

ACCOMMODATION

- Familiarise yourself with your accommodation including public areas, safety features and the emergency procedures. If you notice any defects or hazards, report them to reception and your travel provider.
- Familiarise yourself with the escape routes and locate the fire exit nearest to your room.

ACCIDENTS & ILLNESS

- If you or one of your group falls ill or has an accident, seek medical advice and report it to reception, and your travel provider.
- In the event of an accident or incident where alcohol or drugs is considered a factor, this can invalidate travel insurance claims.

POOL & SPA FACILITIES

- Remember most holiday accommodations do not employ lifeguards.
- Children should be supervised by an adult at all times, even if a lifeguard is present.
- Follow pool rules and check the layout to know where the deep and shallow ends are and only dive where it is permitted to do so.
- Don't swim after a meal, alcohol, or with an upset stomach.
- If you see someone in difficulty, raise the alarm.
- Follow spa facilities instructions and do not use if you are pregnant, suffer from high blood pressure, or heart conditions.

OUT & ABOUT

- Be aware of snow and large icicles falling from buildings.
- Take care on icy surfaces, and don't walk on frozen lakes, etc.
- Check the forecast and snow conditions at the lift company or tourist office before hitting the slopes.
- Take note of cable car, lifts and funicular closing times, and shuttle bus times to avoid being stranded.

EXCURSIONS & ACTIVITIES

- Always book through a reputable supplier, ask your travel provider for more details.
- Follow the advice and instructions of the supplier.
- Make sure your holiday insurance covers any activities you are participating in.

PEDESTRIANS & DRIVING

- Not all countries require traffic to stop at pedestrian crossings.
- When walking on unpaved or unlit roads, use a torch.
- When hiring a car, take out comprehensive insurance that covers the driver and all passengers and ask the car hire company about the traffic laws and any local rules.
- Always wear a seat belt and never drink and drive.
- Carry emergency/breakdown telephone numbers.

ON THE SLOPES


- Whether a beginner or not, ski or snowboard lessons can help improve your skills and confidence.
- It is advisable to wear a helmet and in some countries it is mandatory. If you don't own a helmet, you can hire one in resort.
- Familiarise yourselves with the slope maps and choose the piste suitable for your ability.
- The sun is stronger at altitude. Apply high-factor sunscreen frequently, drink plenty of water and take extra care with babies and children.
- Wear sunglasses or goggles to protect against snow blindness.
- If travelling to high altitude resorts, allow sufficient time to acclimatise. Altitude sickness symptoms usually disappear as the body adjusts.
- The effects of drinking alcohol increase with altitude and your judgement, coordination and reaction times may be affected. Drinking to excess at high altitude in low temperatures can also put you at risk of exposure eg, frostbite or hypothermia.


PERSONAL SAFETY


- Apply the same personal safety rules on holiday that you would at home.
- Avoid carrying too much money or wearing excess jewellery and keep valuables close to you.
- Stay with your group, keep your drink with you, or nominate a friend to watch it.
- Avoid using recreational drugs. They are likely to be illegal in your holiday destination.
- Avoid poorly lit areas and if possible, never walk home alone.
- Never accept a lift from an unlicensed taxi or a stranger.
- Check for fire exits in bars and clubs and follow emergency instructions in the event of an incident.
- If you are the victim of a crime, report it to your travel provider and the local police immediately.

HAVE A
SAFE &
HEALTHY
HOLIDAY



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Going on holiday is exciting, with many new experiences.

Here are some useful tips to help you and the other members in your group enjoy your holiday and avoid possible pitfalls.

Before you travel



FOREIGN, COMMONWEALTH & DEVELOPMENT OFFICE

- Read the Foreign, Commonwealth & Development Office (FCDO) travel advice for the country you are visiting, www.gov.uk/foreign-travel-advice as it provides essential information including entry requirements, medication restrictions, health, safety and security advice, local laws and customs and much more. Revisit the advice just before you travel or sign up to receive FCDO country-specific email alerts, to get important updates.



TRAVEL INSURANCE

- Ensure you have valid travel insurance with sufficient cover for your holiday and check that holiday activities are covered before participating.
- Take a copy of your policy and the emergency assistance contact number with you.
- The free Global Health Insurance Card (GHIC) entitles you to basic state medical care in participating countries, it does not cover you for repatriation.
- Leave a copy of your travel details with your emergency contact.



PREPARING FOR TRAVEL

- Follow the International Ski Federation's FIS Rules of Conduct, this 'highway code' for the ski slopes will help everyone stay safe.
- You'll be more active on your holiday so it's a good idea to get fit before you go with some basic exercises.
- Speak to your GP or travel clinic to check your vaccinations are up to date.

While you are away



YOUR JOURNEY

- Carry a copy of your holiday booking confirmation, entry requirement and vaccination paperwork together with the contact details of your travel provider.
- Pack for the climate and follow the luggage policy of your transport provider, including any weight and carriage restrictions.
- Carry a supply of your medication in your hand luggage and check if there are restrictions on both prescription and non-prescription medication.
- If travelling with children, carry a supply of baby formula, nappies, games and devices to keep them occupied.
- Keep a copy of the ID pages of your passport somewhere safe throughout your holiday.



FOOD & DRINK

- If appropriate, drink bottled water and avoid ice in drinks.
- Drink non-alcoholic fluids after skiing and before après ski activities.
- Alcohol measures abroad may be larger than in the UK.
- Make sure your food has been thoroughly cooked and is still hot when served.
- Avoid uncooked food apart from fruit, vegetables or food that can be peeled or shelled.
- Ask for information on meal ingredients if you have food allergies or intolerances.



SECURITY

- Keep accommodation doors locked even when you are inside the room and keep your keys in an accessible place in case of emergency.
- If available, use the safety deposit box for your money, travel documents, passports, jewellery and other valuables.
- Don't leave windows or patio doors open.
- Exercise caution when opening the door to a visitor and ask them to identify themselves.
- If you see someone or something that looks suspicious, report it to reception or a member of staff immediately.
- In the event of a security incident, follow the advice and instruction of the staff or local authorities.
- If you are caught up in a security incident and are not sure what action to take, follow the guidance to 'Run, Hide, Tell' which can be applied to many places and situations both at home and overseas.

RUN



Run to a place of safety.
If there's nowhere to go, then...

HIDE



it's better to hide. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can...

TELL



then finally and only when it is safe to do so... **call the police.**



BE AWARE, BE SAFE

- Never leave children unsupervised.
- Take care in bright sunlight as it may not be obvious whether windows or patio doors are open or closed.
- Beware of snow and ice on balconies and walkways, making surfaces slippery.
- Keep furniture away from the balcony wall/railings. Don't climb or stand on balcony furniture and never lean over, sit, or climb on or over walls or railings of any balcony, corridor, or walkway.
- Don't leave skis or other equipment on the balcony.
- Before closing the door whilst on the balcony, check that there is a handle on the outside.
- If smoking is permitted, ensure that smoking materials are safely extinguished.
- In the event of an emergency, follow the emergency procedures and any instructions provided by the accommodation provider.
- If self-catering, check how the appliances work and ensure they are switched off when you go to bed or leave the apartment.
- If you smell gas, report it. Black sooty marks, stains, lazy orange flames or excessive condensation in the room could indicate a faulty gas appliance.
- If your property has an open fire, use the fireguard, and don't dry clothes by placing them near an open fire.