EXPLORE BANSKO CHALETS

Snowpine • Riverpine • Ginchini

GUEST INFORMATION & FREQUENTLY ASKED QUESTIONS

Everything you need to know for a comfortable stay in Bansko.

Welcome! We've brought together answers to the questions guests ask most often. If you need anything else, please contact us before your stay or speak to your chalet host.

Please note: Prices, schedules, facilities and availability are provided as a guide and may change. Confirm important details with your chalet host or the relevant provider.

Find your answer

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02 Food, drinks & dining

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Need more help?

If your question is not covered, please email Explore Bansko Chalets or speak to your chalet hosts. For any dietary allergy, childcare request or special arrangement, contact the team in advance.

01 Arrival, transfers & departure

Who will meet us at the airport?

Your driver will meet you at the airport holding a board with the group leader’s name.

How long is the airport transfer?

Usually around 2¼–3 hours, depending on traffic and weather. Average-speed cameras operate on the route; please do not ask drivers to exceed speed limits.

Some of our group are on a different flight. Will it cost more?

It depends on the flight times. Guests arriving earlier may be able to wait for the main group. Tell us about all different flights in advance so we can advise on extra charges or budget-friendly options.

We arrive very early or late. Who will meet us?

One of our chalet hosts will meet you.

What time is check-out?

Check-out is by 10:00 am so rooms can be prepared for new arrivals. If you have a late departure, please tell us your flight time. We can arrange secure luggage storage and may be able to retain a room for your use, subject to availability.

02 Food, drinks & dining

Can you cater for dietary requirements and allergies?

Yes, including gluten-free, vegetarian and vegan requirements. Please specify all requirements on your booking form so we can plan menus and source ingredients. Clearly identify any food allergies, which require additional safety precautions. Please discuss serious allergies directly with us.

Can you adapt meals for children?

Yes. We can arrange options such as chicken nuggets or fish fingers. Please request these on the booking form.

What is on the menu?

Typical homemade dishes include soups, roast chicken, beef stew, lasagne, slow-cooked pork with savoury rice and chicken pie. Main courses usually include potatoes, vegetables or salad; desserts may include chocolate cake, cheesecake or apple crumble cake. Starters are vegetarian-based, and vegetarian or vegan alternatives may include lentil lasagne or aubergine bake. Menus vary by season.

What are the mealtimes?

Breakfast is generally served 7:00–9:00 am. Ask the hosts about an earlier breakfast if you are heading to the slopes. Evening meals have three slots: 7:00, 7:15 or 7:30 pm. Your hosts will confirm arrangements on arrival; earlier children’s meals can be discussed.

Can we eat after 7:30 pm?

By arrangement, yes, but your hosts will not serve the meal. Food can be left on hot plates for you. Guests must clear the table and wash up afterwards so breakfast service is not delayed. Extensive additional cleaning may incur a charge.

When is afternoon cake served?

If included in your package, cake with tea and coffee is served from 3:30 pm. If not included, ask about the additional cost. Extra cakes must be ordered at least the day before, or before arrival.

When is the chalet host's day off?

For stays of five days or more, hosts will have a day off. Breakfast will be self-service, and hosts can recommend or help arrange a local mehana (restaurant) or takeaway. The day off will be confirmed on arrival.

Can you arrange a birthday cake?

Yes. Special celebration cakes can be ordered in advance. Add your request to the booking form or speak to the chalet hosts.

Do you provide packed lunches?

Yes, packed lunches or baguettes can be arranged with the team. Alternatively, if there is suitable cold food remaining from breakfast, guests may make a sandwich.

Can we bring our own drinks?

Yes. A fridge is available for alcoholic or non-alcoholic drinks. A drinks market about five minutes’ walk away stocks wines and spirits, and chalet staff can recommend nearby shops.

Is the tap water safe to drink?

Yes. There is also a mountain-water fountain beside Riverpine Chalet, popular with locals and visitors for refilling bottles.

03 Chalet facilities & comfort

Do you provide towels?

Yes: one hand towel and one bath towel per guest. Towels are changed mid-week for stays of seven nights or more. You may wish to bring an additional towel for the hot tub, sauna or thermal pools, and suitable non-slip outdoor footwear.

Are hairdryers available?

Yes, but they are shared rather than placed in bedrooms. Snowpine: main corridor. Riverpine: basket in the lounge. Ginchini: basket at the bottom of the main corridor.

