

INFORMATION & PRICE GUIDE

POWDER BYRNE
ORIGINAL SKIING
2011

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USEFUL INFORMATION

DEPARTURE AIRPORTS

Our prices are based on standard weekend departures from London. It is possible to fly from most regional airports to both Zurich and Geneva and our Sales team can advise you of the most convenient routes, timings and related prices.

MAKING YOUR OWN TRAVEL ARRANGEMENTS

If you wish to make your own flight arrangements or are making your own way to the Alps, we will re-quote the holiday price for you. Please note that if we need to arrange a special private transfer to meet your flight, there may be an extra charge. Please discuss this with our London team.

CARBON EMISSIONS

We actively encourage the offsetting of carbon emissions. To offset the emissions associated with your holiday visit www.carbonfootprint.com

BUSINESS CLASS UPGRADES

We are able to arrange Business Class upgrades with selected airlines at competitive rates. These upgrades will enable you to benefit from the additional service and comfort of Business Class travel, such as:

- Business Class check-in.
- Access to the Business Class lounge.
- Increased luggage allowance.
- Upgraded catering and cabin services.
- Priority luggage clearance at UK airports on your return journey.

Please note that these Business Class tickets do not give you the full flexibility to change your flight arrangements without charge. However, fully flexible flights can be obtained. Please speak to our sales team.

POWDER BYRNE TRANSFERS

Powder Byrne transfers to and from the airport and resort are either by private minibus, luxury coach or occasionally with a local taxi company. If your transfer is with a local taxi company you will be met by the driver at the airport and taken to resort. If it is a return transfer, you will be met at the hotel by your driver and taken to the airport. Powder Byrne does not provide refreshments for private taxi transfers. For all other transfers you will be met by a Powder Byrne member of staff at the airport.

POWDER BYRNE RESORT SERVICE

Powder Byrne operates a personal and attentive resort service in all of our resorts. Powder Byrne Resort service is available throughout the season in Flims and Laax. In Zermatt and Zürs, our resort service is available from late January through to Easter, whilst in Grindelwald it is available from mid December through to mid March and in Lech from late January to late March, excluding February half term. Resort service is available in our satellite resorts during key peak periods, such as Christmas, New Year, February half-term and Easter. Our satellite resorts are St Christoph, San Cassiano, Madonna di Campiglio, Arosa, Klosters and Crans-Montana. Whether you are staying in one of our full season, part season or satellite resorts, you can expect to receive the same high quality personal service. Full season, part season and satellite resorts are subject to change.

DRESS CODE AND NEW YEAR'S FESTIVITIES

Most of our 4 star and 5 star hotels expect their guests to be dressed smartly in the evenings, particularly in the restaurants. Some have a particular dress code and require a jacket and tie to be worn. Over the New Year period most hotels will hold gala dinners and parties for their guests, the cost of which is included in our prices. Most hotels expect their guests to dress up for these events and a jacket and tie or even black tie is requested. We can advise you of the dress requirements at your chosen hotel and our hotel partners would appreciate your compliance.

FAMILY ACCOMMODATION

Each of our hotels offers a number of options for families. These may be suites, junior suites, connecting rooms or large rooms with extra beds and we can help advise you on the most suitable arrangement. Most hotel rooms will take one extra bed, some will take two. Children under two travel free (see relevant paragraph). For children aged two or over, prices range from £428 when staying on an extra bed in their parents' room to the full adult price when staying in their own room.

HOW YOU RATED OUR RESORTS

We have told you what we think of our resorts and hotels, but why not see what other Powder Byrne clients think of them. These ratings are taken from all the questionnaires completed by clients who travelled with us last winter. Ratings are for the resorts, ski areas and the hotels' facilities. They are average scores from all the questionnaires, marked out of five, where:
1 is "poor", 2 is "below average", 3 is "average", 4 is "good", 5 is "excellent".

ATOL/ABTA PROTECTION – 100% FINANCIALLY SECURE

The air holiday packages in this brochure are ATOL protected by the Civil Aviation Authority. Our ATOL number is 2763. Please see our booking conditions for more information. Holidays booked without flights are protected by ABTA. Our ABTA number is V4890.





ROOM CHECK IN AND CHECK OUT TIMES

Hotels let rooms from midday to midday, but times do vary. Check in times are usually between 2pm and 3pm, check out times between 11am and 12 noon on the day of departure. If your return flight is in the evening you will normally be required to vacate your room at 12 noon prior to leaving for the airport. Day rooms are arranged locally for you by our staff subject to availability and there may be an extra cost.

PASSPORTS AND VISAS

British subjects require a full British passport for visits to all destinations featured in this brochure. Passports must be valid for the duration of your stay. At the time of going to print, visas are not required for any of the destinations in this brochure if you hold a full British passport. Visa requirements can change and you must check the up-to-date requirements prior to departure. If you or any member of your party does not hold a British passport, you must check the entry requirements with your embassy or consulate.

HEALTH REQUIREMENTS

Vaccinations are not required when travelling to the destinations in this brochure. If you have a medical condition or if you are pregnant, then you must get clearance to travel from your own doctor. Pregnant passengers are not accepted by most airlines after 28 weeks gestation. For further information please consult the Department of Health leaflet Advice on Health for Travellers or visit www.doh.gov.uk/travel advice.

TRAVEL ADVICE

The Foreign & Commonwealth office produces up-to-date travel advice to all our destinations. For further information please visit www.fco.gov.uk/knowbeforeyougo or telephone 0870 606 0290. Alternatively you can contact ABTA's Travel Information Line on 0901 201 5050 (calls are charged at 50 pence per minute).

FLIGHT DELAYS

Due to the nature of the airline business, flight delays do happen. If your flight is delayed the airline is responsible for communicating this to you at the earliest possible opportunity. In the rare event of a delay longer than three hours the airline should provide you with refreshments and, if in excess of six hours, a main meal. In the event of a longer delay the airline will provide meals and accommodation appropriate to the time of day. The same conditions apply if you are travelling on one of our own privately chartered aircraft.

