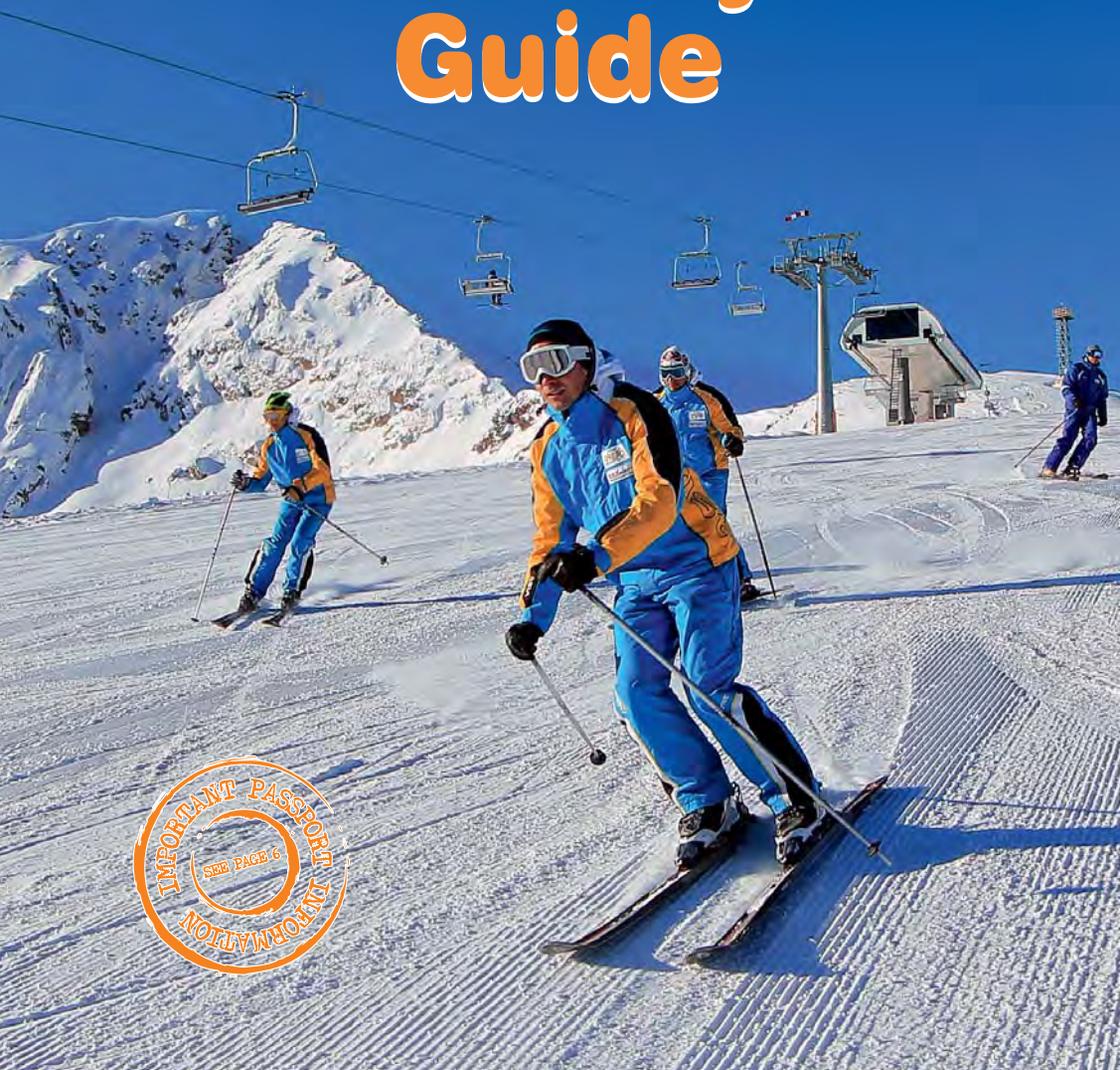




Balkan Holidays

Winter Holiday Guide





Thank You!

For booking your winter holiday with Balkan Holidays.

With over 50 years of experience in providing specialist holidays to the Balkans we are delighted that you have chosen us to make your winter holiday arrangements. Whether you're skiing, snowboarding or simply going to enjoy the wonderful atmospheres in our elite ski resorts, we are sure you will have a great holiday.

