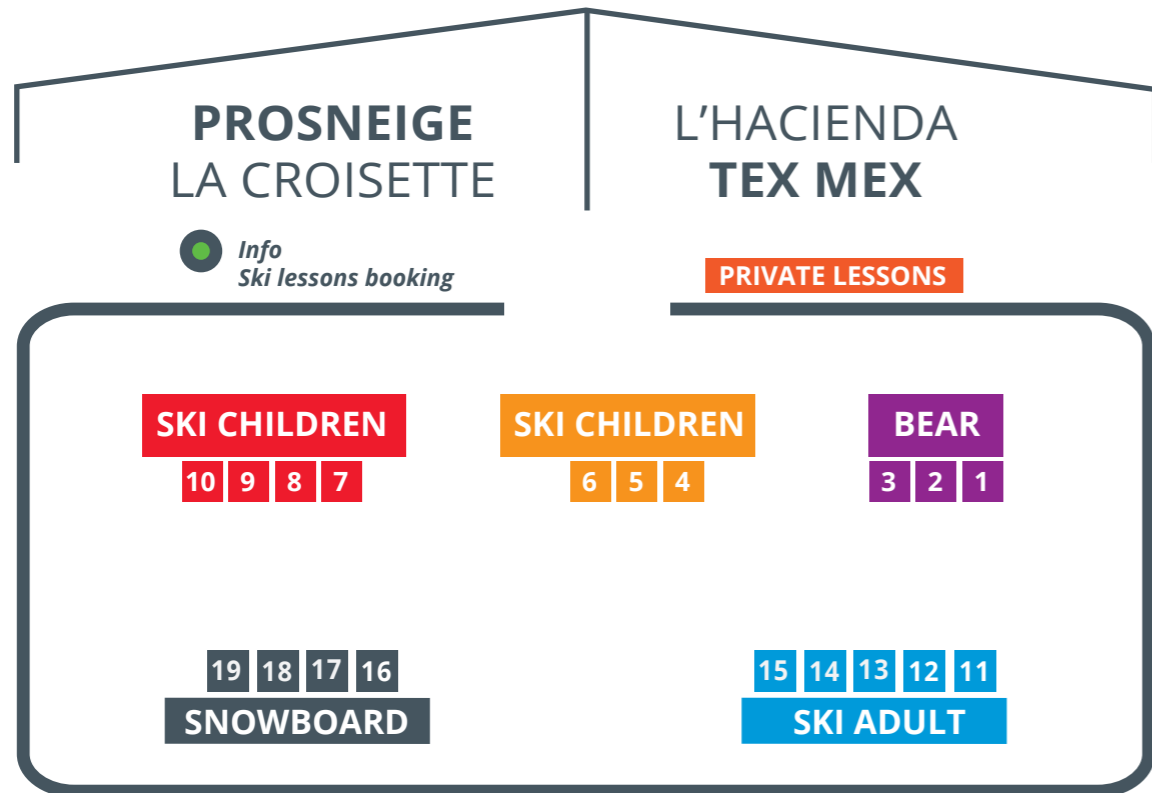




PROSNEIGE OFFICE & SHOP - LA CROISSETTE

Meeting Point



- | | | | | |
|----------------|---------|---------------------|-------------------|---------------------|
| 01 LITTLE BEAR | 04 1SKI | 07 BRONZE SKI | 11 ADULT BEGINNER | 16 BRONZE SNOWBOARD |
| 02 BROWN BEAR | 05 2SKI | 08 DIAMOND SKI | 12 ADULT LEVEL 1 | 17 SILVER SNOWBOARD |
| 03 WHITE BEAR | 06 3SKI | 09 PRO-RIDER BRONZE | 13 ADULT LEVEL 2 | 18 GOLD SNOWBOARD |
| | | 10 PRO-RIDER OR | 14 ADULT LEVEL 3 | 19 EXPERT SNOWBOARD |
| | | | 15 ADULT LEVEL 4 | |



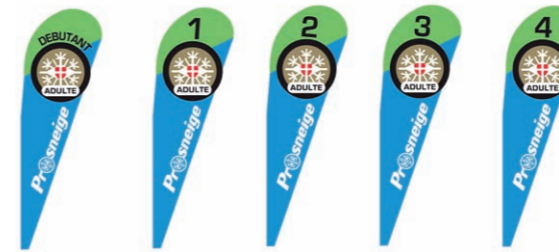
Prosneige

WELCOME

ORGANIZATION AT OUR MEETING POINT FOR OUR GROUPESSONS

At our meeting point you will find several flags, every flag will stand for a certain level of skiing or snowboarding for both children and adults.

