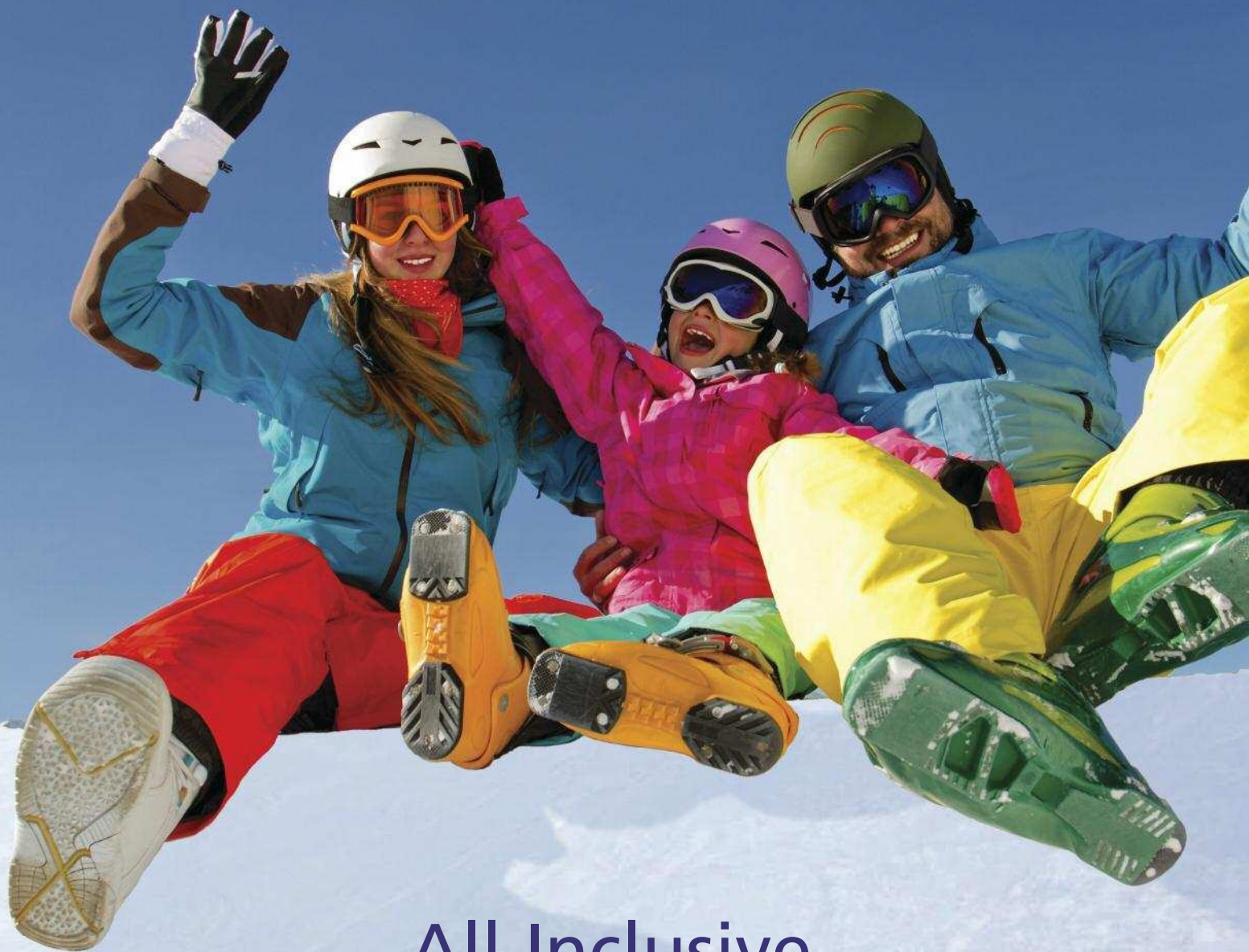


skinorwest



All Inclusive
Skiing & Snowboarding Holidays
to Aviemore, Scotland

2022 / 2023

skinorwest

Welcome to all Skiers and Snowboarders

The Cairngorm mountain above Aviemore in the Scottish Highlands offers spectacular scenery and a variety of winter sports to suit everyone. Skiing in Scotland can be as good as the Alps so why not come and see what the Scottish ski slopes have to offer. We look forward to welcoming customers old and new.

