

THE MOUNTAIN

Your journey to the slopes starts here – get the inspiration and advice you need.



WINTER 2014/15

MEET YOUR MATCH

Find the perfect resort for: Après | Tight budget | Snowboarding Non-skiing activities and more...

SKI THE WORLD

Get an overview of the countries and resorts where you can hit the mountain.

THERE ARE ONLY **TWO SEASONS** IN OUR CALENDAR - **WINTER** AND **"TOO WARM"**

If you're new to skiing then we'd love to let you in on why a mountain holiday is so awesome, and if you're already in love with the mountain then you won't find anyone more passionate to hit the slopes with.

That's where this mountain guide comes in. Browse to your heart's snowy content, and if you like the look of somewhere just head online to crystalski.co.uk for even more info, or give us a call to talk to one of our holiday specialists.

SOCIAL

Tap into a massive community of skiers and boarders over on Facebook and Twitter.

IN-STORE

Come and speak to us face to face in one of our locations around the UK. We'll happily talk you through your options and answer any questions you've got.

RESPONSIBLE SKI HOLIDAYS



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Winter is very much our favourite season so we're pretty keen to keep it in tip-top shape. We work with Travelife, The Travel Foundation and the Carbon Neutral Company to reduce our carbon footprint.

Much more than just a ride to resort

Head to the slopes with us and get access to a wealth of info from our staff who live and breathe the mountain. You'll get first-hand knowledge of the resort you're going to, along with an info pack that has everything you need to know.



WHAT'S INSIDE

Ski over to page 9 for the full list of countries and resorts.

MEET YOUR MATCH

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The perfect resort is most definitely out there, so we've put together a few recommendations to help narrow down the field. They include the best resorts for après, boarders, non-skiing activities, ski ability and loads more.

SEE PAGE 4

SKI THE WORLD

Here we've highlighted a big selection of places to hit the slopes. Each one has a summary of the best bits as well as things you might need to consider. If you like the look of somewhere then you can head online for all the details.

SEE PAGE 20

A PLACE IN THE SNOW

Here you'll find the different types of accommodation available on the mountain. If you want to know your apartments from your chalets then this is the place to be.

SEE PAGE 10

WE ARE FAMILY

If you're a family then we know that mobilising your troops can require the patience of saints and the precision of NASA. Here we talk about all the ways we can turn Apollo 13 into a walk in the (snow) park.

SEE PAGE 14

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CRYSTAL

Ski Explorer App Available on App Store

The Crystal Ski Explorer iPhone app has the best routes around the mountain, plus piste maps, GPS tracker and loads more.

MEET YOUR MATCH CHOOSING THE RIGHT RESORT FOR YOU

Once you've picked the right resort, you'll be well on your way to having an amazing experience on the mountain. Over the the next few pages we've gathered a whole bunch of resorts that are ideal for different reasons. Whether you're looking for non-skiing activities, après, boarding, or you're on a tight budget - these recommendations will help you on your way.

KIN STATE

SNOWSURE SKIING

If you're all about the skiing then you're going to be looking for places that have the most consistent and near-guaranteed snow - particularly at the beginning and end of the season. High altitude resorts, like OBERGURGL in Austria, TIGNES in France, or CERVINIA in Italy are ideal as their upper slopes are above 2,500m. The colder temperatures up there mean that the snow is maintained for longer, while they also get a bit more snowfall in general. Another place that gets bucket-loads of the white stuff is BANFF in Canada - it consistently gets over 9 metres every year.

Or you could head somewhere with a glacier, like VAL THORENS in France. There's no better way to maintain snow than when it's on one of the world's biggest ice cubes. BIG SKI AREA

NON-SKIING ACTIVITIES

You might be keen to try out a variety of winter activities, or maybe you're part of a family or group that includes non-skiers. Either way these resorts are perfect if you don't want to spend all week carving up the piste. **RUKA** in Finland really is a winter wonderland and there's a ton of activities to try out there - snowmobiling, ice fishing and reindeer safaris are just some of the things you can do. You can even take the kids to meet Santa.

WHISTLER in Canada is another top pick. There's superfly zipline, head-first solo skeleton, bobsledding and bungee jumping to name but a few. A little closer to home is WENGEN in Switzerland where you can go curling, tobogganing, paragliding and bowling.

Other resorts worth checking out: KITZBÜHEL in Austria, and TIGNES in France.