PRICES

Every holiday is tailor-made and quoted on an individual basis. The prices in this brochure are given as an indication and assume flight availability at the lowest available fare on our standard weekend departures. Prices include:

- Return scheduled flights with British Airways or Swiss to and from London or Powder Byrne charter flight at February half term.
- Minibus, luxury coach transfers or taxi to and from the airport. This applies to all Powder Byrne resorts except Arosa where some guests will travel by coach and first class rail.
- Powder Byrne service in resort where indicated, including ski guiding if eligible.
- Half board accommodation (bed, breakfast and dinner) at all hotels except Hotel Rosa Alpina in San Cassiano and the Petit Cervin in Zermatt where bed and breakfast accommodation is included, and the rocksresort in Laax where it is room only.
- Prices are per person and are based on two people sharing a room.

In some of our resorts our staff and children's programmes are only in operation during certain holiday weeks. Outside these weeks, Powder Byrne service in resort is not provided and our prices include transfers by train or taxi.

A GUIDE TO EXTRA COSTS

This information is intended as a guide to extra costs you may incur on your holiday. Prices will vary according to currency fluctuations. Our London team will be happy to advise you of exact costs at the time of booking. Please note that these figures are based on 2009/10 rates as 2010/11 prices were not available at the time of going to print. Alternatively, refer to our website for updated information at www.powderbyrne.com

SKI PASSES

Unless otherwise specifically requested, we will pre-order your ski passes and deliver them to your hotel. We will send you an invoice for the ski passes, which should be paid with the balance of your holiday cost. Please note that your ski pass may require a photograph, depending on the number of days for which it is issued. A guideline is laid out in the following pages, according to resort.

UNDERS 2's TRAVEL FREE

All children, who are under the age of two years on the date of their return from holiday, travel free with Powder Byrne if they are staying in their parents' room. This includes their transfers and accommodation.





FLIMS SWITZERLAND

EXTRA COSTS

6 day pass:

Adults: £206

Children:

13 to 17 years – £139

6 to 12 years – £71

5 years & under – Free

Prices include a non-refundable CHF 10 for a hands-free key card.

RATINGS

These ratings are the opinions of guests who travelled to Flims with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

PRICES WITH POWDER BYRNE SERVICE

DATES	WALDHAUS FLIMS		SCHWEIZERHOF	
	HALF BOARD		HALF BOARD	
	DOUBLE DELIGHT SILVANA	SUPERIOR DOUBLE	STANDARD	SUPERIOR
19 Dec 10	£2,695	£2,839	£1,966	£2,049
26 Dec 10	£3,295	£3,478	£2,259	£2,350
02 Jan 11	£2,828	£3,005	£1,794	£1,877
08 Jan 11	£2,068	£2,268	£1,579	£1,659
15 Jan 11	£2,068	£2,268	£1,568	£1,648
22 Jan 11	£2,068	£2,268	£1,579	£1,659
29 Jan 11	£2,359	£2,527	£1,648	£1,727
05 Feb 11	£2,359	£2,527	£1,659	£1,739
12 Feb 11	£2,829	£3,010	£2,116	£2,205
19 Feb 11	£3,056	£3,239	£2,344	£2,429
26 Feb 11	£2,119	£2,329	£1,629	£1,710
05 Mar 11	£2,119	£2,329	£1,689	£1,769
12 Mar 11	£2,119	£2,329	£1,619	£1,699
19 Mar 11	£2,119	£2,329	£1,467	£1,526
26 Mar 11	£2,278	£2,496	£1,569	£1,626
02 Apr 11	£2,398	£2,616	closed	closed
09 Apr 11	£2,398	£2,616	closed	closed
Weekends from	£1,162	£1,220	£864	£874
Children (2+) from	£654		£462	

DATES	ADULA		WALDECK	
	HALF BOARD		HALF BOARD	
	SUPERIOR TWIN	DELUXE TWIN	STANDARD TWIN	SUPERIOR TWIN
19 Dec 10	£1,949	£2,168	£1,536	£1,639
26 Dec 10	£3,198	£3,297	£1,939	£2,069
02 Jan 11	£2,149	£2,238	£1,469	£1,589
08 Jan 11	£1,659	£1,890	£1,212	£1,310
15 Jan 11	£1,489	£1,688	£1,212	£1,310
22 Jan 11	£1,489	£1,688	£1,334	£1,450
29 Jan 11	£1,688	£1,789	£1,334	£1,450
05 Feb 11	£1,489	£1,688	£1,334	£1,450
12 Feb 11	£2,437	£2,538	£1,809	£1,939
19 Feb 11	£2,665	£2,769	£2,037	£2,169
26 Feb 11	£1,699	£1,938	£1,368	£1,489
05 Mar 11	£1,938	£2,059	£1,368	£1,489
12 Mar 11	£1,528	£1,729	£1,368	£1,489
19 Mar 11	£1,528	£1,729	£1,239	£1,489
26 Mar 11	£1,658	£1,870	£1,358	£1,617
02 Apr 11	£1,959	£2,199	closed	closed
09 Apr 11	closed	closed	closed	closed
Weekends from	£972	£1,070	£832	£882
Children (2+) from	£462		£462	

RESORT RATINGS

Ski Area	4.3
Atmosphere	4.5
Après Ski	3.7

HOTEL RATINGS

WALDHAUS FLIMS	
ELEMENTS OF HOTEL	RATING
Rooms	4.1
Facilities	4.8
Service/Staff	4.7
Food/Restaurants	4.4
Children's Meals	3.8
Children's Facilities	4.0
Atmosphere	4.4

SCHWEIZERHOF	
ELEMENTS OF HOTEL	RATING
Rooms	5.0
Facilities	4.0
Service/Staff	4.0
Food/Restaurants	4.0
Children's Meals	2.0
Children's Facilities	3.0
Atmosphere	4.0

ADULA	
ELEMENTS OF HOTEL	RATING
Rooms	4.0
Facilities	4.0
Service/Staff	4.1
Food/Restaurants	3.6
Children's Meals	2.6
Children's Facilities	3.2
Atmosphere	4.1

WALDECK	
ELEMENTS OF HOTEL	RATING
Rooms	3.3
Facilities	3.3
Service/Staff	5.0
Food/Restaurants	5.0
Children's Meals	4.7
Children's Facilities	3.0
Atmosphere	4.3

7 nights for the price of 6
9 nights minimum stay over New Year at the Adula and Waldhaus Flims.

