



## Directions

Travelling from Lyon follow the signs to Grenoble (A43 then A48, then to the A480), and from there to the N85 to Vizille.

Travelling from Grenoble airport follow the signs to Grenoble (via payage A48 & A480) and from there to the N85 to Vizelle

From Vizille head towards Bourg D'Oisans on the N91, but approx 10KM before Bourg D'Oisans turn left to Allemont on the D44 and then next to the lake start the climb in to Oz (Station).

On entering Oz Station turn left up the hill towards the Alpette lift and the Chilled Mountain Chalets are on your right just before the lift. Please look for Chalet No. 4 Le Galibier or No.2 L'Entendard.



## Contact Details

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## OZ EN OISAN ALPE D'HUEZ 3350M-1100M



## HOLIDAY INFORMATION



# Welcome to Chilled Mountain

## Holiday Information

Thank you for choosing to stay with Chilled Mountain this winter.

Chilled Mountain was created to provide comfortable chalet holidays to families and friends, to provide luxury facilities at an affordable price. The following should provide all the information you need to know, and what to expect on your ski holiday. We recommend that you take this holiday information guide with you on your holiday.

We are a young company and our success is built upon you telling your friends what a great time you have with us. Please ask if you have any questions.

## Transfer Journey Times

Transfer Journey times should be around 1 ½ hours from Grenoble, Lyon or Chambéry airports in good weather and traffic. Please be aware that in adverse traffic or weather it may take a little longer, but we will get you to the chalet as quickly as possible.

By car the journey should take approximately 9 hours from Calais depending on weather and traffic conditions. If you are driving to the resort, it would be helpful if you could call ahead to the chalet host during your journey to let our staff know an approximate time of

## TERMS & BOOKING CONDITIONS

1. Chilled Mountain Chalet ("the Property") is offered for holiday subject to confirmation by Chilled Mountain Holidays Ltd. ("the Company") to the renter ("the client").
2. To reserve the property the client should return confirmation of booking together with payment of the 25% non-refundable deposit. On receipt of this the company will forward a confirmation. This is the formal confirmation of the booking.
3. The balance of the total cost is payable 8 weeks before the start of the rental period. If payment is not received, the company reserve the right to give notice in writing that the reservation is cancelled. The client will remain liable to pay the balance of the rent unless the owners are able to re-let the property. In this event, point 4 of these conditions will apply. Reservations made within 8 weeks of the start of the rental period require full payment at the time of booking.
4. Subject to points 2 and 3 above, in the event of a cancellation, refunds of the amounts paid will be made if the company is able to re-let the property. Any expenses or losses incurred in so doing will be deducted from the refunded amount. The client is recommended to arrange comprehensive travel insurance (including cancellation cover), baggage, personal belongings and public liability etc., as these things are not covered by the company's insurance.
5. The rental period shall commence at 4pm on the first day and finish at 10am on the last day.
6. For self catered holiday a security deposit of £500 for each booking is required against breakages, damage to the property and its contents. This reserved sum shall not limit the client's liability to the Company.

7. The maximum number to reside in the property should not exceed 12 people.
8. The company shall not be liable to the client for any temporary defect or stoppage of public services to the property, nor in respect of any equipment, machinery or appliances in the property or garden. Nor for any loss, damage, or injury, which is the result of any adverse weather conditions, riot, war, strikes or other matters beyond the control of the owners. The company are also not liable for any loss, damage or inconvenience caused to or suffered by the client if the property shall be destroyed or substantially damaged before the start of the rental period. In such an event the company shall within seven days of notification to the client, refund to the client all sums previously paid in respect of the rental period.
9. Under no circumstances shall the company's liability to the client exceed the amount paid to the client for the rental period.

The chalets are strictly non smoking and failure to observe this will forfeit any security deposit taken.

Please note that travel insurance is compulsory for your holiday.

Finally all information provided in this booklet is accurate at the time of going to press. Chilled Mountain Holidays Ltd. Reserve the right to make changes to the service provided and are not liable or responsible for any changes outside of their control.

This contract is governed by English law in every particular including formation and interpretation and shall be deemed to have been made in England. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in England.

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## Catering

Our host will contact the party leader in the weeks before your arrival to introduce themselves and confirm the details of any special dietary requirements you have provided.

For breakfast, cereals, fruit, fruit juices, tea bags, coffee and drinking chocolate will be set out for you. Your chalet chef will also be on hand to prepare a hot option which will vary throughout the week. Croissants and pain au chocolat will be available on several days.

Staff will wash up and clear everything away after you leave to ski for the day. Afternoon tea and cake will be available in your chalet on your return.

Dinner is an event in our catered chalet and is three courses of great food with complementary wine served throughout. The menu for the week will be varied including some of our favourite dishes like Steak and Ale pie and Coq au Vin. If you have a special request please let our host know when they contact you.



## Staff Night Off

Staff night off will be Wednesday, There are a number of restaurants that are available to book. Your hosts will provide information and we suggest you book early. There are also a couple of pizza restaurants that will do take away.

## Extra special wines

Our house wine is good French table wine but if you would like to try one of our hand-picked wines to go with a special meal or a bottle of Champagne please ask your host. These are provided at additional cost.



## And Finally

We hope you have a wonderful stay and enjoy your holiday. Thank you for choosing Chilled Mountain.