GROUPESSONS ADULTS



GROUPESSONS SNOWBOARD



GROUPESSONS CHILDREN



Little Bear Brown Bear White Bear

1SKI TO 3SKI

SKI DE BRONZE TO PRO-RIDER



MORE QUESTIONS

Dimitri, Bram and Tom, Our operational team will be ready to welcome you on site. You can recognize them wearing a green hat with 'INFO' written on it, and with an orange captain's armband with 'INFO' written on it.

OUR SKI INSTRUCTORS

All our ski instructors are dressed in blue marine ski pants and a green jacket from our ski school. They are wearing a captain's armband with the level of skiing on it in the same colour as the flag that stands for that certain level.

HOURS

Group lessons mornings: Sunday from 10h00 to 12h00 and Monday to Friday from 09h00 to 12h00
Group lessons afternoon: Sunday to Friday from 14h30 to 16h30 (to 17h00 after 04/02/2018)

DURING THE WEEK

You will receive a TEXT by phone to quote your satisfaction of your lesson in between 0 to 10. Don't hesitate to use this number if your not happy with something during your lessons.
Our photographer will take pictures of all children group lessons, our photographer will give the children a card once he took the pictures. On this card, you will find a time table to come and see the pictures and will be able to buy them on the spot.

PRIVATE LESSONS

You will find a sign PRIVATE LESSON at our meeting point (slope side). Dimitri and Bram our field managers will be ready to welcome you and sort out your meeting with your ski instructor. If you are early, don't hesitate to enjoy the terrace at our Prosneige office.



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CONTACT : PROSNEIGE Ecole Ski & Snowboard School - Immeuble Chavière - La Croisette - 73440 Les Menuires
TEL: +33 (0) 4 79 04 18 35 E-mail : info@prosneige.fr



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WELCOME

YOUR WEEK IN THE SNOW AT PROSNEIGE

CHILDREN GROUPESSONS

- The first day we will stick a label on your child's helmet with his name and language.
- Our kids will have a little break during their lessons, you can always slip a little snack in the pockets of their ski jacket.
- The first day we will hand out our bibs, green ones for the conventional lessons and blue ones for all children that are also booked in for lunch. You can keep the bibs during the week and hand them back in after the last lesson.
- We evaluate the progression of each child during the lessons. Should a level be too low or too high, instructors will react immediately and we will change groups. Sometimes to be put a level lower can be seen as an unpleasant action. Make notice that our instructors work every day with children and the last thing that we want is to demotivate children so we are very receptive for feedback and open to explain you why children are changed in between groups. Most teachers and people in our management have children of their own, and we also like to see our children progress at their own pace.

ADULT GROUP LESSONS

- Please be on time for your lessons! We advice 15 min. before your lessons are due.
- Our instructors have got listings with your names and welcome at the flag of your level.
- It could be possible that you will start with more than 10 persons in a group during high season weeks, don't worry several teachers will be appointed and logically they will split up during the first lessons. This is called 'harmonizing on the field'.
- We evaluate the progression of each adult during the lessons. Should a level be too low or too high, instructors will react immediately and we will change groups. Sometimes to be put a level lower can be seen as an unpleasant action.
- Make notice that our instructors work every day with groups and the last thing that we want is to demotivate our participants so we are very receptive for feedback and open to explain you why you could be changed in between groups.
- Due to harmonization, on Monday it could be possible that other persons will join your group. Don't worry our instructors are updated.
- In some cases your name will not appear on the teacher's listing. Don't worry, as mostly these are bookings on another name or by a Tour operator. You can just follow the lessons as booked!

