

SNOW & RIVER PINE CHALET BANSKO

Frequently Asked Questions

Please read carefully the range of questions asked by guests. If a question is not on there, please email us to answer your question.

Do you cater for dietary needs?

- Yes, we do we can cater for gluten free, vegan, vegetarian etc. You must inform us by completing the booking form to enable us to plan the menu and purchase the relevant food required.

We have children and would like to know if we can adapt the menu e.g. chicken nuggets, fish fingers

- Yes, we can, however, please let us know on the booking form

What is the menu?

- Menu consists of homemade soup and bread, homemade pate, beef bourguignon, lasagne, slow cooked pork , fish pie, chicken strudel, served with potatoes (roast, mashed, dauphinoise) vegetables or salad . Deserts- warm chocolate cake, crème brulee, apple strudel, sticky toffee pudding
- We can change slightly if given notice. For example, if a member does not like fish pie we can make a homemade pizza
- All dishes above are adaptable for vegetarians – for example, mushroom bourguignon

Do you provide towels?

- Yes, we provide towels – one hand and one bath towel per guest. We change towels mid-week for those staying 7 nights or longer.

Do you provide hair dryers?

- No- guests must provide their own

Do you have access to an iron and ironing board?

- Yes- you must let the chalet host know you would like these as they are situated in Snow Pine chalet.

We need some clothes washing

- We have a washing machine in River Pine that is only to be used by staff. If you would like some washing done, we can do this at a charge of 10 levs per load.

Is there a laundrette nearby?

- Yes, there is one located less than a 5-minute walk from the chalet

How does the honesty bar work, and what are the prices?

- The chalet hosts will explain how it works. Beer and wine is served with meals and then we ask you to complete the list of beer and wine purchased before and after service.
- Prices are listed in the Chalets

Can we purchase our own drinks, such as bottles of spirits?

- Yes, you can from nearby supermarkets; we also have a fridge available if you want to place bottles of coke, sprite or tonic water.

Is the tap water safe to drink?

- Yes, it is safe to drink.

Can you provide bottled water?

- You can purchase small bottles to take to the mountain at 2 levs – mountain price 4-5 levs

What are the mealtimes?

- Breakfast is served – from 07:30 – 09.00. Please let the chalet hosts know if you require an earlier breakfast if you want to be on the slopes early (07:00 is the earliest we can do)
- Evening meals are at a set time of 19:30 at the latest. If you require earlier, let us know especially if you have children who need to eat earlier.
- The chalet hosts will discuss this when you arrive.

When is the chalet host night off?

- If staying 7 nights or more then the hosts will have a day off. Breakfast will be a self – serve by yourselves and the hosts can arrange a meal at a local mexhana or give you contact details of a local take away (mainly pizza). The hosts will inform you of their day off on arrival

One of our members of the group has a birthday, can you order a cake?

- Yes, we can order a special cake ,please let us know and we will get one for you –they cost 60 levs

What are the check-out times?

- Check out is by 11:00am as the chalet hosts need to prepare the room for the next arrivals. If you have a late departure please let us know before booking as we need to plan our bookings and there may be an additional charge. We can arrange for your baggage to be kept safe and we may be able to keep a room for you to use. Please let us know your requirements when booking.

How far is the spa from the chalet?

- Up to a 10-minute walk, chalet hosts can arrange a lift. The spa has a steam room and a sauna which is free for chalet guests. There is a Jacuzzi, this is at an additional cost of 30 levs for 30 minutes for up to 6 people. This must be booked through the chalet hosts .The spa closes at 7:30 and you can take your towel from the chalet or pay extra for a clean one at the Eagles Nest Aparthotel where the spa is situated.

We arrive early hours in the morning, who will meet us?

- You will be met by one of our chalet hosts

Can you provide pack lunches?

- Yes, we can provide a packed lunch of Levs, which will consist of a sandwich, piece of fruit, a snack bar and a bottle of water. This must be booked in advance or let the chalet host know so we can prepare.

Is there a supermarket nearby?