GRINDELWALD SWITZERLAND



PRICES WITH POWDER BYRNE SERVICE

DATES	BELVEDERE		SCHWEIZERHOF	
	HALF BOARD		HALF BOARD	
	NORTH TWIN	SOUTH TWIN	SOUTH TWIN	JUNIOR SUITE
19 Dec 10	£1,747	£1,878	£2,229	£2,387
26 Dec 10	£2,526	£2,716	£2,388	£2,548
02 Jan 11	£1,776	£2,119	£1,720	£1,868
08 Jan 11	£1,579	£1,727	£1,577	£1,715
15 Jan 11	£1,415	£1,539	£1,577	£1,715
22 Jan 11	£1,415	£1,539	£1,577	£1,715
29 Jan 11	£1,415	£1,539	£1,577	£1,715
05 Feb 11	£1,415	£1,539	£1,577	£1,715
12 Feb 11	£2,069	£2,239	£2,129	£2,298
19 Feb 11	£2,286	£2,467	£2,359	£2,526
26 Feb 11	£1,487	£1,629	£1,769	£1,919
05 Mar 11	£1,487	£1,617	£1,440	£1,565
Weekends from	£870	£930	£936	£995
Children (2+) from	£462		£428	

7 nights for the price of 6

OTHER DATES

11 Dec 10	£1,346	£1,480	£1,299	£1,410
12 Mar - 19 Mar 11	£1,199	£1,319	£1,206	£1,319
26 Mar - 09 Apr 11	from £1,199	from £1,319	closed	closed

7 nights for the price of 6

RESORT RATINGS

Ski Area	4.5
Atmosphere	4.3
Après Ski	3.7

HOTEL RATINGS

BELVEDERE		SCHWEIZERHOF	
ELEMENTS OF HOTEL	RATING	ELEMENTS OF HOTEL	RATING
Rooms	3.6	Rooms	4.0
Facilities	4.0	Facilities	3.3
Service/Staff	4.1	Service/Staff	4.7
Food/Restaurants	4.0	Food/Restaurants	4.7
Children's Meals	3.5	Children's Meals	4.7
Children's Facilities	3.5	Children's Facilities	3.0
Atmosphere	4.1	Atmosphere	4.6

EXTRA COSTS

6 day Jungfrau pass:

Adults: £202

Children:

16 to 19 years – £162

6 to 15 years – £103

5 years & under – £19

6 day Grindelwald pass:

Adults: £182

Children:

16 to 19 years – £146

6 to 15 years – £93

5 years & under – £19

The Jungfrau region includes the Grindelwald, Wengen and Mürren ski areas. Prices include a non-refundable CHF 5 for a hands-free key card.

RATINGS

These ratings are the opinions of guests who travelled to Grindelwald with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.



ZERMATT SWITZERLAND

EXTRA COSTS

6 day Zermatt only pass:

Adults: £235

Children:

17 to 20 years – £200

10 to 16 years – £119

9 years & under – Free

6 day Zermatt with
Cervinia pass:

Adults: £265

Children:

17 to 20 years – £225

10 to 16 years – £134

9 years & under – Free

Prices include a refundable
CHF 5 for a hands-free
key card. This should be
reclaimed in resort.

RATINGS

These ratings are the
opinions of guests who
travelled to Zermatt
with Powder Byrne in
2010 and represent the
average scores from the
questionnaires completed
by them.

PRICES WITH POWDER BYRNE SERVICE

DATES	MONT CERVIN PALACE		MONT CERVIN PALACE (PETIT CERVIN)		SCHWEIZERHOF
	HALF BOARD		HALF BOARD		HALF BOARD
	SUPERIOR TWIN	SOUTH TWIN	SOUTH SUITE	SOUTH TWIN	
30 Jan 11	£2,112	£1,969	£3,118	£1,618	
06 Feb 11	£2,615	£2,419	£3,929	£1,959	
13 Feb 11	£3,356	£3,019	£5,049	£2,448	
20 Feb 11	£3,424	£3,090	£5,120	£2,516	
27 Feb 11	£3,045	£2,727	£4,667	£2,179	
06 Mar 11	£3,045	£2,727	£4,667	£2,179	
13 Mar 11	£3,045	£2,727	£4,667	£2,179	
20 Mar 11	£3,045	£2,727	£4,667	£2,179	
27 Mar 11	£3,045	£2,416	£4,667	£2,179	
03 Apr 11	£3,229	£3,019	£5,049	£2,448	
10 Apr 11	£2,910	closed	closed	£2,199	
17 Apr 11	£2,910	closed	closed	£2,199	
Weekends from	£1,426	£1,472	£1,985	£1,150	
Children (2+) from	£530	£530		£530	

7 nights for the price of 6

10 nights minimum stay over Christmas & New Year at the Mont Cervin Palace and over New Year at the Schweizerhof.