The last few winters have given us excellent snow conditions and great skiing throughout the long season from mid December to late April and this coming season promises to be a great year yet again.

So if you've not tried skiing in Scotland before or it's your first time then why not check out the excellent value snow sport packages we have on offer.

Ski Norwest have been providing ski holiday packages since 1988. We specialise exclusively in weekend and midweek ski breaks and arrange the complete package for you, with accommodation, equipment hire, lift passes and instruction.

We cater for everyone!! - individuals, families, school and university groups and hen and stag parties. Group discounts are available for groups of 12 or more.

We have our OWN TICKETING MACHINE so instead of queuing on the mountain for lift passes on your first morning you can head straight for the lifts and be



first to enjoy the powder and well groomed runs. Lift passes will be issued to you when you collect your equipment hire the night before or early morning.

Please check out our website. Our frequently asked questions have lots of useful information and general information pages are very informative.

Why not sign up to our Facebook page - you will receive regular updates on the snow conditions, special offers and news from the slopes. Links are available from the home page.



www.skinorwest.com : Reservation

Ski Cairngorm The skiing



There are few destinations in the world more beautiful than the Cairngorms National Park during winter - home to Scotland's premier snowsport resort. The ski resort opens from December to late April depending on snowfall. The funicular mountain railway provides modern high speed access from the Base Station at 610 metres to the Ptarmigan top station at 1,100 metres. The funicular transports 100 skiers and snowboarders to the upper mountain in just 6 minutes where there are higher nursery and beginner slopes. The spectacular building accommodates the highest mountain restaurant in the UK with fantastic views of the ski slopes and mountains.

There are 30 km of ski runs spread over two corries for beginners, intermediate and advanced skiers to enjoy. It is possible to ski top to bottom of the mountain on easy/intermediate slopes. There are ski/snowboard parks on the mountain and also snow cannon which can be used when necessary to top up



the snow. The Ptarmigan restaurant and bar at the top station serves hot and cold food and drinks throughout the day. The Storehouse at base station also offers hot meals, snacks and drinks. Great places to stop off and grab a hot gluwein or beer! The mountain shop and the Shop at the Top offer a good range of clothing, gifts and ski wear.

ons and Advice Line : **01479 810912**

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Highlander Hotel ★★★ Newtonmore

Our best deal Hotel!

Always a popular hotel with our guests, it offers excellent value for money

The 3☆ Highlander Hotel is situated in the picturesque village of Newtonmore, some twenty minutes south of Aviemore and a 30 minute drive to the ski slopes.

The hotel has recently been refurbished and offers spacious rooms, many with new en-suite bathrooms. All rooms have flatscreen TV, radio, tea/coffee making facilities, hairdryers and occasional table and chairs. The hotel restaurant offers hearty highland breakfasts and excellent 3 course evening meals using local produce and mouthwatering desserts provide the perfect finish. After dinner you can share some stories with Eric the head barman or relax on the comfy sofas in the large lounge. Free wi-fi available.



The Strathspey Hotel ★★★ Aviemore

Leisure facilities included!

The 3-star Strathspey Hotel is ideally located in the centre of Aviemore whilst enjoying an elevated position providing fantastic views of the surrounding Cairngorms. The hotel is only a 20 minute drive from the slopes at Cairngorm Mountain. All rooms are en-suite with TV, tea and coffee making facilities and a hairdryer.

Enjoy a cooked breakfast and evening meal in the Strathspey Restaurant which also features lovely views of the surrounding landscape.

You'll find Spey Valley Shopping, a luxury department store together with Spey Valley Cinema right on your doorstep. Guests of this hotel can also enjoy free unlimited use of Aviemore Activity Centre at Macdonald Aviemore Resort with large indoor swimming pool with wave machine and flume ride together with sauna, whirlpool bath and steam room.

***Deal no longer available this season**



Macdonald Aviemore Resort ★★★★★ Aviemore

Located in the heart of the Cairngorms National Park and only 20 minutes' drive from the slopes, Macdonald Aviemore Resort hosts three 4 star hotels and 18 woodland lodges. Stay amidst ancient Caledonian pine forests at one of the distinctive hotels or in a cosy lodge in the forest.