When it comes to kilometres, these kids conquer all. If you never want to ski the same piste twice then these are the places you should check out. First up is the **DOLOMITI SUPERSKI** in Italy with a whopping 1,200km of runs to run yourself ragged.

Secondly have a look at the **THREE VALLEYS** in France. Hop over the Channel to the French Alps for its 600km of piste, including resorts like **COURCHEVEL** and **MERIBEL**.

They're the big guns but you can also get loads of piste at the **ZILLER VALLEY** in Austria, **PARADISKI** in France, and **WHISTLER** in Canada.





TIGHT BUDGET

There are three countries in particular that stand out if you're looking for a great value ski holiday - Slovenia, Bulgaria and Andorra. Food and drink are all really cheap, and the accommodation is good value without compromising on quality. The respective resorts we recommend are KRANJSKA GORA, BANSKO and ARINSAL. If you'd like a more traditional ski destination then have a look at LA THUILE in Italy - where the pizzas and Peroni are 10-a-penny (ish) - or BRIDES LES BAINS in France.

Sometimes booking a holiday means creating an Excel spreadsheet to keep an eye on the wallet strings. For some this is a source of joy and for others it's a necessary evil. Anyway, here's some ways to make a ski holiday really easy and affordable.

SKI PLUS

Ski Plus is the easiest way to hit the slopes.

You'll get a lift pass and equipment hire, along with flights, transfers and accommodation - all for one price. Just add boots if you need them and you've got everything you need for the mountain. It's all sorted in advance and you'll save money in the process.

Go to crystalski.co.uk/ski-packages to see the full selection.

HOTEL CREDIT

You can also check out hotel credit, where you get money to spend at your hotel bar. Go to **crystalski.co.uk/ski-deals** and use the filters on the right to choose hotel credit.



AUTHENTIC EXPERIENCES

You can't go wrong with the larger, purpose-built ski resorts, but sometimes what you need is some old school charm and a hefty waft of timber. For authentic mountain experiences try SALLA - the birthplace of Finnish skiing. It's rural, surrounded by trees, plus it's full of traditional Lappish cuisine, along with some international favourites.

LA CLUSAZ is in France and if it had a middle name it would be charm. The place is packed full of character, has loads of boutique shops and is simply one of the prettiest resorts in France - definitely worth a look.

SELVA VAL GARDENA is in Italy, but it was once part of Austria. As a result you get a fascinating mix of both countries, plus it's in the DOLOMITES which is a UNESCO world heritage site. The après is pretty decent too so you get tradition along with a bit of a party kick to it.

Other resorts worth checking out: BRECKENRIDGE in the USA, and GEILO in Norway.



BEGINNERS

A good beginner resort has excellent tuition and lots of blue or green runs to build your confidence.

Learn how to do things the right way and by the end of the week you'll be styling it down the easier slopes.

PAMPOROVO in Bulgaria is a great place to find out if you've got the snowsports bug - it's a really cheap place to go to, the tuition is very much geared towards newcomers, and the majority of its runs suit beginners well.

ALPE D'HUEZ in France is another option. It has a large ski area known for its wide green and blue runs, plus if you're with a mixed-ability group, there's an equally impressive range of more advanced slopes.

Go online to have a look at our first-time packages too where you'll get lessons included as well as lift passes and equipment hire - exactly what you need if it's your first go on the slopes.

Other resorts worth checking out: NIEDERAU in Austria, BARDONECCHIA in Italy and BEITOSTOLEN in Norway.



APRÈS SKI & NIGHTLIFE

For some, there's no ski without après. **ST ANTON** in Austria has a pretty solid reputation for dishing out drinks, disco and indulgence. Our favourite place is the MooserWirt where the table service trounces all - you never queue at the bar and you're never without a drink.

PAS DE LA CASA is another firm favourite with us Brits. The drinks in Andorra are pretty cheap, and generally you'll find a younger crowd there soaking up the nightlife. The village centre has more places to grab a drink than you can get through in a week, so it should definitely be up there if you want an evening as busy as your day on the slopes.

Other resorts worth checking out: VAL D'ISÈRE in France, LIVIGNO in Italy, and BOROVETS in Bulgaria.



INTERMEDIATES

Once you've found your ski legs you'll want to move on to the cruisy blues and reds. Somewhere like LA PLAGNE in France has excellent English-speaking instructors, but it's the thrilling wide runs that make it one of the best places to go as an intermediate.

Head to **OBERGURGL** in Austria for uncrowded, long runs that all finish up back in the traditional - and really quite charming - village.