OTHER DATES

05 Dec 10	£1,960	closed	closed	closed
12 Dec 10	£2,329	closed	closed	closed
19 Dec 10 - 23 Jan 11	from £2,226	from £2,059	from £3,405	from £1,466

RESORT RATINGS

Ski Area	4.8
Atmosphere	4.8
Après Ski	4.6

HOTEL RATINGS

MONT CERVIN PALACE		SCHWEIZERHOF	
ELEMENTS OF HOTEL	RATING	ELEMENTS OF HOTEL	RATING
Rooms	4.7	Rooms	4.2
Facilities	4.7	Facilities	4.1
Service/Staff	4.9	Service/Staff	4.3
Food/Restaurants	4.7	Food/Restaurants	3.8
Children's Meals	2.9	Children's Meals	2.4
Children's Facilities	3.0	Children's Facilities	2.7
Atmosphere	4.7	Atmosphere	4.2

KLOSTERS SWITZERLAND



PRICES WITH POWDER BYRNE SERVICE

DATES	ALPINA		SILVRETTA PARKHOTEL	
	HALF BOARD		HALF BOARD	
	GOTSCHNA TWIN		STANDARD TWIN	
26 Dec 10	£2,275	£2,509		
19 Feb 11	£2,340	£2,149		
Weekends from	£999	£699		
Children (2+) from	£592	£857		

OTHER DATES

04 Dec - 19 Dec 10	from £1,342	from £1,194
02 Jan - 12 Feb 11	from £1,610	from £1,264
26 Feb - 16 Apr 11	from £1,364	from £1,264

7 nights for the price of 6: 04 Dec and 11 Dec 10 at the Alpina

RESORT RATINGS

Ski Area	4.0
Atmosphere	4.0
Après Ski	4.5

HOTEL RATINGS

SILVRETTA PARKHOTEL	
ELEMENTS OF HOTEL	RATING
Rooms	3.4
Facilities	3.6
Service/Staff	3.7
Food/Restaurants	3.0
Children's Meals	3.8
Children's Facilities	3.4
Atmosphere	3.4

EXTRA COSTS

6 day REGA pass:

Adults: £197

Children:

13 to 17 years – £139

6 to 12 years – £81

5 years & under – Free

The REGA ski pass covers all 5 ski areas in Klosters and Davos.

RATINGS

These ratings are the opinions of guests who travelled to Klosters with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

No ratings available for the Alpina.



AROSA SWITZERLAND

EXTRA COSTS

6 day pass:

Adults: £183

Children:

17 to 19 years – £123

6 to 16 years – £63

5 years & under – Free

Prices include a refundable CHF 5 for a hands-free key card. This should be reclaimed in resort.

RATINGS

These ratings are the opinions of guests who travelled to Arosa with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

PRICES WITH POWDER BYRNE SERVICE

DATES	TSCHUGGEN GRAND	BLATTER'S BELLAVISTA		CRISTALLO
	HALF BOARD	HALF BOARD		HALF BOARD
	SOUTH FACING TWIN	NORTH FACING TWIN	SOUTH FACING TWIN	SOUTH TWIN
19 Feb 11	£3,477	£2,199	£2,349	£2,148
02 Apr 11	£2,636	£1,645	£1,772	£1,784
Weekends from	£1,185	£745	£799	£740
Children (2+) from	£659	£625		£625

7 nights for the price of 6

OTHER DATES

04 Dec 10 - 12 Feb 11	from £2,039	from £1,099	from £1,162	from £1,389
26 Feb - 26 Mar 11	£2,329	from £1,299	from £1,434	£1,389
09 Apr 11	closed	closed	closed	£1,390

7 nights for the price of 6: 04 Dec and 11 Dec 10 at the Tschuggen Grand and Blatter's Bellavista

RESORT RATINGS

Ski Area	4.4
Atmosphere	4.3
Après Ski	3.4

HOTEL RATINGS

TSCHUGGEN GRAND	
ELEMENTS OF HOTEL	RATING
Rooms	4.1
Facilities	4.8
Service/Staff	4.7
Food/Restaurants	4.4
Children's Meals	3.8
Children's Facilities	4.0
Atmosphere	4.4

BLATTER'S BELLAVISTA	
ELEMENTS OF HOTEL	RATING
Rooms	4.4
Facilities	4.2
Service/Staff	4.0
Food/Restaurants	4.0
Children's Meals	3.0
Children's Facilities	3.4
Atmosphere	4.0

CRISTALLO	
ELEMENTS OF HOTEL	RATING
Rooms	3.7
Facilities	3.0
Service/Staff	4.0
Food/Restaurants	4.7
Children's Meals	2.7
Children's Facilities	2.0
Atmosphere	4.0

CRANS-MONTANA SWITZERLAND



PRICES WITH POWDER BYRNE SERVICE

DATES	ROYAL	
	HALF BOARD	
	SUPERIOR TWIN	LUXURY TWIN
12 Feb 11	£2,235	£2,324
Weekends from	£1,037	£1,095
Children (2+) from	£710	

OTHER DATES

19 Dec 10 - 05 Feb 11	from £1,939	from £2,075
19 Feb - 16 Apr 11	from £1,939	from £2,075

RESORT RATINGS

Ski Area	4.3
Atmosphere	4.8
Après Ski	4.5

HOTEL RATINGS

ROYAL ELEMENTS OF HOTEL	RATING
Rooms	3.5
Facilities	3.0
Service/Staff	3.5
Food/Restaurants	4.0
Children's Meals	3.5
Children's Facilities	3.0
Atmosphere	3.5

EXTRA COSTS

6 day pass:

Adults: £210

Children:

16 to 19 years – £181

6 to 15 years – £128

5 years & under – Free

RATINGS

These ratings are the opinions of guests who travelled to Crans-Montana with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.



LAAX SWITZERLAND

EXTRA COSTS

6 day pass:

Adults: £206

Children:

13 to 17 years – £139

6 to 12 years – £71

5 years & under – Free

Prices include a non-refundable CHF 5 for a hands-free key card.

RATINGS

As the rocksresort is new for 2011 we have not yet had any client feedback.