## Arrival and Departure

You are welcome to leave your bags at your chalet on arrival. We will make sure your rooms are ready for occupation from 4pm.

On the day of departure please vacate your chalet by 10am. You are welcome to store your bags in our boot room right up until the point you leave us to head home. Beyond 10am we have to prepare for the next week's guests so the chalet facilities will not be available to you.

## At the Airport

If you are arriving by plane and have arranged your transfer with us there will be a driver with your name on display. Please make your way over and introduce yourselves. If you cannot see our board please ring the chalet host on the number listed.

## Welcome

On the day of your arrival make your way to Chalet No.4 Le Galibier or Chalet No.2 L'Entendard depending on which chalet you are booked into. Your chalet hosts will greet you with refreshments and give you a welcome briefing. Your hosts will also show you to your rooms and provide some more information on the delicious food to expect during your stay.

## Chalets

Our chalets are both 5 double bedroom, 4 bathroom chalets and almost identical in layout.

The chalets have CD/iPod players, multi region DVD players and flat screen TVs. Each chalet has a selection of DVDs for your use during your stay. Please feel welcome to bring your own DVDs and CDs.

Bed and cot linen, towels and bath mats are provided, as is soap for the bathrooms.

The chalets have tiled floors and a selection of warming rugs on 2 levels and wooden floors on the upper level. For the comfort of you and other guests please do not wear outdoor shoes, particularly ski boots, anywhere in the chalet except the boot room. The chalets have under floor heating but please bring slippers or other indoor shoes to wear in the chalet if you like.

In addition to looking after you and providing wine throughout dinner, please feel free to use our fridge for your beers, wine and soft drinks and to bring your own spirits. There is also a local supermarket that can supply these as well.

Please remember the chalets are strictly non smoking



## Children

Our chalets are equipped with everything that you will need for a holiday with children including high chairs, travel cots, cot linen, towels, TVs, DVD and CD players.

Stair gates and bed guards are also available. Please ask in advance if you require these. We will ask you to fit these items to your own level of satisfaction as we cannot be held responsible for any ill-fitting.

There is also a small selection of toys and games in the chalets. There are

## Crèche

There is a small friendly crèche in Oz which is only 50m from the chalet, near the base of the lift. Prices are very reasonable but the crèche is popular so we suggest that you book well in advance.

## Vaccinations for Crèche

Under French Law the crèche is required to check each child's vaccinations for Polio, Diphtheria and Tuberculosis. As a TB vaccination is not required in the UK, we have been advised that a GP's note dated close to the holiday departure date confirming that there is no evidence of TB and no history of TB will be acceptable. However evidence of Polio and Diphtheria vaccinations will still be required. Please check directly with the crèche to confirm exactly what you will require.

Please also note parents will need to provide lunch, drinks and snacks for children.

The crèche requires a non-refundable 30% deposit.



## Crèche Residence Les

### Airelles

Tel: 33 4.76.80.75.06

Fax : 33 4.76.80.75.06

Email: haltegarderie.oz@orange.fr

### Opening times

Mid December to Late April

Sunday to Friday 0900 – 1700

Morning = 0900 to 1300

Afternoon = 1300 to 1700

Arrival before 1300 will result in a day's charge.

## Snow park

The crèche, in collaboration with ESF, has an early lessons program where children from 4 years of age can play in the snow and learn to ski. Hire of equipment is not included. Please enquire via the crèche for further details.

## Swimming Pool

There is a good size spa type swimming pool available for your use in the near by Hotel Les Cristaux for a small fee. Steam room and sauna facilities are also available.

## Ski Hire

There are a number of local ski shops providing ski hire and selling ski equipment.

The best in the village is the rental shop nearest to us, the shop name is Boit' A Skis residence les Airelles. The owner Pascal is exceptionally friendly and provides excellent equipment at very reasonable prices.

## Lift Passes

Lift passes are available to cover the full Grande Rousses area, shown below, or the local Oz/Vaujany area, approx. 2/3rds of the price.

There are discounts for families of 4 or more with the 2nd child getting a discount of 50% on their lift pass when passes for a family sharing the same name are bought together.

Please note photos are required for ski passes of over 10 days.

Your Chilled Mountain host will help you arrange ski passes if required. Alternatively you can buy your lift passes on line in advance at [www.sataski.com](http://www.sataski.com).

## Lift Stations

There are two lifts out of Oz en oisans , the Alpette which as you can see from the picture below is 50 metres from the chalet.



This lift gives you access to Mont Frais and Vaujany which is perfect if you prefer skiing away from the crowds

On the other side of the village there is the Poutran lift that will take you direct to the beginner slopes in Alpe D'Huez

## Ski School

There are several options for ski school in Oz including ESF, and several small independent ski schools either English run or with fluent English speakers. Please note that the ESF in Oz starts their weekly lessons on a Sunday but you can book to join the lessons from the Monday onwards. (Note this is not possible for complete beginners)

Additionally, we can help you arrange lessons through ESF in Alpe D'Huez or Vaujany which start on the Monday or with the English speaking private schools with a start to suit. Nordic skiing is also available in the resort. The ski school also puts on a torch lit descent during the week

## Other resort facilities

There are a number of shops including a tabac, supermarket, patisserie, ski shops and gift shops. There is a good selection of bars and restaurants within a short walk of the chalets. The resort also has a cash point, ice rink, cinema, climbing wall and other off slope activities.