- Yes, there is one on the main road opposite the river which is less than a 8-10 minute walk away

We have young children; can you arrange childcare?

- Please let us know to arrange. Some of the chalet hosts may offer this to gain extra income. These staff will have a DBS / CRB to ensure they are safe to look after your children.
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What are the food and drink prices on the mountain?

- Coffee 6 levs, Sprite 5lev, Hot chocolate 7levs, Beer 6levs
- Chips 10 levs, pizza slice 10 levs

Do we tip the chalet hosts? If yes, how much?

- This is at your discretionary choice

Who will meet us at the airport?

- One of our drivers will meet you at the airport holding a board with your name

How long is the transfer?

- Transfer times vary depending on the weather – from 2 ¼ to 3 hours

Some of our group will be on a different flight; will there be an additional cost?

- This depends on what flight they are on, for example if they arrive earlier they can wait for you. Please let us know if any of your group's flight is different and we will notify you of the charges, we can arrange from 15-75 euros one way.

Where are the best places to drink and how far are they from the chalet?

The chalet hosts will let you know – places like

- Lions Pub & Pirin75 – which are the closest to the chalet - 5 minute walk
- Up to 10-minute walk
- Euphoria, Ginger, Amigos, Morris bar, Penguins,
Prices of beer range from 2.5 – 5 lev

Is there an ATM near the chalet?

- Yes, there is one less than 5 minutes away opposite the Lions Bar by the Strazhite Hotel

What is the best currency to bring?

- You can use Bulgarian lev only in Restaurants/Bars / Supermarkets
- We accept euros or levs in the chalet

Can I pay by card?

- Yes you can, however, we prefer cash. We can discuss alternative transactions, just send us an email

What will the weather be like? Is there any snow?

- These websites are useful for weather forecasts
- <https://www.wunderground.com/weather/bg/bansko>
- <http://www.myweather2.com/Ski-Resorts/Bulgaria/Bansko.aspx>

What time does the gondola open?

- It opens at 8:30am and closes at 4:30pm. Queues start at 8:00am, during busy times queues can start from 1 hr up to 2 ½ half hours. You can also queue for the mini buses up to the mountain as long as you have a ski pass.
- Occasionally we can take guests to the mountain or an area known as the secret chair lift (not suitable for beginners) . This is at an additional cost and depends if vehicles can get to the mountain as sometimes the road is closed by the police.

Where can we buy ski passes and rent ski / board equipment?

- We have our own shop with a range of equipment and pride ourselves in offering good customer service. We can arrange to buy your ski pass, Information and a booking form will be sent alongside the chalet confirmation.

What are the ski lesson time?

- Group Lessons are 11:00 mornings or 14:00 for afternoons. Private Lessons start at 09:00
- We strongly recommend that you are at the gondola station by 08:45 at the latest during busy periods such as Christmas/ New Year (1st to 8th Jan) and school holidays to get to your lessons on time
- The ski shop staff will tell you where the meeting point is for your lessons

How does the shuttle bus work?

- Please let the chalet or ski shop staff know when you need picking up to go to the gondola in the morning.
- The last shuttle bus from the gondola to the chalet is 5:30. The ski shop staff will give you a card with their contact details. Contact details are also located on our ski equipment too.

Facebook

- There are some informative Facebook sites such as Bansko notice board or Banskoblog

What other activities can you do in Bansko?

Ice skating – outdoors

- 30levs adults 14levs children – 2 hours

- https://www.tripadvisor.co.uk/Attraction_Review-g318870-d4087281-Reviews-Bansko_Ice_Rink-Bansko_Blagoevgrad_Province.html

Indoor bowling

- Less than 10 minute walk away by the Stazhite Hotel
- Open 10am till late

Visit the hot outdoor mineral baths in Banya

- Please ask the chalet hosts to arrange a transfer to the bath

Bansko sports- [www.bansko-sports .com](http://www.bansko-sports.com) can arrange the following

- Hiring of go pro
- Bar crawl
- Advanced riding zones
- Paragliding