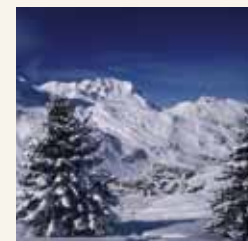
PRICES WITH POWDER BYRNE SERVICE

DATES	ROCKSRESORT	
	ROOM ONLY	ROOM ONLY
	BUDGET	STANDARD
19 Dec 10	£1,230	£1,249
26 Dec 10	£1,579	£1,599
02 Jan 11	£1,149	£1,170
09 Jan 11	£895	£915
16 Jan 11	£895	£915
23 Jan 11	£910	£930
30 Jan 11	£1,010	£1,030
06 Feb 11	£980	£999
13 Feb 11	£1,364	£1,386
20 Feb 11	£1,458	£1,479
27 Feb 11	£989	£1,009
06 Mar 11	£1,045	£1,066
13 Mar 11	£939	£959
20 Mar 11	£945	£965
27 Mar 11	£1,078	£1,099
03 Apr 11	£1,127	£1,148
10 Apr 11	£1,127	£1,148
Weekends from	on request	on request
Children (2+) from	£448	

OTHER PRICES

05 Dec - 12 Dec 10	£755	£777
17 Apr 11	£839	£862

ZÜRS AUSTRIA



PRICES WITH POWDER BYRNE SERVICE

DATES	ARLBERGHAUS		ALBONA NOVA		GUGGIS
	HALF BOARD		HALF BOARD		HALF BOARD
	STANDARD TWIN	SUPERIOR TWIN	STANDARD TWIN	COMFORT TWIN	CLASSIC TWIN
29 Jan 11	£1,689	£1,899	£1,549	£1,869	£1,864
05 Feb 11	£1,689	£1,899	£1,759	£2,050	£1,864
12 Feb 11	£2,129	£2,390	£2,079	£2,398	£2,189
19 Feb 11	£2,358	£2,617	£2,305	£2,625	£2,419
26 Feb 11	£1,859	£2,105	£1,810	£2,109	£1,915
05 Mar 11	£1,859	£2,105	£1,810	£2,109	£1,915
12 Mar 11	£1,569	£1,760	£1,810	£2,109	£1,915
19 Mar 11	£1,569	£1,760	£1,596	£1,729	£1,779
26 Mar 11	£1,590	£1,775	£1,905	£2,069	£1,920
02 Apr 11	£1,869	£2,088	£2,030	£2,196	£2,045
09 Apr 11	£1,869	£2,069	£1,794	£1,865	£1,905
Weekends from	£958	£1,045	£939	£972	£985
Children (2+) from	£534		£534		£534

7 nights for the price of 6

OTHER DATES

04 Dec 10 - 22 Jan 11	from £1,357	from £1,514	from £1,299	from £1,360	from £1,520
16 Apr	£1,597	£1,780	£1,580	£1,870	£1,626

7 nights for the price of 6: 04 Dec 10, 11 Dec 10 at the Arlberghaus and Albona Nova.

14 nights minimum stay over Christmas & New Year at the Arlberghaus and Albona Nova.

RESORT RATINGS

Ski Area	4.5
Atmosphere	4.8
Après Ski	3.3

HOTEL RATINGS

ARLBERGHAUS		ALBONA NOVA	
ELEMENTS OF HOTEL	RATING	ELEMENTS OF HOTEL	RATING
Rooms	3.7	Rooms	4.7
Facilities	3.5	Facilities	4.8
Service/Staff	4.8	Service/Staff	4.2
Food/Restaurants	4.0	Food/Restaurants	4.7
Children's Meals	3.8	Children's Meals	4.1
Children's Facilities	3.5	Children's Facilities	4.4
Atmosphere	4.2	Atmosphere	4.4

EXTRA COSTS

6 day Arlberg pass:

Adults: £205

Children:

17 to 20 years – £179

8 to 16 years – £125

7 years & under – £10

The Arlberg pass covers the St Anton, St Christoph, Zürs and Lech ski areas. Prices include a refundable €5 for a hands-free key card. This should be reclaimed in resort.

RATINGS

These ratings are the opinions of guests who travelled to Zürs with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

As the Guggis is new for 2011 we have not yet had any client feedback.



ST CHRISTOPH AUSTRIA

EXTRA COSTS

6 day Arlberg pass:

Adults: £205

Children:

17 to 20 years – £179

8 to 16 years – £125

7 years & under – £10

The Arlberg pass covers the St Anton, St Christoph, Zürs and Lech ski areas. Prices include a refundable €5 for a hands-free key card. This should be reclaimed in resort.

RATINGS

These ratings are the opinions of guests who travelled to St Christoph with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

PRICES WITH POWDER BYRNE SERVICE

DATES	MAIENSEE	
	HALF BOARD	
	STANDARD ALBONA	DOUBLE DELUXE
19 Feb 11	£2,746	£3,089
02 Apr 11	£2,396	£2,569
Weekends from Children (2+) from	£1,059	£1,140
	£947	

OTHER DATES

04 Dec 10 - 12 Feb 11	from £1,796	from £1,958
26 Feb - 26 Mar 11	from £1,877	from £2,025
09 Apr - 16 Apr 11	from £2,039	from £2,189

RESORT RATINGS

Ski Area	4.8
Atmosphere	5.0
Après Ski	3.0

HOTEL RATINGS

MAIENSEE	
ELEMENTS OF HOTEL	RATING
Rooms	4.0
Facilities	4.5
Service/Staff	5.0
Food/Restaurants	4.5
Children's Meals	3.8
Children's Facilities	4.0
Atmosphere	5.0

LECH AUSTRIA



PRICES WITH POWDER BYRNE SERVICE

DATES	BERGHOF	KRONE
	HALF BOARD	HALF BOARD
	ARLBERG DOUBLE	DOUBLE DELUXE
29 Jan 11	£2,324	£2,625
05 Feb 11	£2,324	£2,625
26 Feb 11	£2,390	£2,698
05 Mar 11	£2,390	£2,698
12 Mar 11	£2,390	£2,450
19 Mar 11	£2,159	£2,450
26 Mar 11	£2,159	£2,450
Weekends from	£1,169	£1,289
Children (2+) from	£992	£532

OTHER DATES

04 Dec 10 - 22 Jan 11	from £1,676	from £1,938
12 Feb - 19 Feb 11	from £2,298	from £2,580
02 Apr - 16 Apr 11	from £2,079	from £2,338

RESORT RATINGS

Ski Area	4.0
Atmosphere	5.0
Après Ski	4.0

HOTEL RATINGS

KRONE ELEMENTS OF HOTEL	RATING
Rooms	4.9
Facilities	4.8
Service/Staff	4.9
Food/Restaurants	4.8
Children's Meals	-
Children's Facilities	-
Atmosphere	4.8

EXTRA COSTS

6 day Arlberg pass:

Adults: £205

Children:

17 to 20 years – £179

8 to 16 years – £125

7 years & under – £10

The Arlberg pass covers the St Anton, St Christoph, Zürs and Lech ski areas. Prices include a refundable €5 for a hands-free key card. This should be reclaimed in resort.