Also have a look at SELVA VAL GARDENA or MADONNA DI CAMPIGLIO in Italy, or GEILO in Norway.

Last but not least check out our improver packages and bundles that get you the lessons and equipment you need to really start mastering the mountain.

Go to crystalski.co.uk/improvers



Pipes, parks and varied piste - as well as great freeriding - are the name of the game for the boarders out there. One of the best places is **SAUZE D'OULX** in Italy - the off-piste freeride has loads of runs going through trees, while the pistes are great for carving.

MAYRHOFEN in Austria is another boarders' mecca with the Vans Penken Park as well as the Burton Terrain Park. Freeriding and the pistes have loads to offer as well.

Other resorts worth checking out: FERNIE in Canada, and LES ARCS in France.

ADVANCED & OFF PISTE

12:

Reds, blacks, bumps and steeps. If you conquer a resort like ZERMATT, BRECKENRIDGE or ST ANTON, then you've skied some of the most challenging runs around. The Trifti in ZERMATT is one of the longest and most difficult slopes in Europe, while BRECKENRIDGE has a couple of runs called Psychopath and Boneyard - which should give you an idea of the challenge that awaits.

Other resorts worth checking out: GRESSONEY in Italy, WHISTLER in Canada, and LES DEUX ALPES in France.

THE SERVICE YOU'LL GET WHILE ON HOLIDAY

Our team in-resort

We've got a massive network of staff who all work to make things easier for you. They'll give you a call the week before you go on holiday to check you've got everything you need, plus you can tweet your resort any time to ask specific questions about where you're going.

There's a whole host of other ways you can tap into their expertise too. Use the Crystal Ski Explorer app, or the info pack that you'll get access to, or just give your rep a call to find out things like where's good to eat, or for a recommended run. We love the mountain as much as you do so we're passionate about making ski holidays easy.

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Start your ski season with some luxury at No.1

Create your pre-flight package at No1Traveller.com/CrystalSki using the promotional code CRYSTAL5

Services include airport lounges, VIP departure service, car parking, chauffeur-drive and travel spas.

Terms and conditions apply. Offer valid for bookings made before 30 April 2015.

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The air holidays and flights in this brochure are ATOL protected by the Civil Aviation Authority. This means you can book with Crystal with the total confidence that not only will you find the right holiday, but that your money is safe too. ATOL is the government-backed holiday protection scheme. So if the unexpected happens, you won't be left stranded or out of pocket. Our ATOL number is 2524. Members of the Association of British Travel Agents, No. V5126.

Crystal Ski Holidays' 2014/15 prices valid from 24 July 2014 but see our obligations on page 230. Main cover image: La Plagne, France.

A PLACE IN THE SNOW EVERYTHING YOU NEED TO KNOW ABOUT SKI ACCOMMODATION

☆ CRYSTAL'S ACCOMMODATION RATINGS

Our snowflake ratings use our first-hand knowledge of the facilities, location and general character - as well as customer feedback - to give you a reliable way to compare places to stay.

CHALETS

Great if you want a comfortable, sociable and laid-back experience.

With our chalet holidays you get great home cooking, a friendly atmosphere and excellent value for money.

Your chalet host will take care of all the cooking and cleaning - all you need to do is kick back in the comfy lounge areas. Catch up on your day, use the free WiFi, play a board game or watch a DVD.

There are chalets in Austria, France, Italy and Norway. Check out intimate 6-bed chalets like **CHALET EMILE**, TIGNES through to the **MOUNTY**, SÖLL that sleeps up to 45.

 Our finest are great for luxury accommodation, amazing food and impeccable service.

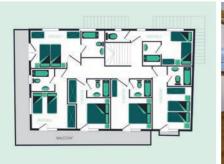
WHAT'S INCLUDED IN YOUR CHALET HOLIDAY

LES TERRASSES D'EOS, FLAIN

- Three-course evening meal with house wine, six days a week.
- Sreakfast with one cooked option.
- ✓ Afternoon tea with biscuits or cakes.
- Early evening meals, cots and high chairs for families.



EXPLORE MORE CHALETS, ROOM BY ROOM AT CRYSTALSKI.CO.UK





Our finest

ARC 1950 LE VILLAGE APARTMENTS, LES ARCS

Along with luxurious accommodation you'll get more indulgent food and wines throughout your stay, plus complimentary executive lounge access, greater luggage allowance and of course our quality Crystal service.