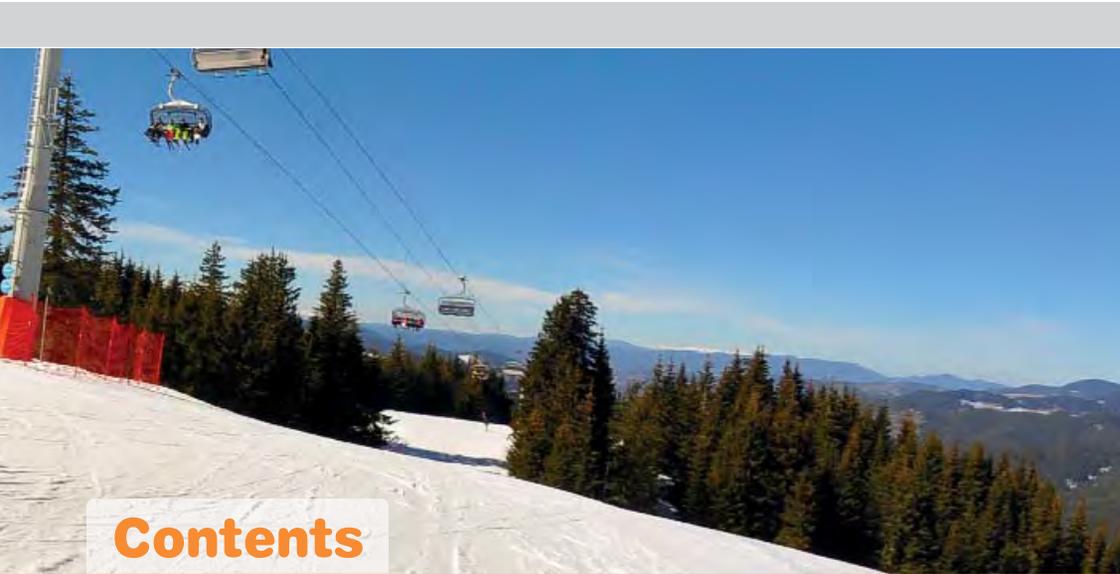
Your holiday is now fast approaching, so we have compiled this booklet to provide you with all the information you could possibly need before you go, during your visit and on your return home.

We would ask that you read the contents thoroughly before you travel and should you have any further questions, of course, you can contact our Reservations Department prior to departure or ask your Balkan Holidays Representative when you arrive in resort.

On behalf of myself and everyone at Balkan Holidays we would like to wish you a very enjoyable holiday.

Alexander Stoyanov
Managing Director





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Our Destinations

Bulgaria

Capital:	Sofia
Ski Resorts:	Bansko, Pamporovo and Borovets
Currency:	Lev, 1 Lev = 100 Stotinki; £1 = 2.70 Leva*
Time:	GMT+2
Voltage:	220 Volts, 2 pin adapter required
Airport(s):	Sofia

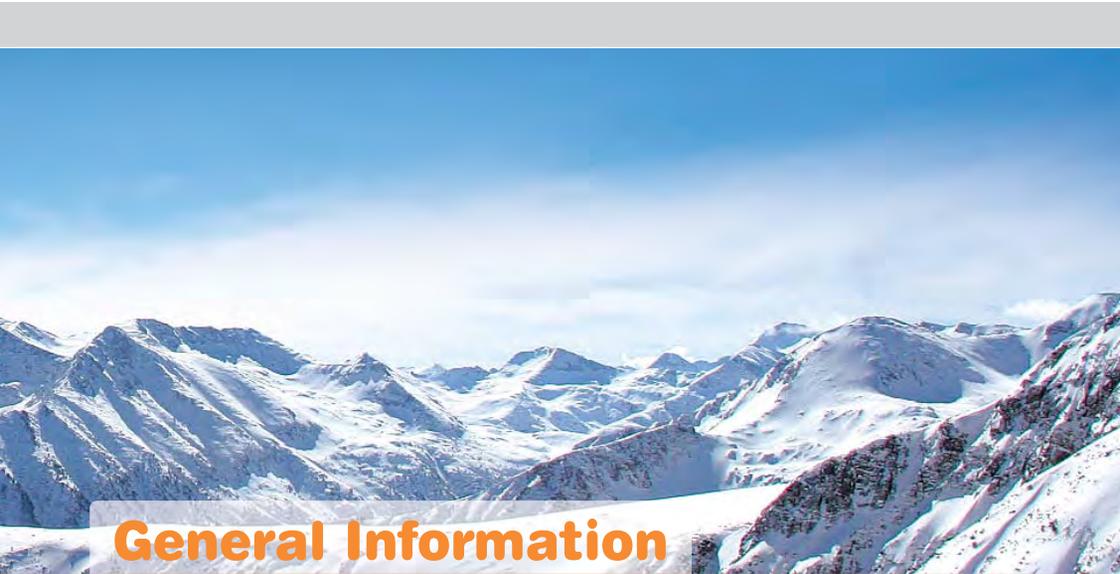
Slovenia

Capital:	Ljubljana
Ski Resorts:	Lake Bled, Lake Bohinj and Kranjska Gora
Currency:	Euro; £1 = 1.40 Euro*
Time:	GMT+1
Voltage:	220 Volts, 2 pin adapter required
Airport(s):	Ljubljana