RATINGS

These ratings are the opinions of guests who travelled to Lech with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

No ratings available for the Berghof.



SAN CASSIANO ITALY

EXTRA COSTS

6 day Dolomiti Superski pass:

Adults: £216

Children:

Under 16 years – £152

8 years & under – Free

RATINGS

These ratings are the opinions of guests who travelled to San Cassiano with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

As the Lagació Mountain Residence is new for 2011 we have not yet had any client feedback.

PRICES WITH POWDER BYRNE SERVICE

DATES	ROSA ALPINA		CIASA SALARES	
	B&B		HALF BOARD	
	DELUXE TWIN	JUNIOR SUITE	STANDARD TWIN	SUPERIOR TWIN
20 Feb 11	£3,340	£3,549	£2,598	£2,816
Weekends from	£1,652	£1,725	£1,125	£1,178
Children (2+) from	£1,077		£1,399	

OTHER DATES

05 Dec 10 - 13 Feb 11	from £2,409	from £2,577	from £1,560	from £1,707
27 Feb - 03 Apr 11	from £2,410	from £2,577	from £1,769	from £1,897

PRICES WITH POWDER BYRNE SERVICE

DATES	FANES DOLOMITI	LAGACIÓ MOUNTAIN RESIDENCE
	HALF BOARD	B&B
	FANES TWIN	MEGALODONTE
20 Feb 11	£2,706	£3,009
Weekends from	£1,135	£1,199
Children (2+) from	£776	£887

OTHER DATES

05 Dec 10 - 13 Feb 11	from £1,836	from £1,949
27 Feb - 03 Apr 11	from £1,636	from £1,949

7 nights for the price of 6: 03 Apr 11 at the Fanes Dolomiti

RESORT RATINGS

Ski Area	4.3
Atmosphere	4.5
Après Ski	3.6

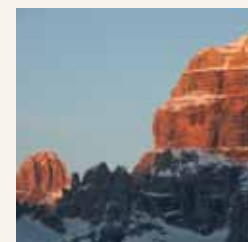
HOTEL RATINGS

ROSA ALPINA	RATING
ELEMENTS OF HOTEL	RATING
Rooms	4.7
Facilities	4.7
Service/Staff	5.0
Food/Restaurants	5.0
Children's Meals	5.0
Children's Facilities	4.0
Atmosphere	4.7

CIASA SALARES	RATING
ELEMENTS OF HOTEL	RATING
Rooms	4.5
Facilities	4.4
Service/Staff	4.6
Food/Restaurants	4.6
Children's Meals	4.5
Children's Facilities	4.0
Atmosphere	4.6

FANES DOLOMITI	RATING
ELEMENTS OF HOTEL	RATING
Rooms	3.3
Facilities	4.5
Service/Staff	4.3
Food/Restaurants	4.3
Children's Meals	4.2
Children's Facilities	3.8
Atmosphere	4.2

MADONNA DI CAMPIGLIO ITALY



PRICES WITH POWDER BYRNE SERVICE

DATES	ALPEN SUITE		GOLF HOTEL		CRISTAL PALACE
	HALF BOARD		HALF BOARD		HALF BOARD
	DAME SUITE	PRINCIPI SUITE	SUPERIOR TWIN	EXECUTIVE TWIN	DELUXE TWIN
20 Feb 2011	£2,748	£3,157	£2,078	£2,219	£2,799
Weekends from	£992	£1,110	£877	£632	£948
Children (2+) from	£1,066		£1,328		£1,070

OTHER DATES

05 Dec 10 - 13 Feb 11	from £1,624	from £1,754	from £1,355	from £1,455	from £1,519
27 Feb - 03 Apr 11	from £1,624	from £1,754	from £1,355	from £1,455	from £1,519

RESORT RATINGS

Ski Area	4.0
Atmosphere	4.5
Après Ski	3.0

HOTEL RATINGS

ALPEN SUITE	
ELEMENTS OF HOTEL	RATING
Rooms	5.0
Facilities	5.0
Service/Staff	5.0
Food/Restaurants	5.0
Children's Meals	5.0
Children's Facilities	4.0
Atmosphere	5.0

GOLF HOTEL	
ELEMENTS OF HOTEL	RATING
Location	3.2
Rooms	3.5
Sports Facilities	4.2
Service	3.5
Food	4.5
Children's Meals	3.3
Children's Facilities	4.0

EXTRA COSTS

6 day Superskirama pass:

Adults: £214

Children:

9 to 16 years – £152

8 years & under – £55

RATINGS

These ratings are the opinions of guests who travelled to Madonna di Campiglio with Powder Byrne in 2010 and represent the average scores from the questionnaires completed by them.

No ratings available for the Cristal Palace.

ADULT SKI PROGRAMMES

COMPLIMENTARY SKI GUIDING

We guarantee a minimum of three days of Powder Byrne ski guiding in each of our resorts (when Powder Byrne staff are present) which runs from 9am to 4pm. Your ski guide will meet you at your hotel for your day on the slopes. Lunch on the mountain will already be booked. Please note that our ski managers are not instructors and can only guide skiers who are competent red run skiers and they are not insured to take groups off-piste.

POWDERZONE

Perfect for adventurous adults and teenagers, PowderZone teaches the thrill of powder skiing. This three day course runs in Grindelwald and Zermatt. PowderZone costs £350 in Zermatt and £320 in Grindelwald.

LEARN IN STYLE

Our new 'Learn in Style' adult beginners programme is ideal for those starting later in life. Small groups, hot chocolate stops and a friendly approach to instruction – guaranteed to quickly build your confidence. Price £435 for 5 days.