OUR FAVOURITES INCLUDE:

LES ARCS, FRANCE Arc 1950 Le Village Apartments | 4.5* SEE PAGE 48

ST ANTON, AUSTRIA Chalet Tirolerhaus | 4* SEE PAGE 144

WHISTLER, CANADA Fairmont Chateau Whistler | 5* SEE PAGE 216

Look out for our finest places to stay.

HOTELS

Great if you want privacy, service and facilities.

We've got hotels to suit all budgets. Some are ski-to-door, others have leisure facilities or award-winning restaurants. You don't need to do anything apart from ski and relax.

WE RECOMMEND

VAL THORENS, FRANCE Hotel Tango | Half Board | 3.5* SEE PAGE 64

CERVINIA, ITALY Hotel Petit Palais | All Inclusive | 3.5* SEE PAGE 128

KITZBÜHEL, AUSTRIA Hotel Jägerwirt | Half Board | 4* SEE PAGE 164

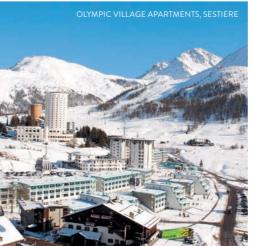
SESTRIERE, ITALY Hotel Du Col | Half Board | 4* SEE PAGE 106











APARTMENTS

Great if you want independence, flexibility and room to spread out.

From studios sleeping 2, to multi-bedroom apartments sleeping up to 10, self-catering apartments come in all standards of comfort.

WE RECOMMEND

LA TANIA, FRANCE Grand Bois Apartments | 3* Sleeps up to 6 | SEE PAGE 28

GEILO, NORWAY Forest Cabins | 4* Sleeps up to 12 | SEE PAGE 210

SESTRIERE, ITALY Olympic Village Apartments | 4* Sleeps up to 4 | SEE PAGE 106

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BUDGET CONSCIOUS

Great value, whatever your budget.

You'll find these suggestions provide great value. Be it a no-frills accommodation in a basic 2^(*), all inclusive, or a Ski Plus deal where all you need to add to your booking is your ski boots.



WE RECOMMEND

SÖLL, AUSTRIA Guesthouse Edelweiss Bed & Breakfast | 2* visit crystalski.co.uk/a/1909

PAMPOROVO, BULGARIA Hotel Perelik

All Inclusive | 3* SEE PAGE 192

LA THUILE, ITALY Planibel Apartments Self-Catering | 3* SEE PAGE 125

SKI PLUS

You'll get a lift pass and equipment hire, along with flights, transfers and accommodation - all for one price. CHAMROUSSE, FRANCE

Le Domaine de l'Arselle Apartments Self-Catering | 3* SEE PAGE 77



SUSTAINABLE TOURISM

Since 2003, Crystal has held the CarbonNeutral office certificate for off-setting our CO_2 emissions, limiting our environmental impact through off-set projects supporting reforestation, wind farms and improved lighting programmes in selected countries. We are following our sustainable development plan and targets, to ensure we stay at the forefront of sustainable tourism.

For more information visit crystalski.co.uk/sustainable-tourism

HOW CAN YOU HELP?

To keep our beloved ski slopes snowsure, help the CarbonNeutral cause by donating a small contribution when you book. Donations are used to off-set greenhouse gases through a variety of environmental projects. While on holiday, you can also limit the energy you use. Choosing to have your towel replaced only once per stay and using public transport, whenever possible, can help.

GREENER AND FAIRER HOTELS

In all our destinations we're working with our hotels to reduce the effect we have on the environment. In fact, we're one of the first holiday companies to ask all our hotels to sign up to Travelife or an equivalent environment achievement like the Austrian Eco-Label, which awards hotels for doing their bit for the environment and local communities.

ootripadvisor[®]

You'll now find TripAdvisor reviews on crystalski.co.uk

WEARE FAMILY MAKE A MOLEHILL OUT OF A MOUNTAIN WITH OUR FAMILY SKI TIPS

CHOOSING YOUR RESORT

On the resort pages of this guide we've highlighted places that are great for families. They're all based on these 5 factors.

To find family-friendly resorts online, go to crystalski.co.uk and use the Family Resort filter when searching.

SKIING OR NOT, RESORT LAYOUT MATTERS

If your children are skiing then a compact resort is a good choice - you won't be too far from the slopes and it keeps walking to a minimum (you'll probably end up carrying their skis too). Overall a compact resort makes the beginning and end of the day much easier.

