



## SWIMMING POOLS AND SAUNAS

### Swimming pools

- Read the pool rules before you swim and remember, most holiday accommodations do not employ lifeguards.
- Shower before entering the pool.
- Check the pool layout to know where the deep and shallow ends are, especially before jumping or diving in. Never dive into water less than 1.5m deep.
- Don't jump or dive from any raised features or from poolside furniture.
- Don't swim if suffering from an upset stomach. Leave 48 hours before entering the pool following a stomach-related illness.
- Don't swim immediately after a meal and never swim when you've been drinking alcohol.
- In the event of an emergency, know how and where to get help.
- Never use the pool when it is closed as chemical cleaning may be taking place.
- Children in and around the pool area must be supervised by an adult at all times.
- Young children and babies should wear appropriate swimwear e.g. rubber-lined swimming trunks. In the event of a faecal accident in or around the pool, report it immediately.

### Saunas

- Follow all instructions for using the sauna and spa pool facilities.
- Do not use the sauna or spa pool if you are pregnant or suffer from high blood pressure or heart conditions.
- Drink plenty of water and rest after a sauna to avoid dehydration.

## PERSONAL SAFETY

### Money and personal belongings

- Avoid carrying too much money or wearing excess jewellery when you're out and about.
- If you are the victim of a crime, report it to your travel provider and the local police immediately.

### Alcohol and drugs

- Never accept drinks from strangers or from anyone you don't completely trust.
- Do not share or exchange drinks.
- Keep your drink with you at all times or nominate a friend to watch your drink.
- Be aware of how much you've had to drink and remember alcohol will dehydrate you.
- Avoid using recreational drugs – they're likely to be illegal in your holiday destination.
- Remember the effects of drinking alcohol increase with altitude. Your judgement, coordination and reaction times may be affected.
- The quality of local imported spirits varies greatly, buy well known brands where possible.

### Using a taxi or minicab

- Never accept a lift from an unlicensed taxi, a stranger or someone you don't completely trust.
- Try to share a taxi with a friend.
- Always sit in the back of the taxi, and if you chat to the driver don't give them any personal details.

### If you feel threatened

- Stay calm, and try to be firm and direct.
- Remember that you always have the right to say no at any point.
- If you feel uncomfortable or in danger, don't be afraid to draw attention to yourself. Shout, make a fuss and make people aware that you feel threatened.

## OUT AND ABOUT

### On the piste

- It is advisable to wear a helmet. If you don't own a helmet, you can hire one in resort. Helmets are mandatory in some countries.
- Check the forecast and snow conditions at the lift company or tourist office before hitting the slopes.
- Choose the piste suitable for your ability. Carry an area piste map with you.
- Exercise and altitude can leave you dehydrated. Drink plenty of water throughout the day.
- Always take a mobile phone and money with you on the mountain. If on the slopes alone, tell someone where you are planning to go.
- Take a break when you feel tired; many accidents happen at the end of the day.

### Rules for the Conduct of Skiers and Snowboarders – FIS (International Ski Federation)

1. Respect: Do not endanger others.
2. Control: Adapt the manner and speed of your skiing/snowboarding to your ability and to the general conditions on the mountain.
3. Choice of route: The skier/snowboarder in front has priority – leave enough space.
4. Overtaking: Leave plenty of space when overtaking a slower skier/snowboarder.
5. Entering and starting: Look up and down the mountain each time before starting or entering a marked run.
6. Stopping: Only stop at the edge of the piste or where you can easily be seen.
7. Climbing: When climbing up or down, always keep to the side of the piste.
8. Signs: Obey all signs and markings – they are there for your safety.
9. Assistance: In case of accidents provide help and alert the rescue service.
10. Identification: All those involved in an accident, including witnesses, should exchange names and addresses.

### Care in the sun

- The sun is extremely strong and bright at altitude. Wear sun block or high factor sunscreen and re-apply frequently, including to lips.
- Take extra care with children in the sun.
- Always wear sunglasses or goggles to protect against snow blindness.

### Care in the cold

- A base layer is advisable on the piste and out in resort. Hat, gloves and appropriate clothing is essential.
- Skiwear may be fitted with avalanche finders; check your ski gear for RECCO reflectors inside and out.
- Take note of cable car, lifts and funicular closing times, and avoid being stranded far from your accommodation.

### Après ski – going out

- Be aware of snow and large icicles falling from gables and the top of buildings.
- Do not walk across frozen lakes, ponds or streams.
- Avoid poorly lit areas and if possible never walk home alone.
- If you're out as part of a group, look out for one another.
- Be aware that in some countries traffic isn't required to stop at pedestrian crossings.
- Consider very carefully whether you should leave a pub, club or event with someone you've just met.
- Do not invite strangers back to your accommodation.
- In busy bars and clubs take time to check for fire exits and follow all emergency instructions in the event of an incident.

