**SNOW, RIVER PINE AND GINCHINI CHALET**

**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, as the ingredients are not as easy to purchase. Please highlight if an allergy as this is different to a dietary need, as extra safety measures need to be adhered to.

**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 soups, homemade pate, beef bourguignon, lasagne, slow cooked pork, turkey pie - Menus may change each season. All starters are vegetarian based. All main dishes are served with potatoes (roast, mashed, dauphinoise) vegetables or salad. Desserts- for example chocolate cake, cheesecake, apple crumble cake
* All dishes above are adaptable for vegetarians/ vegans – for example, lentil lasagne

**What time is the afternoon cake served?**

* Afternoon cake, tea and coffee (if part of the package) is served from 3:30pm. If afternoon cake is not part of the package and you would like one, please enquire what the additional cost would be. **Please note**; cakes must be ordered the day before to enable us to purchase additional ingredients.

**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. Some guests bring a towel to use when they are using the hot tub or sauna.
* We recommend guests to bring suitable footwear when going outside to use the hot tub and sauna, or when visiting the thermal baths

**Do you provide hair dryers?**

* There are no hair dryers in the rooms, however we do have hairdryers available. Snowpine, hairdryers are located in the main corridor, Riverpine – in one of the main kitchen drawers in a basket, Ginchini in the large cupboard in the dining area.

**Do you have access to an iron and ironing board?**

* Yes, we have these available. Snowpine – located in the boot storage area -first floor. Riverpine downstairs in room next to the lounge. Ginchini in the main corridor

**We need some clothes washing, do you have a washing machine? Or is there a laundrette nearby**

* + There is a washing machine in Snowpine Chalet in one of the bedrooms – (room 5)
	+ Riverpine in the locked room in the lounge area- please ask chalet staff for access, as this gets used daily for the chalet
	+ Ginchini – there is not one available, however there is a laundrette located within a 2–3-minute walk from the chalet. Prices start at 6 euro per load
	+ The laundrette is located within a 2–3-minute walk from the chalet. Prices start from 6 euro per load which includes, washing, drying and folding

**What type of electrical sockets are used?**

All sockets are the European 2 pinned sockets. We do have some English extension leads in the chalets for you to use. If you have forgotten to bring an adapter, we do have some available to purchase.

**Is there are TV in chalet?**

All three chalets have a TV with USB points and we have a cable TV box (limited UK channels). A majority of the guests bring their own Firestick to watch movies etc.

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

* + Yes, you can, we also have a fridge available if you want to place bottles of alcoholic or non-alcoholic drinks. There is a drinks market within 5 minutes walking distance from the chalet. They have an extensive range of wines and spirits. There are plenty of other shops available too. The chalet staff will highlight the places to go in relation to prices

**Is the tap water safe to drink?**

* Yes, it is safe to drink. There is also a water fountain adjacent to Riverpine Chalet where water from the mountain flows. Locals and tourists use it to fill their water bottles to take up the mountain (saves money, and reduce waste)

**What are the mealtimes?**

* Breakfast is served – from 7:30 – 9.00am. Please let the chalet hosts if you require an earlier breakfast if you want to be on the slopes early
* Evening meals are at 3 time slots 7:00pm- 7:15pm or 7:30pm. If you have children who would like their meals earlier, please discuss this with the chalet team
* The chalet hosts will discuss this when you arrive the meal time slots available

**Can we have our meal later? (after 7: 30pm, for example 8:15pm?)**

* + Yes, you can have your meal later, however it will not be served by the chalet hosts. They will leave the food on hot plates for you to access. You will also be responsible for washing up and clearing the tables. This can be discussed with the chalet team, nearer the time. If you have not washed up the night before, this will delay with the chalet hosts serving breakfast on time. This may impact on you getting to the slopes on time.

**When is the chalet host night off**

* If staying 5 days or more there 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 restaurant (known as mehanas) or give you contact details of a local take aways. 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 (which are big), this must be ordered in advance. Please discuss with the chalet hosts or submit your request on the booking form emailed to you.

**What are the check-out times?**

* Check out is by 10:30 am as the chalet hosts need to prepare the room for the next arrivals. If you have a late departure, please let us know before your departure as we need to plan the changeover cleans for the next groups arriving. 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.

