get back if you return your lift pass back to the lift company at the end of the event.

When you collect your lift pass, you will be given a receipt. **KEEP THE RECEIPT SAFE** and away from your pass (in other words not in your jacket or your wallet). You should also write down the number on your lift pass. If you lose your lift pass, the lift company MAY replace it on presentation of the receipt and number from your lift pass.

MEALS YOU'VE PAID FOR IN ADVANCE...

WHAT TO DO IN RESORT

If you are staying in a 3 or 4 Star hotels, with the **exception** of the Hotel Strass and some hotels listed below, your hotel will be informed that you are staying on a half-board (breakfast & evening meal) basis and you will dine in your own hotel's restaurant.

If you are staying in the Hotel Strass, one of the hotels listed below, or any other non-4 Star hotel, pension or self-catering accommodation and you've pre-purchased evening meals, you will receive unique vouchers on arrival for evening meals.

Your meals will be taken at the Hotel Strass between 6.30pm and 8.30pm in restaurants I & II. Meal vouchers can ONLY be re-deemed in these restaurants on the day noted on the voucher.

Meals will generally consist of a soup to start, a main course including a vegetarian option, a desert and Buffet salad bar. Remember that you will be charged for all drinks including coffee as these items ARE NOT INCLUDED. Coffee, wine and beer in hotels is expensive!

It is not possible to purchase meal vouchers in resort.

3 & 4 star hotels not offering evening meals.

– if you have purchased evening meals for any of these you will be dining in the Strass.Almhof, Apparthotel König, Ferienhof, Glück Auf, Haus Pramstraller, Garni Glockenstuhl, Garni Montana, Garni Siegelerhof, and Mannis

ADVICE ON MONEY & CREDIT CARDS...

AUSTRIAN CURRENCY IS EUROS

WILL I NEED A CREDIT CARD IN RESORT?

You may need a credit card to secure your hotel check-in, or use as security when you hire your equipment. If you don't have a credit card, then you may be asked to leave your passport instead.

You may be arriving at the resort at the weekend, with no banks open until Tuesday (it's Easter Weekend). There are several cash machines that accept most UK cards and offer reasonable exchange rates however it is also advisable that you bring some foreign currency with you.

IN CASE OF EMERGENCIES...

INSURANCE ADVICE AND INFORMATION...

If you haven't sorted out your insurance yet... then make SURE you do before you travel. It's a condition of your booking that you ARE insured to at LEAST the levels of cover offered here. Please ensure that you take the policy details with you when you go to Austria, and that you know the emergency contact details for the company covering you. If you have bought insurance with us then details of your policy are available to download from the Snowbombing website.

You must ensure that you have details of your insurance with you at ALL times while you are both out on the slopes and around town. If you have an accident in either case, then you will need to make contact with your insurer's emergency service included in the insurance documentation.

OTHER EMERGENCY TELEPHONE NUMBERS

POLICE	133
FIRE BRIGADE	122
AMBULANCE	144
MOUNTAIN RESCUE	140
RIVER RESCUE	144

ALL ABOUT THE STAFF...

WHO DOES WHAT?

Snowbombing Customer Services Crew

The chaps & chapettes at the 'Customer Service Desk' in the Strass Hotel do all the domestic stuff including allocating accommodation, sorting out transfers, organising equipment rentals and lessons... and basically doing the "travel" stuff!

Those at the 'Event Service Desk' opposite the Strass Hotel do all the event related stuff. This is where you can get your wristbands, programmes, merchandise and event related info.

Snowbombing Production Crew

These are the guys and girls who have arranged the event itself. They have booked "the acts", they'll be looking after the media and personalities, and they've sorted out the goodies! They're behind everything that the wristband buys you!

ADVICE ON BEHAVIOUR AND THE LAW

NOISE

The resort and local Police enforce a noise ban at night from 10pm onwards. When you are in the streets or making your way back to your properties you must keep noise levels to a minimum. Please remember that the town of Mayrhofen is a working town with permanent residents A little bit of common courtesy would be greatly appreciated. If you fail to take note of this LAW then you could end up with a cell for the night.

DRUGS & ALCOHOL

The use of drugs in Austria is illegal and will not be tolerated in any circumstances. Snowbombing reserve the right to cancel their contract with you should they be informed that drugs are being used.