Romania

Capital:	Bucharest
Ski Resorts:	Poiana Brasov
Currency:	Leu, 1 Leu = 100 Bani; £1 = 6.20 Leu*
Time:	GMT+2
Voltage:	220 Volts, 2 pin adapter required
Airport(s):	Bucharest

**Exchange rates are as at the time of printing and are subject to change.*



General Information

Check Your Documents

Essential documents to take with you:

- Travel documents (including e-tickets, parking info, insurance)
- Your Balkan Holidays invoice
- Passport
- Visas (if applicable)
- Driving Licence (if applicable) or alternative ID
- Insurance Policy
- UK / Irish & foreign currency and / or credit cards

Please note: Check all your documents as soon as you receive them to ensure you have the correct e-tickets and other information required for your holiday; i.e. accommodation details, names and flight details.

Suggestions on What to Pack

Whether you're a seasoned skier or snowboarder, or it's your first visit to a ski resort, it is easy to forget the essentials when caught up in the excitement of going on holiday. May we suggest a few items that may be of use to you and your family whilst in resort:

- All in one / salopettes / waterproof trousers and ski jacket
- Pair of UVA / UVB sunglasses or ski goggles
- Waterproof gloves / mittens
- Hat
- Thermal undergarments
- Thick wool socks
- Non-slip boots or shoes for walking around resort
- High factor sun cream and lip salve
- Plug adapters
- Back pack and secure wallet for when you are on the slopes
- Mobile phone for emergencies
- Watch – essential for time keeping whilst on the slopes

Essential Equipment & Clothing

It's important to keep warm, dry and comfortable on the slopes. Here, we suggest ways of dressing that will ensure you get the most out of your holiday.

Layering Up

This is the key to staying warm and comfortable outdoors, regardless of whether you're skiing, snowboarding or simply enjoying the après ski! Be aware that weather conditions can change rapidly throughout the day, so be prepared for all eventualities. Wear several light weight garments instead of just one bulky jumper – this means you can add and remove layers depending on the temperature and the activity you are doing.

- Base Layer – Cotton underwear absorbs perspiration and gets wet and cold very quickly. During your activities, your body will heat up and cool down rapidly, this, along with wet underwear may result in hyperthermia. Visit your local ski shop for advice about performance underwear.
- Middle Layer – Wool or cotton jumpers will also absorb perspiration and water, making the body feel chilled. We recommend wearing fleece garments as these are breathable and insulating.
- Top / Outer Layer – Look for ski jackets that combine weather protection, comfort and durability. Jackets should always be waterproof and breathable.

Please note: For expert advice on what clothing would be right for you and your family, please visit your local ski shop.

Passports & Entry Requirements

Every passenger will need a valid 10 year British passport. For stays of up to 3 months your passport should be valid for the proposed duration of your stay; you do not need any additional period of validity on your passport beyond this. It is a customer's responsibility to be in possession of a full, intact, 10 year valid passport and necessary visas. Balkan Holidays or your airline, may refuse you travel if your passport is out of date, incorrect or damaged.

Please contact the embassy of your destination country for the latest and most up-to-date information or visit the official page for your destination at www.gov.uk/foreign-travel-advice.

Non – British Citizens and British Subject Passport Holders should contact the Embassy of their destination.

Insurance

It is important to make sure you and your party are adequately insured before you travel. Balkan Holidays offer a comprehensive insurance policy which can be purchased at any time by contacting our Reservations Department. If however, you have purchased alternative comparable insurance cover, please make sure you have informed us of the details.

Please note: All claims should be made directly with the insurance company and NOT Balkan Holidays.

As you and your party may be taking part in winter sports and other activities it is important to take a copy of your insurance policy on holiday with you in order to check that you are adequately covered at all times.

If you wish to curtail your holiday for medical reasons, and have booked Balkan holidays insurance, please telephone the company shown on the insurance policy BEFORE making your travel arrangements. Keep your Representative informed of your actions at all times. If you have an alternative insurance cover, please check the policy for details regarding curtailment.

Please note: Claims not submitted within the timescale stated on the policy may be rejected.

Special Requirements

We want your holiday to be trouble free, so if you have not already informed us of any special requirements for medical / physical mobility needs please contact our Reservations Department on 0845 130 1114 or 0207 543 5555 as soon as possible so we can make arrangements on your behalf.

Holiday Money

As with any holiday resort, there are establishments who try to take advantage of tourists. We strongly advise that you ONLY exchange your money at official authorised exchange points whilst in resort.

Sterling (notes only) can be changed at the airport or in resort for local currency and carry a smaller commission rate than travellers cheques. It is important that the notes are not marked or torn.

There are ATM / cash point machines available in most resorts which accept major debit cards, but be aware you may be charged by your bank each time you withdraw money.

Please note: Scottish Pounds are not accepted as legal tender.