### Driving on holiday

- Ensure you carry snow chains and can fit them. Winter tyres are mandatory in many countries – check the local requirements.
- If you leave the resort, leave details of where you are going with other guests or at reception.
- Drive cautiously and beware of icy road conditions. Only drive in extreme winter weather if you feel confident.
- Before driving ask the car hire company about traffic laws and specific local rules.
- Check that your car hire insurance is adequate for the driver and all passengers.
- Stick to well travelled and well lit roads.
- Always wear a seat belt.
- Always carry emergency/breakdown telephone numbers.
- Never drink and drive.

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## GOING ON HOLIDAY IS EXCITING!

New surroundings, experiences and cuisine.

While relaxing and letting your guard down is all part of the holiday experience, you may encounter difficulties that could affect your enjoyment. This leaflet gives you some useful pointers to help you enjoy your holiday and avoid some possible pitfalls. Please read the information and ensure all the members in your party are also aware.



HAVE A GREAT HOLIDAY!

## INSURANCE

### Never travel without travel insurance

- Make sure you have valid travel insurance with sufficient cover for your holiday and check any winter sports activities are covered before participating.
- Check insurance terms and conditions – many policies don't cover off-piste skiing, heli-skiing, tubing, tobogganing, skidooring and other risky activities.
- Remember that drinking alcohol may invalidate your insurance policy if an accident happens.
- Take a copy of your policy and the emergency assistance contact number with you.
- Remember the free European Health Insurance card (EHIC) only entitles you to basic state medical care in participating countries, and it does not cover you for repatriation.

## YOUR JOURNEY

### Plan and pack for a safe journey

- Allow sufficient time to get to the airport/port/station.
- Follow the luggage policy of your transport provider, including any weight or carriage restrictions. Carry a supply of essential medication in your hand luggage.
- Leave your travel details with your next of kin or an emergency contact.
- Keep a copy of your passport somewhere safe throughout your holiday.



## ACCOMMODATION

### Be safe in your holiday accommodation

- When you arrive, check out the accommodation facilities and the safety features, including escape routes.
- If you notice any defects or hazards at your accommodation, report them to reception and your travel provider, representative or their local agent.
- If your property has an open fire, use with care and use the fireguard. Do not dry clothes by placing them near an open fire.
- Never leave children unsupervised.
- Surfaces such as tiles or marble floors can be very slippery.
- If you're self-catering, check how the cooking appliances work and ensure they are switched off when you leave your accommodation or go to bed.
- Take extra care in bright sunlight as it may not be obvious whether the windows or glass doors are open or closed.
- If smoking is permitted always ensure that all smoking materials are safely extinguished and never smoke in bed.
- If you smell gas, report it. Black sooty marks or stains, lazy orange flames and excessive condensation in the room could indicate a faulty gas appliance.

### Balcony safety

- Never leave children unsupervised on balconies.
- Don't climb or stand on balcony furniture. Keep all furniture away from the balcony wall/railings.
- Never lean over, jump from, sit or climb on the balcony wall/railings.
- Do not try to pass items to someone on another balcony or climb from one balcony to another.
- Beware of snow, ice and icicles on balconies, making surfaces slippery.

### Security

- If available, use the safety deposit box for your money, travel documents, passports, jewellery and other valuables.
- Lock your door even when you're inside your room.
- Don't leave windows or patio doors open, especially if your room is on the ground floor or has a balcony.



## FIRE SAFETY

### When you arrive

- Familiarise yourself with the escape routes and locate the fire exit nearest to your room, or the method for raising the alarm.
- Read the fire instruction notice displayed in your room.
- Keep your key by your bed when sleeping or leave the key in the inside of the door whilst locked.

### If a fire occurs

- Evacuate the room/area immediately – don't stop to collect personal belongings. Use the nearest escape route. Do not use the lift; use stairs.
- Close any doors behind you.
- Raise the alarm.
- If you can't leave your room, close all doors, put wet towels or clothes round the door seals, telephone reception or emergency services and shout for help from the window.

## FOOD AND DRINK

### Food

- Make sure your food has been thoroughly cooked and is still hot when served.
- Avoid any uncooked food apart from fruits and vegetables or food that can be peeled or shelled.
- Eat breakfast before going on the mountain, and take snacks with you. (e.g. chocolate, flapjack).
- Beware, fondues and raclettes can be served at very hot temperatures.

### Drink

- Where appropriate, use bottled water and ensure that the seal on the bottle is intact. Avoid ice in drinks.
- Drink non-alcoholic fluids initially after a day's skiing and before après ski activities.
- Drinking to excess in high altitude and low temperatures can put you at risk of exposure (e.g. frostbite), hypothermia, and at greater risk of slips and falls on icy terrain.
- Be aware that alcohol measures abroad may be larger than in the UK – one spirit measure could be the equivalent of three or more back home.

