

WHITEROAD

TRIP FAQs



With booking opening just around the corner, it's only natural you have some questions! Keep reading for our frequently asked questions.

WHERE/WHEN IS THE TRIP?

This year, the trip is taking place:

Resort: [Belle Plagne \(La Plagne\)](#)

Country: [France](#)

Dates: [January 2nd - January 9th 2027](#)

WHAT'S INCLUDED IN THE BASE PRICE?

- 7 nights self-catered apartments
 - 6-day local area lift pass
 - Coach transfer from/to Geneva Airport
 - Carbon offset holiday courtesy of WhiteRoad Positive Impact
 - Reps in resort
 - Full financial protection of ABTOT
 - No booking or card fees
 - Resort taxes and applicable VAT included
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IS A LIFT PASS INCLUDED IN THE BASE PRICE?

No, you will have a local lift pass for [La Plagne](#) included in your package, which has over [200km\(!\)](#) of runs for you to explore. You will also be able to unlock a whopping [425km](#) of runs if you upgrade to the full area pass. Whether you're a beginner or a seasoned skier, [La Plagne](#) is reputed for the variety of its ski area, both on and off-piste.

WHICH AIRPORT SHOULD I FLY TO?

We recommend flying to: [Geneva Airport](#)

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

WHAT AIRPORT TRANSFER OPTIONS ARE AVAILABLE?

There will be return airport transfers available on your booking page.

Please see page 5 for WhiteRoad transfer timings.

If our times don't work for you, you can select "own transport" on the booking page, and find yourself an external transfer supplier.

WHICH FLIGHTS SHOULD I BOOK?

We recommend booking flights that are suitable for the transfer times listed on page 5.

If you want to link up with others within your group, we recommend speaking to your group leader to understand which flights people are getting.

I HAVE NEVER SKIED BEFORE - IS THIS RESORT BEGINNER FRIENDLY?

La Plagne is packed with incredible instructors who have the patience of saints. The trip welcomes all levels, and you can purchase any lessons, ski hire or clothing hire on the booking page once options go live. This will be one of the cheapest opportunities you will have to learn to ski or snowboard - so what are you waiting for?

WHAT TYPE OF ACCOMMODATION IS PROVIDED?

You will be staying in [Pierre & Vacances Les Constellations](#), at full occupancy meaning all beds will be used (shared doubles, twins, sofa bed and bunks).

[Linen will be provided so you don't need to bring your own unless you choose too!](#)

IS THE ACCOMMODATION SKI IN/SKI OUT?

[Les Constellations](#) sits at the top of Belle Plagne, a genuine ski-in/ski-out residence with direct access to the green slope running through the resort centre.

Take note of the entrance/exit doors on your way out the residence so you don't miss it on your way home after a few beers at Après!

HOW WILL THE ACCOMMODATION BE ALLOCATED?

A week or two after the payment deadline date ([Thursday 19th November 2026 @ 23:59.](#)) WhiteRoad 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.

Your group leader may elect to do the room allocations themselves, avoiding the need for anyone to do this manually.

HOW MUCH IS THE DEPOSIT AND CAN I PAY IN INSTALMENTS?

To secure your place on the trip, you'll only need to pay an initial deposit of [£150](#). Your remaining balance will then be due before the payment deadline on [Thursday 19th November 2026 @ 23:59](#).

If you'd prefer to make payments in instalments, you can make multiple payments towards the balance of your trip anytime before your payment deadline - simply select the amount you'd like to pay on the payment page.

DO I NEED TO BRING MY OWN SKI/SNOWBOARDING EQUIPMENT?

Definitely not! You can rent all the equipment needed to get out on the slopes. Equipment rental suitable for all levels of skiers and snowboarders will be available to add on the booking page soon. You're also able to rent clothing should you not want to commit to buying all the gear ahead of your trip.

WHAT IS THE CANCELLATION POLICY?

In case of cancellation, WhiteRoad will apply cancellation charges according to the cancellation schedule listed in their [T&Cs](#). You can change the name of a booking up until [Thursday 19th November 2026 @ 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 WhiteRoad Travel homepage - the icon is in the bottom right corner!

THIS SOUNDS AMAZING, HOW DO I BOOK MY PLACE?

The trip will go live on Thursday 3rd of November at 12:00. And there will only be a limited number of places available.