Credit Cards

Please DO NOT rely on credit cards for local purchases. Credit cards are generally not accepted. You can sometimes pay for excursions on your card, but you should not rely on making all your resort purchases in this way.

Allocation on Arrival Bookings

If you have booked your holiday on an Allocation on Arrival basis, your hotel and resort will be allocated to you upon your arrival at the airport. Please be aware, that the resort and hotel that you are allocated may not be featured in our brochure.

Check-in Times

All passengers must check in 2 hours before flight is scheduled for take off, check in desks will be closed 40 minutes before scheduled time for take off. If you fail to check in on time the airline is entitled to refuse to allow you to board the flight. If such a situation arises, the airline cannot accept responsibility and will not endeavour to assist in making alternative travel arrangements to your resort, any cost or loss incurred as a result will be your responsibility.



Your Flights

Flight Only Bookings

Please be aware that some countries require tourists who do not have pre-booked hotel accommodation to register with the police within 24 hours of their arrival. Failure to do so will result in paying a penalty fee when leaving the country. Please contact the relevant embassy for more details of the latest requirements.

If you are booked on a flight only basis it is essential that you re-confirm your return flight with one of our Balkan Holidays Representatives 24 hours before your flight is due to depart. The local Resort Representative can be contacted on the telephone number which is printed on your itinerary.

If you will not be using your booked accommodation whilst on holiday, please be advised it is imperative that you register with our local Representative on your arrival. Failure to do so will result in our Representative assuming that you have not arrived and your return flight may be cancelled.

Luggage Allowance

Please check your luggage allowance on your Itinerary / E-Tickets. Package holidays - The allowance is 20 kg per person, with 5 kg of hand luggage per person. Excess baggage will be charged to any bags over this weight by the airline staff whilst you're at the check-in desk. This is charged per kg at the airlines current tariff. Flight only bookings – The luggage is not automatically included. Please make sure you have purchased luggage allowance according to your requirements.

Ski Carriage

If you take your own skis / snowboard or boots on holiday it is important that you pre-book your carriage with our Reservations Department, otherwise acceptance at the airport can not be guaranteed. The ski/board carriage (storage in resort is not included and must be booked separately unless otherwise stated) should be pre-booked and includes one bag to hold a pair of boots only and a second bag to hold skis and poles or snowboard. The total combined weight of the two bags should not exceed 15kg.

On-board Catering

A range of drinks and snacks are available to purchase on charter flights. This means that you will no longer see in-flight meals available to pre-order when you're booking your Bulgaria short haul holiday.

Simply order from our cabin crew hot or cold drinks along with light or more substantial snacks.

Lost & Damaged Luggage

In the unlikely event that your luggage is lost, damaged or interfered with whilst in transit with the airline, it is important that you obtain and fill out a PIR (Property Irregularity Report) form BEFORE you leave the airport building. You should take a copy of this for your records. You will also need to keep your airline tickets and the luggage sticker received at the check-in desk.

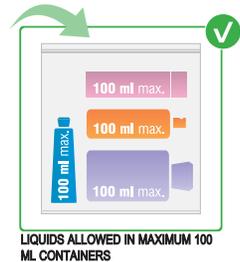
If you fail to obtain a PIR form, the airline will not accept responsibility for any loss or damage and insurers may not accept a subsequent claim.

Packing

Hand Luggage

Passengers are advised not to pack in their hand luggage, firearms of any description including toy guns, sharp objects including scissors, non safety matches or fireworks. It is also advisable not to pack films in your hand luggage as damage may be caused by security checks at the airport.

Please note: Due to increased security precautions, please check hand luggage allowance / restrictions on the relevant airports website before travelling.



Travelling with Liquids

We strongly advise you to pack any liquids that you don't need whilst onboard the aircraft in your hold baggage. However, if you do need to travel with liquids, please be aware of the following restrictions, which apply to all liquids you wish to carry through an airport security checkpoint:

- All liquids must be in individual containers not greater than 100 ml capacity, placed in a transparent re-sealable bag, no larger than 20 cm x 20 cm (8" x 8")
- Only one bag per passenger is allowed
- Liquids in containers of more than 100 ml capacity can be packed in your hold baggage
- Exemptions to the liquids rule applies for liquid medicine or baby milk / food

Suitcase

Valuable items such as jewellery, cameras, expensive electrical items and money SHOULD NOT be carried in your suitcase as they are generally not covered by insurance. All valuables must be packed in your hand luggage.

Should you wish to take your electronic cigarettes on holiday, please check with you departure airport for their security procedures. However, using them on-board is strictly forbidden by all airlines.

Duty Free & Allowances

Duty Free is available on most inbound and outbound flights, however, the selection may be subject to availability. We would recommend that you make your purchases in the Duty Free shops situated in the airport terminals. Please note that local currency may not be accepted for Duty Free purchases.