For non-skiing children, if you're using childcare then find one that's close to your

accommodation and with good access to the piste. It means more skiing time for you and easy drop-offs and pick-ups.

If you've got older children looking to have more independence, a smaller compact resort is a good option as they won't stray too far and you'll be able to meet up with them easily if needed.

It's also worth checking out that ski school meeting points are easy to access - use our online resort maps to get your bearings.

2 KEEP EVERYONE ENTERTAINED WITH LOADS OF ACTIVITIES

Look out for resorts with indoor activities - swimming pools and bowling alleys are useful distractions if the snow is too heavy or if your children don't want to spend all day in their ski boots.

Snow-based activities are great for the older kids. Things like husky dog rides and snowmobiling are



A SMALLER SKI AREA IS NO BAD THING

If you're skiing all day with your children you don't need a massive ski area. You'll find they progress quicker if they're familiar with their surroundings. Skiing the same runs repeatedly is a good way to help them improve and boost their confidence.

Experienced young skiers aside, you'll likely find your children won't have the stamina to ski all day. While they're having some time off the slopes, there might be time to squeeze in those reds and blacks you don't get chance to do as a family.

SAVE MONEY USING FAMILY-FRIENDLY OFFERS

Family skiing holidays are a considerable expense, but you don't have to overeconomise and end up somewhere that isn't ideal for your needs - look out for lift pass and equipment offers for kids, free kids' places and single parent savers.

To get exactly what you want you'll find you need to book early - the popular resorts and accommodation always go quickly. For latest availability check online or give us a call.



family favourites as everyone can join in and do it together. They're pretty cool for photos too.

For teenagers it's useful to have some evening activities. Many family hotels have a games room and most resorts have a family quiz night.

With the youngest skiers and non-skiers you don't necessarily need lots of resort facilities - just snow and a bit of imagination. You'll be making snow angels, building a snowman or sledging around town in no time. Hotel credit is a good money saving option available to everyone staying in 'great for family' accommodation. It gives you some money behind the bar of your hotel so really helps you save your spending money across the week.



Look out for resorts with a transfer under 2 hours. If it's bendy mountain roads you want to avoid you might like Austria - many of the resorts are along the bottom of the valley.



CHOOSING YOUR ACCOMMODATION

SKI-IN, SKI-OUT FOR MAXIMUM CONVENIENCE

You can ski in and ski out of some places, while others are really close to the slopes so have very little walking. With kids in tow you'll want to avoid catching buses to the lifts and walking for too long in ski boots.

LOOK OUT FOR FAMILY-FRIENDLY FACILITIES

Things like swimming pools, games rooms, interconnecting rooms, kids' dinners and baby equipment. Other families will be staying there too so your kids are likely to find new playmates.

CRYSTAL CHILDCARE

We run our childcare clubs within a selection of hotels, making them a really convenient option if you decide to stay there too.

Pepi Nursery is for the youngest non-skiers and Whizz Kids is for the non-skiing older kids. Whizzclusive combines ski school with a kids' club so they can have the best of both worlds.

If you know you'll want childcare at some point, just not sure when, there are other childcare options that we recommend. These are run locally and include morning clubs, pick-ups from ski schools, supervised lunches and many other services.

If you're travelling with family and friends, think about taking a chalet for yourselves, or a couple of apartments. You'll get your own space, plus with an apartment you'll have your own kitchen. There's also a private nanny option available in certain French resorts, but we'll need to check availability if you're keen to use this service, so do get in contact with us before booking.

TAKE A LOOK AT: crystalski.co.uk/family-ski-holidays GETTING TO GRIPS WITH SNOW AND SKI SCHOOL

NG RIPS

There are a couple of things to consider before booking your kids into ski school.

If you're planning on putting your 3 or 4-year old into ski lessons they'll need to be toilet trained and happy in the company of relative strangers away from mum and dad. They'll also need to be able to do things like put their mitts and goggles on by themselves. Private or semi-private lessons are an option too - book an hour at a time as kids don't usually have the stamina for more.

Older children, 7 years and up, might benefit from having a couple of initial lessons at a UK snow centre - then they can make the most of the real stuff when they're in the mountains. As long as they're enjoying it, they'll make rapid progress in a few days.