Guests staying at any of the resort's accommodation have free unlimited access to Aviemore Activity Centre in the resort which includes a large indoor swimming pool with wave machine and flume ride together with sauna, whirlpool bath and steam room. There is also indoor activities for children including soft play, large cinema showing the latest movies, luxury shopping store and beauty treatments. Free WIFI is available throughout the resort.

You'll also find a good choice of restaurants and bars at Macdonald Aviemore Resort including Giovanni's Italian Ristorante, Aspects signature restaurant and The Scottish Steakhouse just a few minutes' drive away. Within the resort kids eat free with a paying adult at any restaurant.

**Charges apply for beauty treatments and cinema.*



www.skinorwest.com : Reservation

Macdonald Highlands Hotel ★★★★★

Macdonald Aviemore Resort

Macdonald Highlands Hotel is a stylish 4-star hotel situated in Macdonald Aviemore Resort set against Craigellachie Nature Reserve. The classic appointed rooms are perfectly designed with everything you need including tea & coffee making facilities, TV, hairdryer, iron and bathroom with luxury toiletries. Executive rooms* and adjoining rooms are also available.

Evening dinner and breakfast is served in Aspects – the resort's signature restaurant offering lovely views of the Cairngorms. The hotel is also home to The Laggan Whisky & Cocktail Bar where you can enjoy a local whisky or a glass of wine in the evening. The bar also serves food if you're looking for a light bite to eat.

You'll find beauty treatment rooms within the hotel, and Aviemore Activity Centre just next door.



**Additional charges apply*

Macdonald Aviemore Hotel ★★★★★

Macdonald Aviemore Resort

Macdonald Aviemore Hotel is a modern 4-star hotel within Macdonald Aviemore Resort. The classic appointed rooms are perfectly designed with everything you would expect including tea & coffee making facilities, TV, hairdryer, iron and bathroom with luxury toiletries. It also boasts rooms specifically designed for families with a separate bunk bed room for children.

The hotel is home to Spey Burger, a gourmet burger bar serving a delicious selection of food with fish and vegetarian options. You can also enjoy a cooked breakfast in the hotel each morning of your stay.

You'll find all the facilities within Macdonald Aviemore Resort just a stroll away.



Macdonald Woodland Lodges ★★★★★

Macdonald Aviemore Resort

Nestled in the ancient Caledonian pine forests you'll find 18 cosy woodland lodges allowing you to feel a million miles away, yet just a short walk to all the facilities at Macdonald Aviemore Resort.

Store your skis in the woodshed, order a pizza delivery from Giovanni's and settle into your woodland home-from-home. You're also just a stroll away from the restaurants and bars in the resort if you'd prefer to soak up the atmosphere.

Each of the self-catering lodges sleeps up to 6 people in two or three bedrooms. The lodges include mini kitchen with hob, microwave, toaster, kettle and fridge plus a Nespresso coffee machine. All tableware and cutlery is provided. Relax and watch a movie on the flat screen TV and enjoy our welcome arrival snacks. 3-bedroom lodges also feature a dishwasher.



ons and Advice Line : **01479 810912**

Christmas Ski Break 23rd December 2022

4 night package – Price includes 4 nights dinner, bed and breakfast, Christmas Day Lunch plus Light Supper and Festive Entertainment, 2 days ski/snowboard hire and lift passes.

4 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£499.00 pp	£478.00 pp	£310.00 pp
4☆ Macdonald Aviemore Hotel	Price on request.		

Apres Christmas Ski Break 27th December 2022

3 night package – Price includes 3 nights dinner, bed and breakfast, 2 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£275.00 pp	£243.00 pp	£190.00 pp
3☆ Strathspey Hotel Aviemore (inc. leisure facilities)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

Hogmanay New Year Ski Breaks 30th December 2022

All Hogmanay breaks include a full festive entertainment programme including New Years Eve Gala Dinner and fireworks at midnight. The Highlander Hotel, Newtonmore also hosts a Torchlit procession to Newtonmore centre where festivities are held.