The following personal allowances apply:

EU (Bulgaria, Slovenia, Romania)

Cigarettes	800	Spirits	10 Litres
Cigarillos	400	Wine	90 Litres
Cigars	200	Fortified Wine	20 Litres
Tobacco	1 Kg	Beer	110 Litres

The above allowances are subject to change and are not combinable, please check the Custom & Excise website for up to date information www.hmrc.gov.uk, you





Whilst On Holiday

Holiday Representatives

Throughout your holiday with us you will have the dedicated services of a Balkan Holidays Representative. Most are experienced locals who are trained to the highest level to ensure your holiday runs smoothly from start to finish.

A member of the Representative team will:

- Meet and greet you at the airport
- Hold an entertaining and informative welcome meeting
- Introduce you to and recommend the best trips and excursions to ensure you make the most of your time
- Be available during visiting hours at your hotel. In the event of an emergency, your Representative is available 24 hours a day for your piece of mind. The emergency telephone number is stated on your Itinerary / E-Ticket
- Ensure you have a trouble free, enjoyable stay
- Offer you any other assistance you may need

Transfer to resort

Please be aware that the advertised transfer times may vary or be subject to change in cases of extreme weather or unacceptable road conditions.

Resort Information

Bus Services

There are generally regular bus services throughout the resorts across our programme, although these are subject to change. Please see your Balkan Holidays Representative for up to date information.

Après Ski

Please be advised that various activities are dependable on reaching sufficient numbers or can be affected by adverse weather conditions in some cases. However, we would ask you to ensure that you have checked that you are adequately covered by your holiday insurance before taking part as each activity potentially has hazardous elements.

Ski & Lift Passes

- Skis and snowboards (either hired or your own) should not be left unattended at any time, unless in secure, designated areas. Please be aware that if your hired skis or any ski equipment is lost / stolen, you will be expected to pay full price for the lost / stolen items before more will be issued.
- Ski-lift passes must be looked after very carefully, in most cases, if lift passes are lost they are not refundable and will NOT be replaced free of charge. Getting lift passes re-issued locally can prove very expensive.
- Please check your invoice carefully to ensure that you have booked the desired number and correct type of ski / snowboard packs. You can add ski / snowboard packs up to 7 working days prior to travel (subject to admin charges).
- Ski / Snowboard packs purchased in resorts will be charged at the full local rate and are not available at the pre-booked brochure prices.
- It is not possible to change / swap from ski to snowboard packs or vice versa whilst in a resort. You will be required to purchase the desired pack at the full local rate.

Please be aware...

- Some resorts require a cash deposit to be paid before a lift pass is issued; please have this ready when you collect the ski packs.
- Any damage, loss or replacement costs may be covered by your insurance, however, always be aware that most policies have an excess charge.
- Ski depots and lifts in resorts can get very busy in high season; we thank you in advance for your patience.

Off-piste Skiing & Snowboarding

We do not recommend going off-piste without a qualified guide. It is essential for those who are able to ski or board off-piste that you have purchased adequate insurance.

Always check with your ski school the piste conditions and never go off-piste whilst there is a risk of an avalanche or adverse weather conditions. We strongly recommend that you employ the skills of a qualified guide in your resort.

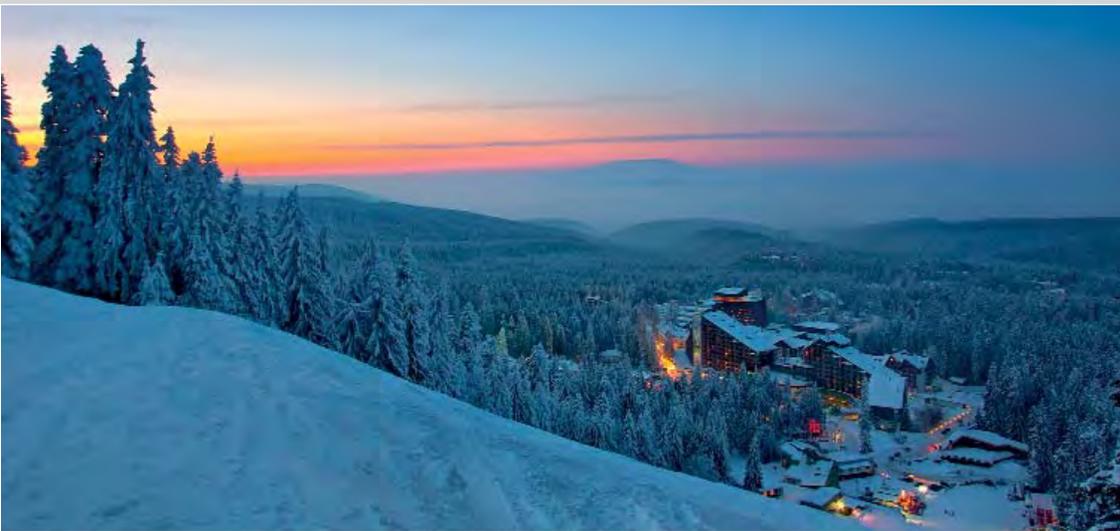
Medical Attention

There is a polyclinic in most resorts across our programme where tourists receive medical treatment and advice. There is a charge payable locally for these services. Please make sure you keep all your receipts for insurance claims when you return to the UK, but be aware that most policies have an excess charge.