**We arrive early hours in the morning/ late at night, who will meet us?**

* You will be met by one of our chalet hosts.

**Can you provide pack lunches?**

* Yes, we can provide packed lunches or just a baguette which can be discussed with the chalet team and chef. Alternatively, if there is any cold food platter left from breakfast, you can make a sandwich. This is popular to help with costs, as it can get expensive.

**Is there a supermarket nearby?**

* Yes, there is a big supermarket called Billa which is a 10-minute walk from the chalet. There are also smaller shops around the resort too. The chalet staff will highlight which ones are the better options

**We have young children; can you arrange childcare?**

* Yes, we can organise the childcare in the day and in the evening. The main chalet host is a qualified Nursery Nurse and Early Years Teacher. Childcare must be booked in advance to enable to plan the workload.

**How secure are the chalets?**

* The main gates to the chalets are secured with a security coded lock. The chalet hosts will issue the code during the meet and greet.

**What are the food and drink prices on the mountain?**

* Coffee from 4 euro , Sprite from 4 euro, Hot chocolate from 5 euro, Beer from 6 euro
* Pizza and chips start from 20 euro
* Some guests take a flask with them and bring their own hot chocolate which they make before going up the mountain. This is a good way to save money, especially with children.

**Do we tip? If yes, how much?**

* This is discretionary and tips are divided equally amongst all members of the team.

**Who will meet us at the airport?**

* The driver will meet you at the airport holding a board with your name

**How long is the transfer?**

* Transfer times vary depending on the weather and traffic – from 2 ¼ to 3 hours. As from Summer 2025 there are average speed cameras in rom the airport to Bansko. This is to ensure drivers are keeping within the speed and fines are in place, therefore, please refrain from asking drivers to go faster

**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 if there are any additional charges

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

* We have placed a folder highlighting the bars and also devised a noticed board with a map showing where the bars are located and the walking time distance. All the bars range from 4 minutes to 16 minutes walk.

**Is there an ATM near the chalet?**

* Yes, there is one less than 5 minutes away opposite the Lions Bar by the Four Points Hotel. There are other ATM which are blue and yellow, try not to use these, as they can add additional charges

**What is the best currency to bring?**

* From January 2026 Bulgaria will be adopting the euro. Euros and levs will be accepted during the month of December. You may notice in bars/ restaurants displaying two prices, this will be levs and euros, this was introduced in August 2025 to enable businesses to transition to the euro

**Can I pay by card?**

* Yes, you can, however, we prefer cash. We can discuss alternative transactions, just send us an email
* A number of the bars are cash only. We have devised a list of the bars predominately accept cash only.

**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 (sometimes 08.00) and closes at 4:30pm. Queues start at 8:00am, during busy times queues can start from 45 minutes 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 (if not in the package). This is at an additional cost and depends if vehicles can get to the mountain as sometimes the road is closed by the police. This must be booked, please discuss with the ski shop or chalet staff.

**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; these must be booked and paid for in advance. Information and a booking form will be sent alongside the chalet confirmation.
* If you prefer an upgraded range of equipment, this can be booked with our partners at Ski Mania, who offer our guests a discount

**What are the ski lesson times?**

* Lessons are 9.00am (private) 11:00 mornings or 14:00 for afternoons. **Please check with Ski Mania, as they could change. Other companies may operate at different times**
* 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 (if your lesson is at 11.00)
* The ski shop staff will inform you where the meeting point is for your lessons
* **Please note**; lessons are organised by yourselves and the ski school you have booked with and not through us.

**How does the shuttle bus work?**

* Please let the chalet or ski shop staff 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 their contact details. Contact details are also located on our ski equipment too.
* If you wish to go straight to the bars from the slopes you can arrange for our drivers to pick up your ski equipment and boots and drop off your street footwear; this requires you to make arrangements with the drivers in the morning and to place your street footwear at the appropriate place for your chalet.

**What other activities can you do in Bansko?**

* + We have devised a comprehensive list of activities you can do in Bansko, such as, ATV quad biking or ice skating. The chalet host will discuss this at the meet and greet when you arrive**.**
	+ We have a folder in the chalets highlighting all the information you require**.**