3 night package – Price includes 3 nights dinner, bed and breakfast, 2 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£470.00 pp	£445.00 pp	£295.00 pp
3☆ Strathspey Hotel Aviemore (inc. leisure facilities)*	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

4 night package – Price includes 4 nights dinner, bed and breakfast, 3 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£551.00 pp	£522.00 pp	£354.00 pp
3☆ Strathspey Hotel Aviemore (inc. leisure facilities)*	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

February Half Term Ski Breaks

3 nights/2 days – Price includes 3 nights dinner, bed and breakfast, 2 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£293.00 pp	£267.00 pp	£206.00 pp
3☆ Strathspey Hotel Aviemore (inc. leisure facilities)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

4 nights/3 days – Price includes 4 nights dinner, bed and breakfast, 3 days ski/snowboard hire and lift passes.

4 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£391.00 pp	£362.00 pp	£280.00 pp
3☆ Strathspey Hotel Aviemore (inc. leisure facilities)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

***Ski / Board instruction can be easily added to any package. Please call.
Complete beginner to expert courses available.**

Holiday Packages

February Half Term Ski Breaks *continued*

5 nights/4 days – Price includes 5 nights dinner, bed and breakfast, 4 days ski/snowboard hire and lift passes.

5 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£510.00 pp	£450.00 pp	£356.00 pp
3☆ Strathspey Hotel Aviemore (<i>inc. leisure facilities</i>)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

6 nights/5 days – Price includes 6 nights dinner, bed and breakfast, 5 days ski/snowboard hire and lift passes.

5 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£619.00 pp	£554.00 pp	£431.00 pp
3☆ Strathspey Hotel Aviemore (<i>inc. leisure facilities</i>)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

Ski Packages

2 nights/2 days – Price includes 2 nights dinner, bed and breakfast, 2 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£237.00 pp	£211.00 pp	£170.00 pp
3☆ Strathspey Hotel Aviemore (<i>inc. leisure facilities</i>)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

3 nights/2 days – Price includes 3 nights dinner, bed and breakfast, 2 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£293.00 pp	£267.00 pp	£206.00 pp
3☆ Strathspey Hotel Aviemore (<i>inc. leisure facilities</i>)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

4 nights/3 days – Price includes 4 nights dinner, bed and breakfast, 3 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£391.00 pp	£362.00 pp	£280.00 pp
3☆ Strathspey Hotel Aviemore (<i>inc. leisure facilities</i>)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

5 nights/4 days – Price includes 5 nights dinner, bed and breakfast, 4 days ski/snowboard hire and lift passes.

3 Night Ski Packages	Adults	Child age 12-16	Child under 12
3☆ Highlander Hotel	£510.00 pp	£450.00 pp	£356.00 pp
3☆ Strathspey Hotel Aviemore (<i>inc. leisure facilities</i>)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

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3☆ Strathspey Hotel Aviemore (<i>inc. leisure facilities</i>)	Offer not available this season.		
4☆ Macdonald Aviemore Hotel	Price on request.		

****Ski / Board instruction can be easily added to any package. Please call.
Complete beginner to expert courses available.***

ons and Advice Line : **01479 810912**

Ski Equipment Lessons / Lift Passes

Ski Equipment/ Lessons/ Lift Passes

Ski Norwest have a large selection of excellent quality skis and snowboard equipment including the latest carving skis.

All equipment is made up in advance to ensure quick fitting and collection of hire either the night before or early morning before departing for the ski slopes.

We also have ski jackets, salopettes, goggles and helmets for hire.

We offer instruction for all levels of skier and boarder from basic beginner to advanced. Children can also be accommodated in group classes from age 10 years in term time and from age 5 during school holiday periods.

Lift passes can be pre-booked and will be given out by the reps on your first morning to avoid queuing for tickets and to ensure an early start on the slopes.

If you have arranged your own accommodation you can still book a snowsports package with us subject to availability.