You must always contact your insurance company directly upon your return. If you have a major medical emergency, please contact your Representative as soon as you can and also your insurance company for advice.

Security on Holiday

It is important to bare in mind that tourists are considered targets for petty thieving. Therefore, it is advisable to always keep valuables somewhere secure and only use items such as cash or credit cards for immediate use. When on the piste always ensure that your hired equipment is in your sight. Never leave your equipment unattended.



Hotel Information

Safety Deposit Boxes

Most hotels have the facility to hold small valuable items for you during your stay, either in a safety deposit box located at reception or in your room. These are charged locally at a daily rate. For your security and peace of mind we strongly recommend you take advantage of this service. May we suggest keeping the following items in your safety deposit box:

- Passport
- Flight tickets
- Insurance documents
- Money, travellers cheques and bank cards when not in use
- Jewellery and watches
- Mobile phone when not in use
- Cameras and video cameras when not in use

Linen Change

In most of our resort hotels, linen and bedding is generally changed on a weekly basis. Towels are changed every 3 - 4 days. Please advise the hotel receptionists if you require a more frequent change and the hotel will be happy to oblige.

Postal Service

Stamps and postcards can be purchased at most hotel reception desks. Your Representative will be able to advise you of the correct rate for your postcard, package or letter. Please be aware that postal services, even airmail, take approximately a week to arrive at their destination.

Cot Hire

Cots can be hired at the hotel reception desk and will be charged locally at a daily rate. These are subject to availability. Cots can be requested through our Reservations Department, although please be aware this is a REQUEST and cannot be guaranteed.

Please note: Cots are not available in most Self-catering apartments.



Health and Safety

Here at Balkan Holidays we take care to ensure that your safety and welfare whilst on holiday is of the utmost importance to us.

Travelling abroad is exciting and gives you the chance to get away from it all and enjoy a different way of life for a couple of weeks. However, this may also mean experiencing different levels of safety and hygiene standards than what you are used to back home in the UK.

UK standards are amongst the highest in the world and many other countries and resorts are a long way from bringing their accommodation and services up to the levels you would normally take for granted!

Balkan Holidays are continually working to raise safety standards in and around our resorts, so you can rest assured we are doing our best to ensure your holiday is trouble free.

On Your Flight

Deep Vein Thrombosis (DVT)

It is well known that any long periods of immobility, such as sitting upright in one position or wearing tight clothing can contribute to the condition of deep vein thrombosis (DVT). Symptoms can include muscular and / or backaches, excess fatigue or, in very rare circumstances, more serious complications can occur even after your journey had ended.

May we recommend that you follow this simple advice:

- Drink plenty of water whilst on your flight; try to avoid alcohol or caffeine as these can be dehydrating
- Get up and walk around during your flight
- When sitting down in your seat, do some simple exercises and stretches; i.e. raise your legs one at a time, rotate your ankles, rotate your shoulders and move your head from side to side

We would strongly recommend that you seek the advice of your medical practitioner before you travel if you have any concerns regarding DVT or if you fall into any of the following categories:

- If you are pregnant
- Have a family history of DVT
- Have previously had DVT
- Have abnormalities of blood clotting
- Have had a recent trauma involving the lower limbs
- Have recently had surgery
- Are receiving hormone treatment
- Are a cancer patient
- Have varicose veins

In Resort

We work closely with respected suppliers to ensure your journeys between the airport and your hotel are a safe and comfortable experience. In all resorts we would ask you to:

- Listen to your Representative's instructions carefully
- Wear a seatbelt if one is provided
- If possible, do not use the front 4 seats
- Always remain seated while the coach is in motion
- Never store luggage, skis or ski equipment in the aisle or emergency exits
- Flag up any worries you may have regarding the above to your Representative straight away

Please take all the above into consideration when enjoying an excursion involving coach travel.

Pedestrians

Due to differing road and highway laws, please take extra care when crossing the roads. Once you have hung up your skis for the day, take care whilst walking around your resort, especially after heavy snow fall, as snow and ice can make areas rather slippery and obscure hazards!