Is there an iron and ironing board?

Yes. Snowpine: first-floor boot storage area. Riverpine: downstairs room beside the lounge. Ginchini: main corridor.

Can we wash clothes?

Snowpine: washing machine in bedroom 5. Riverpine: washing machine in the locked room off the lounge; ask staff for access, as it is used for chalet laundry. Ginchini: no guest washing machine. A laundrette approximately 2–3 minutes away offers washing, drying and folding from around €6 per load.

What electrical sockets are used?

European two-pin sockets. A limited number of UK extension leads are available for guests.

Is there a TV?

All three chalets have a TV with USB connections and a cable box with limited UK channels. Some guests bring their own Fire TV Stick.

How secure are the chalets?

The main gates have coded security locks. Your hosts will provide the access code during the welcome meeting.

04 Skiing & mountain information

What is the weather like? Is there snow?

Conditions change frequently. Useful forecasts: Weather Underground and MyWeather2. Check current mountain reports before travelling.

When does the gondola operate?

Typically opens at 8:30 am (sometimes 8:00 am) and closes around 4:30 pm, subject to conditions and seasonal changes. During busy periods, queues can be 45 minutes to 2½ hours. Paid minibuses may be available near the gondola. Occasionally we can arrange a paid mountain transfer, depending on road access and vehicle availability; book through chalet or ski shop staff. Mountain shuttles are included for New Year and half-term guests where specified in their package.

Where can we get ski passes and equipment?

Our ski shop offers rental equipment and can arrange ski passes if booked and paid for in advance. Details and a booking form are sent with your chalet confirmation. Upgraded equipment may be available at a guest discount through Ski Mania.

What time are ski lessons?

Typical lesson times are 9:00 am for private lessons, 11:00 am for morning lessons and 2:00 pm for afternoon lessons. Confirm directly with Ski Mania or your chosen ski school. In peak periods, aim to reach the gondola by 8:30 am unless using mountain transport. Ski shop staff can help identify the meeting point. Lessons are booked directly between guests and their ski school, not through us.

Can children under five have lessons?

Ski Mania may accept under-fives when an older sibling joins the lesson. If that does not apply, please ask us about other instructors who may be able to help.

How does the chalet shuttle work?

Tell chalet or ski shop staff when you need a morning lift to the gondola. The last return shuttle from the gondola is normally 5:30 pm. Staff will provide contact details. If heading straight to après-ski bars, arrange in the morning for drivers to collect your ski equipment and boots and bring your street shoes; leave shoes in the designated place.

What do food and drinks cost on the mountain?

Indicative prices: coffee from €3, soft drinks from €4, hot chocolate from €4, beer from €6, and pizza with chips from €20. Bringing a flask can help save money, especially for families. Prices can change.

05 Families & special requests

Can you arrange childcare?

We can help organise daytime or evening childcare, subject to advance booking and availability. Our main chalet host is a qualified nursery nurse and early-years teacher, and we also work with an English early-years practitioner in Bansko. Please enquire ahead of your stay.

Can we celebrate a special occasion?

Yes. Please request birthday cakes and any other special arrangements in advance so the team can plan.

06 Local area & useful information

Are supermarkets nearby?

Yes. Billa and T Market are both around ten minutes’ walk away, with smaller shops around the resort. Chalet staff can recommend options.

Where are the best bars?

There is a chalet information folder and noticeboard map showing recommended bars, typically around 4–16 minutes’ walk away.

Is there an ATM nearby?

Yes, one is less than five minutes away opposite Lions Bar near the Four Points Hotel. Some independently operated ATMs may charge higher fees; check the on-screen fee before withdrawing.

What currency should we bring?

Bulgaria adopted the euro in January 2026, so euros are the most convenient currency.

Can we pay by card?

Many places accept cards, but some bars prefer cash. It is useful to carry a small amount.

Do we tip?

Tipping is entirely discretionary. Tips are shared equally among team members.

What other activities are there in Bansko?

There is plenty beyond skiing, including ATV quad biking, ice skating, walking tours and thermal pools. See our separate Explore Bansko Chalets Non-Skiing Activities Guide or ask your chalet host.

What is the time difference from the UK?

Bulgaria is normally two hours ahead of the UK.

Information is indicative and subject to change. Your booking confirmation and the chalet team can provide the latest arrangements.