ADULT BEGINNERS

- Meeting at 09h30 at our meeting point at La Croisette to meet your instructor.
- You do NOT need your poles the first day.
- You can come easily with soft boots to our meeting point and get your ski boots on at our office at the meeting point.
- You can even leave your equipment after the lesson at our meeting point for the next day.
- It could be possible that you will start with more than 10 persons in a group during high season weeks, don't worry several teachers will be appointed and logically they will split up during the first lessons. This is called 'harmonizing on the field'.
- Everybody is unique and some of you will progress faster than others! Don't let this scare you off! We guarantee you that on your own pace you will conquer those first green and blue slopes at the end of the week!

YOU ARE LATE

- Enlist yourself at our office at La Croisette at our meeting point.
- Make notice that if a group left for a certain itinerary it could be difficult to join.
- We will try our best to reach our instructor to pass by at the meeting to pick you up. As you are late we cannot punish the rest of the group who were on time!

LIFT PASS

- A local lift pass for 6 days LES MENUIRES will be required. For the advanced levels we will ask for an extension during the week, or it is advised to have an extended lift pass.
- Your lift pass always goes at the left hand side in your pocket! You don't need a photo for your lift pass!
- Kids younger than 5 years old can benefit of a free lift pass. Don't forget to collect this free pass at the official offices of the SEVABEL. You will be asked for a justification of the exact age (passport).
- If you have got your lift pass by Prosneige, you can collect them on Saturday at our office.

MEDALS

- On Friday there will be a gathering at our meeting point for the children's medal ceremony! Everybody is welcome and hot chocolate for everybody. We even got something stronger for adults!

THE BEST SERVICE POSSIBLE ON SITE

- We will have a shop corner at our office at meeting point where you can find accessories, helmets, gloves, sunscreen...
- Several toilets at your disposition.
- A south side orientated terrace to enjoy a coffee and the mountain view (don't forget to enjoy the sunshine!)

KINDER GARDEN: LITTLE BEAR and BROWN BEAR

- Tom, our responsible at our kinder garden will welcome you in front of our Prosneige office. He is wearing a blue ski jacket and grey ski pants.
- The first day we will stick a label on your child's helmet with his name and language.
- Our kids will have a little break during their lessons, you can always slip a little snack in the pockets of their ski jacket.
- The first day we will hand out our bibs, green ones for the conventional lessons and blue ones for all children that are booked in for lunch.
- There will be several people like Tom helping the ski instructor in our kinder garden, as we want to guarantee a good quality of tuition. All children will progress at their own pace and we will anticipate this.

Progression of your child:

- All groups will be created the first day at our kinder garden so that all children can progress at their own pace. They will leave the kinder garden in little groups to go on their first slopes
- From the moment that a ski instructor considers that a child can stop autonomously these children will go on their first green slope.

You child is crying: Don't worry!

- Some children need some more time to adapt to the environment, the ski instructors and the people around them. We always go the extra mile and make sure they adapt slowly. We have got Tom who will be the go to person for children. We even go inside to warm up and try to get children back on skis.
- Even if it doesn't work out in the beginning, don't worry. Children progress faster than adults and we are sure that your child will go down their first green and blue slopes at the end of the week.

IF YOU HAVE RENTAL EQUIPMENT BY PROSNEIGE SHOP

COLLECT YOUR EQUIPMENT

- You can pick up your equipment on your day of arrival (advised!)
- Our shop is situated at La Croisette and is open 7/7 and non-stop 08h30 to 19h00
- The only thing necessary is the name of the reservation to collect your equipment. Make sure you verify because sometimes the reservation has been made on another name (family, friend,...).
- Your equipment will be ready! You can always try on your boots, fit your skis and helmet on site.
- Just a signature and off you go for the week!

Remarks:

- If you have got a reservation for more persons, don't hesitate to pass by, even better you don't need to come all together and choose your timing to collect your equipment.
- If you also have got lessons booked with our ski school and you are a beginner, don't hesitate to leave your equipment at our shop. In fact the meeting point for the lessons is in front of our office and shop. You can easily come on normal shoes the next day!
- If we don't have all information (height, weight, shoe size) in order to prepare your equipment, please email this to info@prosneige.fr or a text to +33 (0)6 58 24 74 42. Please also mention your booking number.



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