OFF THE SLOPES

Our dedicated sales support team is available to make restaurant reservations, book spa treatments, babysitting and ski instruction, organise sleigh rides, cross country ski experiences, as well as any other requests you may have.



PRIVATE INSTRUCTION

Our staff are able to arrange ski school classes for you on your arrival, however we strongly recommend that you pre-book in high season. Ski school should be paid for locally. We also strongly recommend that you pre-book private lessons before you depart from the UK as private instructors are in high demand, especially during peak weeks.

Please note that it is often not possible to book half days during high season. In most resorts, ski school classes run from Monday to Friday. The cost of any private instruction will be invoiced to you prior to your departure.

For prices of private instruction in a specific resort please call our team on 020 8246 5300.



CHILDREN'S PROGRAMMES

RESORT	PB CRÈCHE (6 Months to 3 Years)	YETI PRIMER (3 YEARS)	YETIS (4 to 9 Years)	SNOZONE (10 to 14 Years)
FLIMS	All Season	All Season	Xmas, New Year, Feb half term & Easter	Xmas, New Year, Feb half term & Easter
LAAX	Xmas, New Year, Feb half term & Easter †	Xmas, New Year, Feb half term & Easter	Xmas, New Year, Feb half term & Easter	Xmas, New Year, Feb half term & Easter
GRINDELWALD	December to 11 March	December to 11 March	December & Feb half term	December & Feb half term
ZERMATT	29 Jan to 23 April	-	Feb half term & Easter	Feb half term & Easter
KLOSTERS	New Year & Feb half term	New Year & Feb half term	New Year & Feb half term	New Year & Feb half term
AROSA	Feb half term & Easter	Feb half term & Easter	Feb half term & Easter	Feb half term & Easter
CRANS-MONTANA	-	-	Feb half term	Feb half term
ZÜRS	29 Jan to 16 April	12 Feb to 16 April	Feb half term & Easter	Feb half term & Easter
ST CHRISTOPH	-	-	Feb half term & Easter	Feb half term & Easter
SAN CASSIANO	-	-	Feb half term	Feb half term
MADONNA DI CAMPIGLIO	-	-	Feb half term	Feb half term

† Crèche located in Flims outside school holidays and transport will be provided.

pb CRÈCHE

pb Crèche runs between 9am and 4pm six days a week. During peak weeks it opens at 8.30am and in March and April it closes at 4.30pm. It costs £450 per week during school holidays and £240 outside school holidays. Excludes lunch. Babies from 4 months outside school holidays.

YETI PRIMER

Yeti Primer runs between 9am and 4pm six days a week. During peak weeks it opens at 8.30am and in March and April it closes at 4.30pm. It costs £495 per week during school holidays and £460 outside school holidays. Excludes lunch.

YETIS

Yetis runs between 9am and 4pm five days a week. It costs £525 per week in all resorts except San Cassiano and Madonna di Campiglio, where it costs £540. Includes lunch.

SNOZONE & SNOZONE BEGINNERS

SnoZone and SnoZone Beginners run between 9am and 4pm five days per week, leaving one day free to ski with the family mid-week. SnoZone costs £475 in all resorts except for San Cassiano and Madonna di Campiglio where it costs £495. SnoZone Beginners runs exclusively in Arosa at Feb half term and Easter and costs £475. Excludes lunch.

FREEZONE

FreeZone runs between 9am and 4pm five days per week. FreeZone is a complimentary service available to kids over 14 years who are confident black run skiers. FreeZone is available in Flims, Laax and Zürs at Feb half term and Easter and in Grindelwald at Feb half term. Excludes lunch.

POWDERZONE

PowderZone runs between 9am and 4pm three days per week. PowderZone runs in Grindelwald at Feb half term and Zermatt at Easter. PowderZone costs £350 in Zermatt and an additional £250 for the helidrop, and £320 in Grindelwald. Excludes lunch.

MARTIN BELL SKI CAMPS

Martin Bell Ski Camps run between 9am and 4pm five days per week, leaving one free day to join the family. Martin Bell Ski Camps cost £525. Martin Bell Ski Camps run in Zermatt at Feb half term and Easter. Excludes lunch.

SUPERVISED YETI SUPPER

RESORT	HOTELS
FLIMS	Waldhaus Flims, Adula
GRINDELWALD	Belvedere, Schweizerhof
ZERMATT	Mont Cervin Palace, Schweizerhof
KLOSTERS	Silvretta Parkhotel
AROSA	Tschuggen Grand, Blatters Bellavista, Cristallo
CRANS-MONTANA	Royal
ZÜRS	Arlberghaus, Albona Nova
ST CHRISTOPH	Maiensee
SAN CASSIANO	Rosa Alpina
MADONNA DI CAMPIGLIO	Golf Hotel

HOLIDAY DATES

HOLIDAY	DATES
XMAS	18 Dec - 25 Dec 2010
NEW YEAR	25 Dec - 01 Jan, 01 Jan - 08 Jan 2011
FEB HALF TERM	12 - 19 Feb†, 19 - 26 Feb 2011
EASTER	26 Mar - 02 Apr*, 02 Apr - 09 Apr 2011** 09 - 16 Apr***, 16 - 23 Apr 2011****

† In Flims, Grindelwald, Zürs, Laax and Zermatt

* Only in Flims and Zürs ** In Flims, Zürs, Laax, St Christoph, Zermatt and Arosa

*** In Flims, Zürs, Laax and Zermatt **** Only in Zermatt

CHILDREN'S GENERAL INFORMATION

ACCOMMODATION

Our hotels offer various room combinations that work to accommodate families of all sizes and ages. Many provide complimentary accommodation for children staying in their parents' room on an extra bed. For more details please speak to one of our sales team who will confirm the best room arrangement and price for your family.