The Resort and Snowbombing ask that you drink responsibly during your stay in Mayrhofen. Violence, damage to properties and theft will be subject to Austria Law and dealt with via the local authorities.

YOU CAN ACCESS THE INTERNET...

At the following places...

Alpenhotel Kramerwirt - Am Marienbrunnen 36	- Tel. 05285/6700
Backerstuberl Eberharter - Schwendastr. 197	- Tel 05285/62238
Cafe-Restaurant Tirol - Hauptstrasse 448	- Tel 05285/62320
Piccadilly - Scheulingstrasse 370	- Tel 0650/3417751
Scotland Yard Pub - Scheulingstrasse 372	- Tel 05285/62339

YOUR WELL-BEING & TAKING CARE OF YOURSELF...

IT'S HOTTER AND HIGHER THAN YOU THINK!

BRING SUN-CREAM - and USE it!

Even if you THINK there isn't much sun, you will certainly find it's stronger than you expect at the altitude you're at. Make sure you top up the sun cream regularly too.

SUN-GLASSES

Same thing... get good quality ones, use 'em!

DRINK WATER!

You're dehydrating... and if you start to notice you're getting light-headed or getting headaches, then you're probably suffering from the first stages of dehydration. Take water with you as it's expensive up the mountain.

ALCOHOL

The good news is that the higher above sea-level you are, the less alcohol you need to get drunk! That's fine... as long as you know about it BEFORE you go to the pub! Otherwise you could end up in ALL sorts of trouble! TAKE CARE and as they say in The States - drink responsibly!

DRUGS

No lectures - just be aware that the law's pretty much the same in Austria as it is in the UK. Get caught, and you'll wind up in a prison where you can't even speak the language and they serve pickled cabbage for breakfast!

ROOM SECURITY

There are thieves about in the Alps too... and if you don't take care of your stuff and lock your rooms up properly - then they'll rip you off. Watch your skis or board while you're having lunch... make sure you can see them if you can. If you have hired equipment and it gets stolen, you'll have to pay for it and claim from your insurance later. If you're staying in a hotel, then they may have a safe where you can leave valuables.

LOST LUGGAGE

If your luggage is lost or damaged whilst flying, please see the airline agent at the airport and get a Property Irregularity Report (a PIR). This will help you with your insurance claim. If you lose anything valuable while in resort, you'll need to get a police report. If the police aren't able to help, go and see a Snowbombing rep during office hours at the Hotel Strass, and get a report from us.

DEPARTURES FROM THE RESORT...

BEFORE YOU DEPART FROM YOUR ACCOMMODATION

The Snowbombing team and the accommodation owners expect your accommodation to be clean. Notes below outline the minimum standard expected.

HOTEL & PENSION B&B

Please make sure that you leave your rooms clean and in a fit state. If any damage has been caused, you will need to pay the owners for this before departure. Keys must be returned to reception and any extras, phone charges, sun beds, washing machines used etc, paid for. (We recommend that you settle these bills early in the day rather than at the last moment).

SELF CATERED ACCOMMODATION

Apartments must be left SPOTLESS, in the same state as arrival, otherwise you may be charged for cleaning. Please return keys to the reception and not pack in your luggage!

RETURN COACH TRANSFER TO THE AIRPORTS

Details of your return transfer will be issued on a Return Transfer Voucher that will be issued in your group's Welcome Pack when you arrive.

This voucher will note when and where your transfer will be departing from so please check that it is correct!

It is ESSENTIAL, so ensure that you know what the plan is!

The departure points will be;

- 1) Skibus stop at Hotel Pramstraller
- 2) Car park Scotland Yard
- 3) Hotel Strass / Snowbombing HQ
- 4) Railway station

If you are in any doubt about your return transfer, please see the Snowbombing guys at Customer Services at your earliest opportunity, that's not the day you're supposedly leaving!

ORGANISING YOUR OWN TRANSFER / DEPARTURE TRAVEL PLANS?

All participants who have made their own travel arrangements must vacate accommodation by 11am making sure all bills are paid for, keys are returned and the property is clean.

