

## **Frequently asked questions**

### **Questions regarding transfers**

#### **How will I recognise the driver at the airport?**

- The driver will be waiting in arrivals with a board with your name on it and company logo.

#### **Can I have my transfer from Sofia city (rather than the airport)?**

- Yes, please specify pick up time and hotel/apartment and address

#### **Can I have a transfer from Thessaloniki?**

- Yes, this costs more, but email for a quote and availability, stating number of passengers and flight details

#### **What sized vehicle do I need for my transfer?**

- For a quote please state the number of passengers travelling, amount and size of luggage for example large or small bags
- Please state if you will be travelling with skis/ snowboards, buggies or requiring any child booster seats.
- If booking please complete the booking form ensuring all details are correct

#### **How much time should I allow to get to the airport / to Bansko?**

- We advise to pick you up 5 hours before your flight for example, if your flight is due to depart at 12:00 we will pick you up at around 07:00
- If weather conditions are really poor, then we advise longer.
- Journey time early morning or late evening is 2 hours 40 minutes (without stopping).
- It is 170 km each way

#### **I am travelling with children; do you have any car seats?**

- Yes we do have some car/ booster seats this must be stated on the booking stating the age of the child (ren)

#### **Do your vehicles have snow tyres?**

- Yes they do they will also have a set of snow tyre chains. You will notice that the drivers will drive with their lights on during the day; again this is law which was introduced in 2012.

### **What is the difference between a private transfer and a shared transfer?**

- A private transfer is for you only and may cost more, however, sometimes this may not always be available due to the nature of flights and bookings.
- If other passengers on the same flight and have booked a transfer with us, you will be sharing with them.

### **Should I tip my driver?**

- Tipping is much appreciated, however it is at your discretion.

### **What if my flight is cancelled?**

- Please be advised that if your flight is delayed by 8 hours or cancelled and you have not given us significant warning and our driver is waiting at the airport for you, we may charge 40 euro to cover our diesel and wages.

## **Questions regarding equipment hire and free shuttle service**

### **Can we be fitted for our equipment on arrival from the airport?**

Yes, if possible we do like to fit guests for equipment on arrival so that they are ready for their first day of skiing/ boarding next day especially in busy periods when guests have morning lessons to get to.

### **You mention that you pick up guests from the hotel/ complex? How do arrange this?**

- If you have booked to hire equipment from us we will offer a free daily shuttle service to and from the gondola. It is advised that you discuss times with the staff at the shop.

### **Once we have finished skiing where do you pick us up?**

- We pick you up at the top of the car park by the gondola station. The staff will show you the pick-up point.

### **Where do we leave our hire equipment?**

- You can keep the equipment back at your accommodation and we will collect the equipment at the end of your vacation.

## **Questions regarding ski equipment hire and lessons**

### **What type of equipment do you hire?**

- We hire a range of equipment which suits beginners to advance. Please state if you require advanced skis you must state this on the booking form

### **Who does the ski lessons?**

We use a local ski school – Ski Mania all instructors speak English and are ISIA qualified

### **Do you provide helmets?**

- We provide free hire helmets for children
- There is a charge for adult hire at 5 leva a day, 4-6 days 20 leva, but you may have been quoted an inclusive price with no extra charge
- If you arrive at the shop and decide you would like a helmet please ask the shop assistant if there any available to hire

### **Can I swap equipment or boots during the rental period?**

- Yes, this service is free of charge

### **Where do we meet instructors?**

- The meeting point for instructors is at the big piste map at the top gondola at Banderishka Polyana, this will be explained to you in the ski shop.
- The journey time on the gondola is approximately 20 minutes, please ensure you leave plenty of time to get to the top of the mountain to start your lessons
- During busy periods, please allow plenty of time for queuing at the gondola station
- We can offer shuttle up the mountain at an additional, please ask at the shop for availability.

### **What times are the lessons?**

- 2 hour Group Lessons start times are 11:00 or 14:00
- Private Lessons start times are 09:00 or 14:00

### **How long are the lessons?**

- You can book 2 hour or 4 hour lessons. If it is your first time skiing/ boarding it is advisable to do 2 hours a day and then have a practice of what you have learnt in the afternoon.

### **On the booking form it asks what level of skier I am – How do I know**

1. I have never skied before

2. I have been skiing a few times, but still do not do blue runs

3. All nursery slopes, control your speed, make basic turns

4. Comfortable on red runs, challenged on black slopes

#### **What if I miss my lesson?**

- If you miss or cancel your lesson time allocated, you are not due a refund.
- If you need to change your time of lessons, we are under no obligation to do this and you may lose your payment.

#### **Do the ski lift passes have mountain insurance?**

- Yes the price does include mountain insurance however you also need the appropriate insurances to cover medical treatments etc. This is required by Bulgarian Law

#### **What if the lifts are closed?**

- If lifts are closed fully, or partially, there is no refund. Please be insured for such situations.

#### **What age can my child learn to ski?**

- We suggest children from 5- 6 years can learn to ski in groups

#### **What happens if I lose or damage hire equipment?**

- You are responsible in case of loss or damage of equipment
- Please take out travel of general insurance that covers ski theft.
- We will try to mend or repair broken or damaged items at a cost
- We offer our own insurance policy against loss or damage of our equipment at a cost of 10 euro per person
- If you lose or damage our equipment and have not taken out our insurance policy you will be charged like for like replacement. You will be issued a receipt to enable you to claim off your own insurance.

#### **Can I get food and drink up the mountains, if so what is the cost**

- The approximate price for a coffee is 6 leva , hot chocolate 7 leva, 500ml bottle of water 4 leva, 500ml bottle of beer 7leva

- There is a range of food available such as soup, pizza and chips

**I am on a budget is there anywhere where I can get a sandwich or lunch bag with other food to take up the mountain with me**

- Yes we can offer this service for you however this must be booked in advance. Please ask at the shop for more information, see our sandwich/ lunch bag menu in our transfer vehicles or contact us the day before with your orders.
- We can also arrange sandwiches/ lunch bag for you to take when travelling back to the airport as this helps keep the cost of your trip to a minimum.

**Questions regarding booking and payment**

**How do I book?**

- You will be sent a booking form alongside your enquiry this must be completed within 7 days to confirm your booking

**Methods of payment**

You can pay via PayPal, please note there is an additional 3% charge

- Bank transfer
- Cash in the shop – leva, pounds or euros
- Cheque

**What is the currency?**

- The currency is the Bulgarian Lev we use Travelex for conversion rates

**Is there anything else I can do other than skiing?**

- Yes, treat yourself to a chill out day or afternoon at Izgreva hot mineral outdoor pool
- Transport to the spa cost 20 leva per person return based on a minimum of 4 passengers (check availability & book at the ski shop)
- Entrance fee 10 lev (not included with the above)

**Weather**

- You can see the snow conditions on the webcams on our website [www.explore-bansko.com](http://www.explore-bansko.com)