Personal Safety

Although crime rates are low, as with any destination tourists have to be extra vigilant when venturing out of their resort. This is most important when going to local markets, bazaars or anywhere crowds of people gather. Consider the following tips:

- Carry only a small amount of money and keep it out of sight
- Gentlemen, avoid carrying a wallet in your back pocket
- Keep any valuables, in particular your jewellery, in a safety deposit box back at your hotel
- Avoid taking your passport out with you
- Carry only 1 credit / debit card with you – not all of them
- Be aware of your camera and other things you might carry such as handbags
- If lockers are provided near the chair lifts / gondolas, make use of these to ensure personal items don't get lost on the slopes!

When walking out at night keep to well-lit, busy areas where possible. Ask your Representative for local information, such as areas it's best not to visit at night etc... every city / resort has them!

LOCK UP! – Lock your doors at night and when you go out during the day, just as you would at home.

Children's Safety

Children are naturally curious and excitable; this is never truer than when they are on holiday! Balconies, lifts, swimming pools and whilst on the slopes are just some of the areas where accidents can occur if children are not properly supervised.

Before using any facilities such as cots or highchairs you must satisfy yourself that they are in good condition and up to the safety standards you would expect. If they are not, notify your Representative or a member of hotel staff

straight away. Ensure that vertical bars on cots are not more than 10cm apart, that mattresses fit snugly and that there are no sharp edges.

Excursions and Extreme Activities

Our agents work closely with respected suppliers to make sure the excursions offered are safe and enjoyable. When choosing excursions, make sure you are fit for the activity and that you comply with all safety instructions when taking part. A wide range of approved excursions are available through your representative.

Should you choose to organise your own excursions or activities you should satisfy yourself that your insurance, that of the supplier, legal cover and safety standards are adequate before taking part.

If you, or a member of your party, want to take part in any "Extreme Activities" such as Heli-skiing or Off-piste skiing, you must make sure you have adequate insurance cover. Some activities may require an additional endorsement on top of your holiday insurance.

Skis, Boots and Bindings (Including Snowboards)

It is very important to have your skis / snowboard, boots and bindings professionally fitted. The fitting of this equipment is a complex process and fittings depend on the individual; i.e. your height and weight. Make sure you are comfortable before taking to the slopes and never share or swap equipment. Badly fitted skis, boots and bindings can cause serious injury. Make sure you feel comfortable in your boots as incorrect size may cause harm or injury.

If you require a large size of boots, it is advisable to request this prior to departure. It is advisable for all children to wear a helmet while skiing and snowboarding. It is recommended that you purchase a helmet for your child before your holiday, as availability to hire a helmet in resort may be limited.

Off-piste Skiing

We do not recommend venturing off-piste without an experienced guide and certainly never alone. Remember, trails that are off-piste have not been made safe or checked for hazards, so the terrain is unpredictable and conditions can vary.

If you do want to ski alone, even if you are on a designated run, always make sure you tell someone where you are going and what time you will be back.

The Sun

Burning your face is not only painful, but it will leave you with embarrassing goggle marks for the rest of your holiday! Make sure you cover any exposed skin with a high factor sun block. The sun is particularly strong due to reflecting off the snow, and your elevated position on the mountains.

Icicles

It is very common for icicles to form on buildings. Whilst they look attractive they can be very unstable. We therefore recommend that you do not stand directly underneath or in the vicinity of icicles.

In Your Hotel / Apartment / Chalet

Fire Safety

Give some thought to how you and your party would leave in the event of a fire or emergency. If you are in any doubt, ask the reception staff or your Representative immediately. Please take note of the following:

- There should be a fire instructions notice in your room. This is normally situated on the back of your door. If it is not there, look in the information book. Please notify reception or your Representative if you cannot find this information.
- Where the nearest exit is to your room
- How would you raise the alarm if you were to see smoke or fire
- Never smoke in bed

Regularly check at the reception area regarding fire safety, such as a fire alarm test / drill.

Lifts

It is common for lifts not to have internal closing doors – don't be alarmed, this is perfectly acceptable locally! This means that the inside of the lift is exposed to the lift shaft wall, and this creates a "moving wall" effect. Stand well back from the sides of the lift and adhere to any safety signs that are posted. Children must ALWAYS be accompanied by an adult.

Gas Safety – Self-Catering

Any equipment in your self-catering accommodation should have full user instructions posted nearby or in your welcome book. If this isn't the case, please notify your Representative or a member of staff before using the facilities. The staff will be happy to show you how everything works if you are at all unsure. Always follow any instructions provided.

Electrical Appliances

When bringing your own appliances from the UK; i.e. hairdryer, shaver etc., ALWAYS use the required adapter plug suitable for the local voltage. Exercise caution as you would at home; be aware that it is dangerous to use electrical appliances whilst wearing wet or damp clothing or having just showered etc.

Ski and Snowboard Storage

Please make sure you use the designated storage areas for your ski equipment. This is important, not only to maintain the quality of your accommodation for you and future guests, but also to ensure no unnecessary obstructions in the event of an emergency.