Ski and Snowboard Hire

	1 day	2 days	3 days	4 days	5 days
Skis & boots	£22.00	£44.00	£66.00	£88.00	£110.00
Snowboard & boots	£22.00	£44.00	£66.00	£88.00	£110.00
Skis only	£19.00	£38.00	£57.00	£76.00	£95.00
Snowboard only	£19.00	£38.00	£57.00	£76.00	£95.00
Boots only	£9.00	£18.00	£27.00	£36.00	£45.00
Helmet Hire	£6.00	£12.00	£17.00	£21.00	£25.00
Goggles	£4.00	£8.00	£10.00	£12.00	£14.00

Clothing Hire

	1 day	2 days	3 days	4 days	5 days
Salopette hire	£10.00	£16.00	£22.00	£28.00	£36.00
Jacket hire	£10.00	£16.00	£22.00	£28.00	£36.00

Equipment Hire, Instruction, Lift Passes

1 days Skis or Snowboard & boot hire

1 days lessons 4 hours

1 days lift passes

£110.00

Lift Passes

Day Tickets	Adults	Junior
1 day	£38.00	£24.00

Ski Norwest Ski School

With decades of experience our fully qualified instructors offer the ultimate learning experience on the family friendly slopes on Cairngorm Mountain.

Offering group lessons from beginner through to the expert skier from age 5 years and boarders from age 8 years old.

Our 4 hour group lessons run daily from 10am – 12 pm then 1pm – 3pm. Whether you're a complete beginner, needing a confidence boost or would like to brush up & tweak your technique our friendly instructors will ensure all your needs are met to the highest standard.

Lessons are only £40.00 per person per day with no limit as to how many days you would like.

If you have arranged your own accommodation you can still book your snowsports package with us.

**Learn with the best,
have fun with the best
Be the best!**



LEVEL	SKIING ABILITY LEVEL
1	This is my first time <i>I have never skied before or not yet able to do a snowplough on a gentle slope</i>
2	I have tried it once or twice before <i>I can do snowplough turns in control on gentle slopes. May have used a ski tow</i>
3	I can control my speed and link turns on a green run <i>Ability to link strong snowplough turns or working towards plough parallel</i>
4	I ski blue runs confidently and can get down red runs when conditions are good <i>I am able to ski parallel turns and I am starting to pole plant. I can ski all blue and some reds. May be unsure when it's steep, narrow and icy.</i>
5	I ski red runs and most black runs when conditions are good <i>I am able to ski strong parallel turns with a pole plant on all red runs and some black. I would like to explore more varied terrain and improve technique.</i> <i>Note: At this level we only offer private lessons as they can be better geared to the needs of the individual</i>

LEVEL	SNOWBOARDING ABILITY LEVEL
1	This is my first time <i>I have never snowboarded before or tried it once and want to start again</i>
2	I have tried it once or twice before <i>I am able to slide and stop. Both heel side and tow side, possibly starting to link turns on gentle terrain. I may have used a ski tow</i>
3	I can control my speed and link turns on a green run <i>I am able to link turns on gentle green runs and possibly blue runs. I am comfortable using a ski tow</i>
4	I snowboard blue runs confidently and can get down red runs when conditions are good <i>I can snowboard comfortably on blue runs and some red runs. I may be unsure when runs are steep, narrow and icy. I would like to explore more varied terrain</i>
5	I snowboard red runs and most black runs when the conditions are good <i>I am able to link turns on red runs and easy black runs. I would like to improve my technique and increase my experience in the terrain park, off piste and variable conditions.</i> <i>Note: At this level we only offer private lessons as they can be better geared to the needs of the individual</i>

ons and Advice Line : **01479 810912**

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General Information Travel Options

Self Drive

Driving by car to the Scottish Highlands is very easy. Most of the journey is by motorway and then the main A9 trunk road takes you into Aviemore.

By Bus

City link, Mega Bus and National Express operate from most major towns and cities throughout the UK.

Contact:

www.citylink.co.uk Tel: 0871 266 3333
www.megabus.com Tel: 0141 352 4444
www.nationalexpress.com Tel: 0871 781 8181

By Rail - To Aviemore or Newtonmore

Contact:

www.nationalrail.co.uk Tel: 03457 484950
www.thetrainline.com Tel: 0333 202 222
Scotrail-
www.scotrail.com Tel: 0344 811 0141

By Air

Inverness Airport is 30 minutes drive to Aviemore 45 minutes to Newtonmore. Glasgow and Edinburgh Airports are 2 hours drive to Newtonmore, 2 hours 15 minutes to Aviemore. Aberdeen Airport is 2 hours drive to Aviemore.