SNOWBOMBING COACH DEPARTURE

If you are on the Snowbombing Coach from the UK you will depart Mayrhofen on Saturday 10th April.

Your departure point is in the Schlüssel Car Park and coaches will load from 10.15am.

USEFUL INFO...

MONEY EXCHANGE

We recommend the banks or the larger hotel reception. Cash point machines (ATM's) are plentiful so you shouldn't have any issues here.

SHOPS

Mon-Fri : 8am-noon & 2.30-6pm Sat : 8am-noon & 4pm-6pm

Sun : Generally closed, except ski hire shops. So if you are arriving on a Sunday please bare this in mind.

SKI AREA & PASSES

You can buy ski passes which cover either; the Mayrhofen area only, or the full Zillertal Ski area. The Mayrhofen area is huge on its own and covers everywhere where there is Snowbombing activity on the mountain. The full Zillertal Pass goes much further afield including the Hintertux Glacier. Both passes allow you to travel on the Ski Buses free of charge.

HEALTH & MEDICAL

The chemist (Apotheke): is situated at the crossroads down the high street (200 metres from Sporthotel Strass.

The doctor: you must take your insurance policy with you. If the fee is less than €135 then you must pay whilst in Austria and reclaim the money upon returning to the UK. Refer to your own insurance policy document if you wish to make a claim, they will help you with the procedure. Please note – all surgeries in Mayrhofen are private health care and don't accept the reciprocal EEC health forms available from post offices in UK.

CONTACT INFORMATION...

EMERGENCY NUMBERS

Dialling from within Austria: 0044 (0)7977 424636

OTHER USEFUL INFORMATION

Telephone code UK-Austria 00 43

Telephone code Austria-UK 00 44

(Drop the 0 from the front of the UK STD dialling code)

Pharmacy (Steinbock Apotheke)	05 28 56 23 13
Mon – Fri 0800 – 1230 & 1430 – 1830; Sat 0800 – 1200	
Mountain Rescue (Bergrettung)	140
Fire Service (Feuerwehr)	122
Ambulance (Rettung)	144
Police (Gendarmerie)	133
International Emergency Services	211
Dr Wilfred Schneidinger	05 28 56 31 24
Dr Kathrina Gredler	05 28 56 22 50
Dr Armin Zumtobel	05 28 56 20 54
Hospital (Bezirkskrankenhaus SCHWAZ)	05 24 26 00
Hostpital (Universitätsklinik INNSBRUCK)	05 12 504

VERY IMPORTANT EVENT INFO - FANCY DRESS!

Although participation is not compulsory we're sure no one wants to feel like the only idiot not in fancy dress. So choose the one(s) you want to take part in...

MONDAY: Dave Beer's Backcountry Barndance Celebrates the Wild Wild West

TUESDAY: Fictitious & Flirtatious - Be inspired by anyone who never existed!

WEDNESDAY: 'Come as you aren't' Street Party – Anything Goes! - Freedom from convention. Dress as anyone – or anything.

Jezebel Presents the Ice ball in Narnia - Don those frocks and frills and get on down to the mystical world of Narnia for some glamour 'n' glitz.

THURSDAY: Rubiks Cube - Everyone dresses in all six colours of the Rubik cube (white, red, blue, orange, green, and yellow). By the end of the party, everyone must try to be dressed in just one colour.

Squeaky Hill - Backcountry party celebrates the Mexican Day of the Dead.

FRIDAY: Creatures of the Night... and Day - A furiously furry flocking together for folk who like to forage in the Eristoff forest!

SNOWBOMBING HQ.

In case you forget, HQ is located in the lounge area on the ground floor of the Hotel Strass.

Opening hours will be advertised in resort.

If you have any questions pre event please call any of the Snowbombing Crew:

In the UK (Mon – Fri 9am – 5.30pm): 0845 331 3061

In Mayrhofen (from Fri 2nd April): 0043 (0)528 562 891

Please Note:

IF YOU LOSE YOUR SNOWBOMBING WRISTBAND OR ANY PRE-PURCHASE VOUCHERS YOU WILL NEED TO PAY THE FULL VALUE FOR A REPLACEMENT.

Vouchers are non transferable and non-refundable.

You will be asked for ID when exchanging your vouchers in resort.