In Your Room

Balcony

Having a balcony is a lovely addition to your room, although we would ask that you take the following into consideration:

- Never sit or lean on the balcony rail
- Take extra care on the balcony after drinking alcohol as your judgment may be impaired
- Make sure children are supervised at all times whilst on the balcony
- Take furniture away from the railings so children are not encouraged to climb to see over the balcony
- If you have any concerns regarding the safety of your balcony report this to your Representative or a member of the hotel staff straight away

Glass Doors

Be careful when walking through patio doors, in bright sun it is hard to tell if they are shut or not. Most hotels should have glass safety stickers on all large expanses of glass, but please take extra care.

Bathroom

Most hotels overseas have tiled floors which can become slippery when wet. Please use the non-slip mats if they are provided, if there isn't one in your room, request one from reception or lay a towel on the floor while showering.

By the Pool

Pool Safety

Most pools overseas do not have a lifeguard on duty. Familiarise yourself with the layout of the pool, take a note of the pool depths and any hidden features at the start of your holiday. Also, consider the following:

- Observe the pool safety notice before entering the pool or pool area
- Observe the opening and closing times of the pool and adhere to these at all times
- Supervise children at all times in and around the pool
- Do not dive or encourage diving unless you are sure of the depths; never dive from bridges, rocks or other features around the pool
- Familiarise yourself with what you would do and who you would contact in the event of any emergency
- Always wear non-slip footwear

Pool Hygiene

- Always shower before entering the pool
- Do not use the pool if you are feeling unwell
- Use elasticated, waterproof nappies for babies and small children
- Report any spillages to hotel staff

Spa Facilities

- Familiarise yourself with the Spa Safety Instructions
- If instructions are not available, please take advice from the qualified spa centre staff or see your Representative

Issues

Whilst on Holiday

Any issues should be reported to your Representative as soon as possible so they can be dealt with and rectified, whenever possible, on the spot. Your Representative's visiting hours can be found on the Balkan Holidays board in your hotel reception area. In the event of an emergency outside these visiting times, an emergency contact number can also be found on this board, or on your holiday itinerary.

In the event that an issue cannot be put right whilst you are in resort, make sure details of the problem are recorded on a Guest Comment form; these are available on request from your Representative.

Customer Service UK

The Guest Comment form, along with a covering letter should then be forwarded to the Customer Service Department within 28 days of your arrival back in the UK as per the applicable terms and conditions. We cannot accept liability in respect of any claims or complaints, which are not notified to ourselves, within this time.

Customer Satisfaction Questionnaire

Your opinion is important to us and we kindly request that you complete the Customer Satisfaction Questionnaire which will be provided to you on your return transfer to the airport.



And Finally

First and foremost we want you to have an enjoyable holiday! So, remember...

- Our Representatives and hoteliers are there to help with any questions, queries or worries you may have whilst in resort
- Make sure your ski or snowboard equipment is fitted by a professional
- Exercise MORE care than at home, not less
- Take any prescribed medications with you
- Observe local laws and regulations

*We Hope You Have Found This
Information Useful.
Have a Great Holiday And Be Safe!*



Pre-departure

Snow Reports & Weather

For up to date snow reports and weather conditions in the resort you are travelling to, we recommend you visit www.balkanolidays.co.uk, however, you can receive all the latest information from our resorts by following us @balkanolidays or like us on facebook.com/BalkanHolidaysWinter.

Pre-departure Services 0207 543 5584

Further information about your passport and visa requirements can be obtained from the UK Passport Agency.

UK Passport Agency www.homeoffice.gov.uk

Embassies in London

Bulgarian Embassy	0207 581 3144, 0207 584 9400
Slovenian Embassy	0207 222 5400
Romanian Embassy	0207 937 9666

If you are calling from outside UK, please use the international calling prefix +44.

Foreign & Commonwealth Office (FCO)

The FCO can provide up to date, destination specific information. They provide the "Know Before You Go" service.

Web Site	www.fco.gov.uk/travel
Travel Advice	0845 850 2829
Gen. Enquiries	0207 008 1500
Britons Overseas	0207 008 0210
Visa Enquiries	0207 008 8438

Airports

Sofia	00359 2937 2211
Bristol	0871 334 4444
East Midlands	08712 710 711
Edinburgh	0844 448 8833
Gatwick	0844 892 0322
Heathrow	0844 335 1801
Manchester	0871 271 0711
Newcastle	0871 882 1121

Whilst on Holiday

Holiday Representatives

Our highly trained holiday reps will be pleased to help you with any problems, queries or questions you may have whilst your in resort.

Resort Office

The contact numbers for our resort offices can be found on your holiday itinerary.

At Home

When you return home and need to contact us for any reason, please contact our dedicated Customer Service department:

Telephone: 0845 130 1114 or 0207 543 5555
E-mail: cs@balkanolidays.co.uk