Contact:

www.flybe.com Tel: 0371 700 2000
www.bmiregional.com Tel: 0330 333 7998
www.easyjet.com Tel: 0330 365 5000
www.ryanair.com Tel: 0871 246 0000
www.britishairways.com Tel: 0844 493 0787

Train or bus services operate from the airports to the resort. All major car hire companies operate from the airports from £26.00 per day.

By Ferry

Belfast to Cairnryan www.stenaline.co.uk
08447 70 70 70
Larn to Troon or Cairnryan www.stenaline.co.uk
0800 130 0030

Schools, Universities & Colleges

Ski Norwest can offer weekend and midweek ski/board packages inclusive of transport, half board accommodation, ski hire, instruction and lift pass at very competitive prices and for the fraction of the cost of a continental tour.

Please ring the office with your requirements and we will be delighted to quote you.

Tailor-made Holiday Options

We operate throughout the ski season in Aviemore, so we have the flexibility to organise a range of bespoke packages to meet your individual or group requirements.

Just let us know when you would like to come and we'll do the rest.



Contact us now on 01479 810912
or email enquiries@skinorwest.com



www.skinorwest.com : Reservation



General Information How to book

1. Contact Ski Norwest on **01479 810912** to check availability. You can contact us anytime from 8.00am - 9.00pm Monday to Saturday, 9.00am - 5.00pm Sundays

We will be pleased to help, advise and guide you and to answer any questions you may have. We will confirm the total package price and take your details over the phone.

2. Deposit of £100.00 per person will secure your booking and payment can be made over the phone by debit card, credit card or by bank transfer.
3. We will confirm your booking and send you confirmation by email.
4. The balance on the holiday will be due for payment 6 weeks prior to arrival.
5. On receipt of your payment we will email you a full holiday itinerary and directions to the hotel and resort.

Booking Conditions Our contract with you

Please read these conditions carefully. They will form part of the contract between you and Ski Norwest. That contract will exist from the time Ski Norwest accepts your deposit and will be governed by the law and courts of England and Wales.

FOR YOUR FINANCIAL SECURITY

Ski Norwest comply fully with the EEC Directive on Package Travel and, Package Holidays. All monies paid by clients to Ski Norwest is fully protected and held in a Trust Account until completion of your holiday.

1. BOOKING PROCEDURE

When you make a booking you must complete a Booking form, accepting on behalf of all your party the terms of the contract and pay a deposit of £100 per person. We accept debit or credit cards and will take payment over the phone. We also accept payment by bank transfer. The outstanding balance must be paid six weeks before the holiday arrival date. If the balance is not paid on time we reserve the right to cancel your holiday, retain the deposit and apply cancellation charges as set out in Paragraph 3. If you book within six weeks of the departure date you must pay the full amount at the time of booking.

2. OUR PRICE GUARANTEE

We guarantee that the price of your holiday will not be subject to any surcharges except as a direct result of Government action, including additional bonding or licensing requirements and V.A.T. No surcharges will be raised within 30 days of the departure.

3. IF YOU CHANGE YOUR HOLIDAY BOOKING

You may change your confirmed booking more than eight weeks before arrival date. Any increase in holiday cost due to a change of date or hotel will be charged to the client and any decrease in the cost will be refunded. If the change is within eight weeks then normal cancellation charges would apply. However you may transfer your booking to another person at no extra cost provided that we are notified in writing before arrival date.

4. IF WE CHANGE YOUR HOLIDAY

Your holiday is planned many months in advance and although it is unlikely, it is possible that circumstances may force us to make changes in the advertised holiday. Most of these changes will be minor but on rare occasions we may have to make a major change. A major change means a change of arrival date, a change of hotel to lower quality, a change of hotel resort. If we have to make a major change you may decide:-

- i) to continue with the holiday as amended
- ii) accept an alternative holiday
- iii) cancel your booking.

If you choose i) or ii) we will pay compensation on the scale shown below. If you choose iii) we will refund all money

paid to us plus compensation on the scale shown below. This shall be the limit of our liability to you.

Over 42 days - nil
20 - 41 days - 5%
15 - 28 days - 7%
0 - 14 days - 10%

No compensation is payable in respect of minor changes. Important notes Force majeure

1) Compensation payments do not apply to changes caused by reason of war or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural and nuclear disasters, fire, adverse weather conditions, technical problems to transport.

