



FINAL INFORMATION – Catered GRIMENTZ

**For further information please contact us by email on the following email address:
info@mountainheaven.co.uk**

Contact Information

Please text/telephone our catered chalets hosts Carolyn and Neil Ross Jones on the following telephone number 00 41 (0) 762 75 1418 when you are passing Sierre. In the case of an emergency please telephone our UK office number on 00 44 (0) 151 625 1921 or for out of hours emergencies please phone our emergency only number on 00 44 (0) 780 149 2501

Arrival

The chalet will be ready for your arrival from 4pm. Before this time we will be happy to store your luggage and provide one bedroom for you to use as a changing room should you wish to go skiing. Should your arrival be very late in the evening we will provide you with a hot main course with wine.

Departures

In order to prepare the chalet for our next arrivals we will need you to vacate your bedrooms by 10am. However we will store your luggage if you are departing later than this time and where possible provide a bedroom for you to change into up to 2pm (this facility is not available in Les Vieux Chalet), although you will be unable to use the showers (this is so that our arriving guests will have enough hot water).

What you need to bring

By and large all items you require are provided however please ensure that you bring a pair of slippers as the chalet is a strictly a shoe free zone and whilst we have under floor heating the tiles can be a little cold on bare feet and slippy in socks! In addition for Cole Ridge only please bring appropriate swimwear for the hot tub/sauna if you are intending to use it. If you are travelling with small children and there is any danger of night time accidents then please bring your own waterproof mattress protector. Also please bring any DVD's you may wish to watch.

Lift Passes

Unfortunately we are unable to offer the lift pass collection service, however the lift pass office is less than 5 minutes from the apartment and our chalet hosts will direct you

Ski Lessons

Please pre-book (especially during busy weeks) we can pre book the International ski school for you otherwise please book the Swiss Ski School online via our website this can be found under resorts, Grimentz, price, lessons.

Ski Hire

Please pre-book in order to guarantee availability and also to obtain a significant discount, this can be done via the online web link to Val Sport in the village please see prices, ski equipment and follow the link for Grimentz

Car Parking

There is space for 3 cars outside the chalet for Cole Ridge and one underground space and one outside space in Les Vieux Chalet

Ski Hosting

Our chalet hosts will be pleased to show you around the area for the first three days if you wish. Please note that hosting is merely showing you around the area, it is NOT instruction or guiding. You take part at your own risk and we accept no liability for any accidents occurring. Only experienced blue piste skiers and above please.

Meal Times

Breakfast will be served from 8am through to 9.30am. Afternoon tea will be available for you from 4pm, and dinner for adults will be served at 8pm. For children we will be pleased to provide a high tea and this is normally served at 6pm. Please let our chalet hosts know how many children will eat with the adults, and how many at the high tea. Please note that due to strict licensing regulations wine is only available to those aged over 18 in the party, and is served from when the meal commences to when it finishes.

Special Dietary requirements

Please tell us a minimum of 2 weeks before you travel of any special dietary requirements, we will then advise your chalet hosts of these although we cannot guarantee that the likes of nuts or other items you may be allergic to are not in the food you consume.

Car Hire

Please ensure that you carefully check the car before accepting it, ensure that you understand which insurances you have signed for and have the appropriate winter equipment in the cars. Upon return please ensure that you refill to avoid fuel charges.

Transfers

Please note that we only act as agents on behalf of transfer companies thus any complaints must be directed to those companies and not us. Please also note you are responsible for all extra charges e.g. additional waiting time charges should your flight be late. In addition please note that whilst both Mountain Heaven Ltd and the transfer companies allow considerable time for the transfers they cannot be responsible for unforeseen events such as accidents that delay the minibuses and hence may mean that the flights are missed as these events are counted as force majeure events.