We recommend booking your place as soon as the trip goes on sale to avoid disappointment.

Once the trip is on sale, follow the steps below to secure your booking:

- Create an account with WhiteRoad if you have not already done so. You can register for an account [here](#).
 - Once you have an account, enter the package code for your group that will be distributed from your group leaders.
 - Read what's included in your package and pay the deposit to confirm your place.
 - Please ensure you have read through all available booking options, including transport information.
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WHAT IS THE WHITEROAD LOYALTY DISCOUNT AND DO I QUALIFY?

If you have previously travelled with WhiteRoad in the 2025/26 season, you will be entitled to a £10 discount.

You'll need to make sure to use the same email address when creating your WhiteRoad account and confirming your booking and you will be eligible for a loyalty discount of £10 off the 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. You can then enter the booking reference number of your previous trip to add the discount. Any problems, please speak to Customer Experience via the live chat.

WHEN CAN I ADD EXTRAS TO MY BOOKING?

When the booking page opens, you can secure your place by paying the £150 deposit. On booking day, we reduce the options available to select which means that confirming your place is quick and straightforward - you'll have a guaranteed spot so you can book your flights before prices increase.

Once you've paid your deposit, optional extras will then become available for you to select.

The timings of each transfer will be displayed on the booking page.

Prices for Add ons are on the last page of these FAQs

THE TRIP HAS SOLD OUT, DO YOU HAVE A WAITING LIST?

Once a trip sells out, WhiteRoad will automatically provide the option of joining a waiting list if you are still keen on travelling on the trip. You will need to secure your waiting list place by paying the deposit and WhiteRoad will then work with the accommodation supplier to secure additional apartments.

Once the additional places have been confirmed, you will be notified that your booking has been upgraded from the waiting list to a confirmed booking. Once upgraded, our standard cancellation terms will apply to your booking.

If we are unable to secure any additional places on the trip, the deposit paid for your waiting list place will be refunded.

HOW DOES THE WAITLIST WORK?

If we can secure additional places on the trip, these will be given to the next bookings on the waiting list, which is ordered by when you made your waiting list booking.

You must pay your £150 deposit to be confirmed on the waiting list. Once your full trip place has been confirmed, our standard cancellation fees will apply and should you choose to cancel, any deposit paid will be non-refundable. You will, however, still be able to process a name change should you no longer wish to travel. If we don't manage to find you a spot, your deposit will be refunded.

I HAVE MORE QUESTIONS, WHO SHOULD I CONTACT?

WhiteRoad 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 click below.

QUESTIONS? CONTACT US

TRANSFER TIMES

OUTBOUND TRANSFER TIMES

- Sat 2nd Jan
 - Geneva Airport (GVA) to Belle Plagne, 10:25 departure, suitable for flights landing by 08:55. Arriving in resort around 14:20 (we recommend this transfer for anyone who plans to book equipment hire)
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INBOUND TRANSFER TIMES

- Sat 9th Jan
- Belle Plagne to Geneva Airport (GVA), 14:20 arrival, suitable for flights taking off from 16:20. Departing from resort around 09:55

& NOW FOR THE EXTRAS

Equipment rental	Economy	Evolution	Performance	Excellence
Ski, Boots and Poles	£99	£109	£119	£129
Snowboard and Boots	N/A	£109	£119	£129
Skis/Snowboard only	£89	£99	£109	£119
Boots only	N/A	£49		
Helmet	N/A	£29		
Beginner Ski Pack ¹	£139*			
Beginner Snowboard Pack ²	£149*			

*An additional £20 in Pas de la Casa
¹ Includes 6 hours of lessons and Economy Ski Boots and Poles
² Includes 6 hours of lessons and Evolution Snowboard and Boots

Lesson/Workshops	France	Pas
6 hours: 3 x 2hrs	£89	N/A
9 hours: 3 x 3hrs	N/A	£109
Refresher workshops 2hrs	£35	£45
Workshop 3hrs	£45	£45

Lift Pass upgrades

Three Valleys	£49
Portes du Soleil	£99
Paradiski	£49

Clothing rental

Jacket or trousers	£45
Jacket and trousers	£65
Full pack (inc gloves and goggles)	£85

Meal options

(Indicative prices - variable between resorts)	
Breakfast packs	£20
Simple 1 course	£35 per night
Standard 2 course	£45 per night