5. IF YOU CANCEL YOUR HOLIDAY

You may cancel your holiday at any time provided the cancellation is made in writing by the person signing the booking form. Up to six weeks before, loss of deposit and any insurance premium paid only will be forfeit. Otherwise cancellation charges apply as follows:

Length of time prior to arrival
6 weeks or over - Loss of deposit
3 - 6 weeks - Loss of deposits + 50%
Under 3 weeks - Loss of deposit + 75%
1 week or less - 100%

6. IF WE CANCEL YOUR HOLIDAY

In order to run our coach holidays, there must be a minimum number of passengers in order to operate a tour. In certain circumstances, therefore we may have to cancel your holiday and if this should occur we will notify you in writing and offer either an alternative date, a self drive package as available or a complete refund of all monies paid excluding insurance premiums. Upon payment of said monies all liabilities shall cease.

7. OUR RESPONSIBILITY TO YOU

We accept full responsibility for ensuring that all component parts of your holiday as described in this brochure are supplied to you at a reasonable standard. If any such part is not provided we will pay compensation unless the non-provision was due to circumstances we could not predict. Ski School - In order to run ski/snowboard classes there must be a minimum of 4 persons per class. If there are less than 4 then the classes will be reduced to 2 hours per day. No refund would be due. Please remember that some amenities e.g. hotel lifts, swimming pools etc.) require servicing and cleaning and may not therefore be available at all times. Entertainment provided by hotels is subject to demand and in the event of insufficient numbers in the hotel may be varied. We accept responsibility for proven negligent and/or omissions of our employees, agents, suppliers contracted or sub-contracted by us whilst acting within the scope of their employment in respect of claims arising as a result of death, bodily injury or illness to you or any member of your party.

Please note

We cannot accept any liability for non provision of services, loss, damage or expense resulting from a force majeure, i.e. war, threat of war, riots, civil strife, terrorist activity, industrial disputes, natural; and nuclear disasters, fire, epidemic or health risk, technical problems to transport, adverse weather conditions, road or traffic conditions and similar events beyond our control. We will not be liable for any damages either for death, injury, illness or for any breach of contract if the same is due to unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all care had been exercised, or due to an event which even with all due care we could not foresee or forestall. In the event you suffer an accident or injury or illness outside arrangements made by Ski Norwest we will, where appropriate, offer help, guidance or any assistance as we consider appropriate.

8. WEATHER CONDITIONS

Ski Norwest cannot be held responsible for any loss, non provision, delay or cost connected with snow or weather conditions which may effect your travel, accommodation or skiing and will not except liability claims on these grounds. In the event of bad weather or lack of snow we will advise on alternative ski areas which, providing you have your own transport, we can arrange for you to collect lift passes and subject to availability - lessons. If this is not possible then subject to availability, there are a range of alternative activities in the area, e.g. Quad Biking, Off Road Jeeping, Clay Pigeon Shooting, Golf, Pony Trekking, Abseiling, Whisky Tasting or Guided Walks as available. Instruction and Lift Pass money will be refunded on a pro-rata basis if you are unable to ski for two days or more due to mountain closure.

9. HOLIDAY PARTICIPATION

We reserve the right to refuse a booking or terminate a client's holiday in the event that their conduct is, in the opinion of the our staff or the hotel staff, unreasonable and/or likely to cause distress, damage, danger or annoyance to other clients, employees, property or any third party. Where a holiday is terminated under such circumstances, full cancellation charges will apply and we will be under no obligation whatsoever for a refund, compensation or loss which might be incurred.

10. IF YOU HAVE A COMPLAINT

If you have a complaint during your holiday, please inform our staff immediately, who will do his/her best to deal with it there and then. If the matter cannot be put right on the spot then you must notify us in writing within 14 days of the completion of the holiday. We will not accept liability for claims we receive after that date. If we are unable to agree on a satisfactory conclusion to your problem the matter may be referred to arbitration.

ons and Advice Line : **01479 810912**



Cairngorm Mountain

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Phone: 01479 810912 Mobile: 07721 588436
e-mail: enquiries@skinorwest.com Web site: www.skinorwest.com

Reservations 01479 810912