

Ski Trip FAQs:

1. When is this trip?

The trip is between the 13th – 20th of January 2024.

2. What's included in the base price?

- 7 nights self-catered accommodation
- 6-day resort lift pass
- Coach transfer from/to Geneva airport
- Carbon offset holiday courtesy of NUCO Green
- Reps in resort
- Full financial protection of TTA and ATOL
- No booking or card fees
- Resort taxes and applicable vat included

3. Is the lift pass included in the price?

Yes, you will have a local area lift pass for Val Thorens with upgrade options to the Three Valley's Full ski area which has over 600km(!) of runs for you to explore. Whether you're a beginner or a seasoned skier, Val Thorens is reputed for the variety of its ski area, both on and off-piste.

4. I've never skied before, should I give it a go?

Val Thorens is packed with incredible instructors who have the patience of saints. The whole resort is beginner friendly! The trip welcomes all levels and you can purchase any lessons, ski hire or clothing hire on the booking page. This will be one of the cheapest opportunities you will have to learn to ski or snowboard - so what are you waiting for?

5. Where should I fly to?

Flights are not included in the base package but your transfers from/to Geneva airport are included. Therefore, please book flights to/from Geneva airport. We are recommending the flights stated below in point (6.). If you want to arrange your own transport to Val Thorens, you are welcome to explore flying to other airports (e.g. Chambéry) but please make sure you arrange your own transfer to resort if you do decide to fly to a different airport or outside of the times specified in point 6 below. You will be able to select an own transport option on the booking portal for a reduced rate to save a little money!

6. When should I book my flights, is there a certain time I need to arrive / leave by?

You will need to book your own flights, and we recommend you do this sooner rather than later to secure the appropriate flight times. We recommend the following flights:

Bristol to Geneva: Saturday 13th January 2024 – departing Bristol at 17:10 (EZY2891)

Geneva to Bristol: Saturday 20th January 2024 – departing Geneva at 19:20 (EZY2886) or 20:35 (EZY2892)

7. What type of accommodation is provided?

We will be staying in Residence Cheval Blanc, with apartments of 4 - 8 people; and a mixture of bunk beds, twins, sofa beds and double beds. Linen and towels will be provided so you don't need to bring your own unless you chose to!

8. How will the accommodation be allocated?

A week or two after the payment deadline date [Thursday 30th November 2023 @ 23:59] NUCO will unlock the booking portal whereby each traveller can log on and select what room they want to be in. We will send an email closer to the time with all the information on how to do this.

9. Is the accommodation ski in/ski out?

Yes! You will be able to ski out of the accommodation onto the beginner slopes and back into the residence as well after apres. Make sure to make a note of where the entrance/exit is so that you don't miss it after a few beers on your way home!

10. Do I need to bring my own ski/snowboarding equipment?

Definitely not. You can hire all the equipment you need in resort for an additional cost [you can even hire all your ski clothing]. You just need to select this as part of the booking process on the portal.

11. How much is the deposit and can I pay in instalments?

To secure your place on this trip, you only need to pay a £150 deposit initially. You can then set up the remaining balance to be paid off in instalments up until 30th November 2023 @ 23:59.

12. What is the cancellation policy?

In case of cancellation, NUCO will apply cancellation charges according to the cancellation schedule listed in their [T&Cs](#). You can change the name of a booking up until 30th November 2023 @ 23:59 for free, and £50 thereafter until a couple of days before departure. To do this, please make sure you contact customer services through the live chat function on the NUCO Travel homepage - the icon is in the bottom right corner!

13. What is the NUCO loyalty discount and do I qualify?

If you have previously booked a holiday with NUCO in the 2022/23 season, you are entitled to £10 discount. Make sure you use the same account as last year and you will be eligible for a loyalty discount of £10 off your total price. When you get to the summary page on the booking site after selecting all your options, scroll to the bottom and there will be a small button you can select to apply the discount.

14. When do I need to book by?

As we have lots of interest, we strongly encourage you to secure your place as soon as possible by following the process below!

15. This sound amazing, how do I book?

The booking page will go live on Wednesday 23rd August at 5pm BST with only a limited number of spaces available. Please be ready to select the link below to be in with a chance of reserving a space!

- Create an account with NUCO if you haven't travelled with them previously via this link: <https://accounts.nucotravel.com/auth/login>
- Once you have an account, follow this link to the booking page: <https://booking.nucotravel.com/devonyoungfarmers/jantrip>
- Read what's included in the package and start selecting your booking options!
- Please make sure you have double-checked your options before continuing onto the payment page
- Pay your deposit of £150 to secure your place

16. The trip has sold out, do you have a waiting list?

Once the trip sells out, NUCO will automatically provide you the option to join a waiting list. You will need to secure your place by still paying the deposit. NUCO will work with the accommodation supplier to secure more apartments. Once this has been confirmed, you will be notified that your booking is confirmed and then the same [cancellation policy](#) applies. If we can't secure any extra beds you will be given a full refund.

17. How does the waitlist work?

If you are on the waitlist you can cancel any time free of charge. If you are having issues, simply message the customer experience team at NUCO via the avenues below in (18.) and they will assist you. If you get bumped up the waitlist to a confirmed place at any period of time then you do not get the 24-hour grace period for cancellation after booking and will lose your deposit should you cancel your place. You will however be able to do the name change described above in section (12.).

18. I have more questions, who should I contact?

NUCO has a dedicated team who can provide support and answer all of your questions. You can visit the website [here](#) to chat with a member of the team or email info@nucotravel.com.