WHY CHOOSE SKI SCHOOL

The safest and best way to learn to ski is by signing up to ski school. Specialist, qualified instructors use teaching methods with the younger skier in mind. The instructors make the lessons friendly and fun, and as children learn through imitation, it's better if they have someone with perfect technique to follow. Prizes and certificates follow at the end of the week.

Class sizes are designed with the youngest skiers and beginners in mind. So you can be confident your child will get lots of attention, supervision and support. The very youngest go into a specially cordoned off area, often at the bottom of the nursery slopes. Here they'll play on the snow and get familiar with wearing ski boots and skis. Many resorts have magic carpets - they're a grippy, flat escalator that takes them up a gentle slope.

Children's ski school is most popular, as you'd expect, during school holidays. The upside is that this is when the broadest selection of children's classes is available across all the resorts.

Like adults, there are many reasons why children take to skiing or not uncomfortable boots, the cold, frustration at learning. A positive and enthusiastic attitude, both theirs and yours, helps. But most importantly it's about enjoying their first ski experiences.

ESSENTIAL KIT FOR ALL CHILDREN ON THE MOUNTAIN



- Warm, waterproof clothing, layers and thermals.
- Go for a jacket and salopettes rather than

 a one-piece they're easier to get on and off,
 and can be worn separately back home too.
 If you don't want to buy, you'll find loads of options
 to hire ski wear on the web.
- Take clothes that can be worn as layers the layers can go on and come off as need be, so they're more practical. One thing you can pack less of is 'normal' clothes - you'll need less than you might think if you're spending your day in outdoor wear.
- Ski mittens are generally warmer than gloves. It's best to take a spare pair, so one pair can be drying. Keeping the head warm is essential, so a hat is really important. A neck warmer is good too - a fleece is a good choice for this as it's quick-drying.
- Substantial waterproof, warm walking shoes or boots with a good grip are essential for getting out and about. Snow boots or moon boots are better than wellies. Don't forget a pair of indoor shoes too.
- Sun and snow protection is a must. Goggles or sunglasses, sunblock and lip balm for everyone.

KIT FOR SKIING KIDS

Wearing a helmet is compulsory in Italy, Norway and Slovenia for all skiers under 11, however we recommend wearing one if you're skiing anywhere. You can hire these alongside skis, poles and boots. In some resorts you'll find they're provided for free when hiring child equipment.

It's not worth buying ski boots if feet are still growing. Having the right kind of socks will help with comfort. Go for a pair that are fairly thin and seam-free. Wool or synthetic material will keep toes warm and dry. Avoid cotton.

We think goggles are more practical than sunglasses, plus the strap can be secured over the helmet.

TIP - Take stickers so you can mark each child's skis and boots, so you both know which is theirs.

A lift pass. If it's a plastic, credit card type pass, make sure it goes in a closed pocket and can't easily fall out (the lift turnstiles read the lift pass through fabric). Note down the lift pass number - it might be useful if the pass does get lost. Or if your resort has paper passes then buy a retractable lift pass holder when you get to resort. Speak to our resort teams if you have any questions.

AND IF YOU'RE TRAVELLING WITH A BABY OR TODDLER

You'll need to pack enough supplies for the week. As not all UK brands are available in ski resorts you can't rely on getting everything when you get there. Remember to pack formula milk, jars or pouches of baby food, bottles, feeder cups and bibs.

Getting around you'll need a pushchair or baby backpack. Though handy at the airport a buggy isn't great in snow. You could always buy a toboggan in resort to use instead.

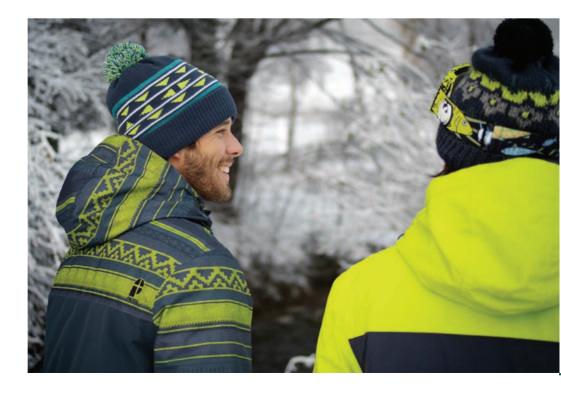






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We also ask for donations when you book a holiday with us, and it's this generosity that has raised money for much-needed adaptive lessons, volunteers, specialist equipment and loads more.

To learn more about the incredible things this charity doing, and are how to get involved, visit crystalski.co.uk/DSUK



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