BABYSITTING

Babysitting can be arranged in all our resorts. The service is provided either by a member of our own staff or by a local babysitter used regularly by your hotel. Since babysitting is always in high demand, we recommend you give as much notice as possible. Once confirmed, if you need to cancel a babysitter, a minimum of 24 hours' notice is required or the full amount will be charged. Powder Byrne babysitters are a fixed price. The cost of local babysitters varies and may be more expensive. If a Powder Byrne member of staff is not available, a local babysitter will be arranged.

SPECIAL NEEDS

Parents are required to disclose any special needs their children have upon booking. Where possible we will do everything we can to ensure any special requirements are met. We are aware there may be certain circumstances that we are unable to cater for and each request will be looked at on an individual basis.

BABY SUPPLIES

Most baby supplies such as nappies, formula milk and jars of food can be purchased locally. If you require a particular brand it is advisable to take your own or contact our crèche manager in resort prior to your departure. Baby supplies can be requested through My PB on our website.

CHILD SAFETY

All children following our ski programmes must wear a Powder Byrne helmet (provided locally free of charge) for their protection and ease of identification. Children in Yetis must also wear a special Yeti bib (provided locally) to ensure they can be easily recognised by our staff.

Individual ski groups are kept as small as possible and well below the limits the ski schools themselves use. Group sizes may vary depending on the ability and mix of children.

It is important that children follow the instructions given by our staff and the local instructors as skiing can be a hazardous sport.

ILL CHILDREN

In the interests of everyone's health we do not accept ill children on any of our programmes. Children must be clear of any illness for at least 24 hours before going back and admission will always be at the discretion of our local managers.

SKI EQUIPMENT

Children's ski equipment may be rented at our appointed ski hire shops in resort.

SKI PASSES

The cost of children's ski passes depends on their age and the ski area. Ski passes are booked and paid for in advance and will be delivered to you directly by our staff in resort.

SKI ABILITY

Children in Yetis and SnoZone are split into groups by age and ability. This is done initially according to the ski ability levels you give us at the time of booking and at the end of your holiday by the instructors themselves. It is possible for children to move between groups if their ability is not appropriate to the group they are in. Occasionally a child's ski ability falls between two Yeti groups. In this case we will do our utmost to find a solution, but we are not in a position to offer one-to-one instruction. Please note that if a child is unable to manage to ski for the whole day, we do not provide alternative childcare.

YETI SUPPERS

All Powder Byrne children can join Yeti supper, but those under the age of four must be under parental supervision.

FOOD SAFETY

Although every care and attention is taken to provide food free from nuts and nut related products, our suppliers cannot guarantee this in all cases. We will always work with our suppliers to accommodate special dietary requirements where possible, however we cannot guarantee we can cater for every requirement.

FLIGHTS

Infants aged under two years on the date of their return flight travel free with Powder Byrne. They only have their own seat if the full child fare is paid.

CHILDREN UNDER TWO TRAVEL FREE

All children under the age of two travel free with Powder Byrne when they share a room with their parents. This includes bed, breakfast, flights and transfers. For further information please call our London team.

AIRPORT TRANSFERS

We often use luxury coach transfers as well as minibuses for families. We find children enjoy the extra space and our staff can circulate and meet the children during the journey. We always provide seat belts, baby seats and booster cushions in our minibuses. Many, but not all of our coaches have seat belts and all crèche age children will be provided with baby seats.

LOCAL TRANSPORTATION

For trips around resort and the local area children of three years and under are always provided with the appropriate baby or child seat. Due to logistical reasons we are unable to provide booster seats for children four years and over. Where fitted, our staff will ensure that children wear seat belts on even the shortest of journeys. Due to the nature of ski buses in resort, it is not always possible to use buses with seat belts for transportation to and from the slopes. If you require your child to have a booster seat for local journeys then please bring the appropriate seat with you.

PROGRAMME DATES

Our programmes fill up quickly, especially during the busy holiday weeks, it is therefore advisable to book early as numbers are limited. Occasionally we may add extra programmes or weeks if it looks necessary, so please call us or consult our website for any changes to the programme. Our programmes operate with minimum and maximum numbers. If any of our programmes do not have sufficient numbers then we reserve the right to close them. In this instance, we will endeavour to offer a suitable alternative.

TRAVEL INSURANCE

COMPLIMENTARY TRAVEL INSURANCE*

As a service to our clients, we automatically insure all customers for emergency medical and related expenses while you are on holiday with us, regardless of any other insurance you may have.

In this way we can be sure that not only are our customers covered against illness and accidents, but that our resort staff will know exactly who to contact in an emergency and will be better placed to help you.

The sum insured is £5,000,000 and the full policy wording will be sent to you with your booking confirmation, which we urge you to read, and in particular the exclusions related to pre-existing medical conditions.

Since this insurance is provided on a complimentary basis, you are asked to pay the first £125 for each and every loss.

We have also included other sections such as Personal Liability, Travel Delay and loss or damage to Ski Equipment of which brief details are shown below.

Travel insurance is not a private health plan. It covers Emergency treatment in state hospitals or, if not available, standard emergency treatment in a private hospital, as well as doctors bills, medication, repatriation, and the like. Where possible the EHC must be used.

PRE-EXISTING MEDICAL DISCLOSURE

There are exclusions relating to pre-existing medical conditions and we urge you to read the policy carefully to establish whether a pre-existing condition is excluded. Should this be the case and you would like consideration to be given to include your medical condition, please contact MPI Brokers on 0845 180 0062.

The policy is a good quality plan designed by MPI Brokers. It is underwritten by Optimum Underwriting Ltd as underwriting agents of Groupama, one of the largest insurance companies in the UK and Europe.

All claims are handled by Claims Settlement Agencies and assistance is handled by Speciality Group, well known for their experience in helping and, where necessary, repatriating the injured.

* This insurance also includes travel delay, personal liability and legal expenses. Please see table below.

SECTION	SUM INSURED	EXCESS
Medical & Emergency Expenses	£5,000,000	£125
UK Physiotherapy & Chiropractor	£600	£125
Hospital Benefit (per night)	£500 (£30)	NIL
Travel Delay per 12 Hours or Abandonment after 12 Hours	£30/£100 MAX £5,000	NIL £75
Personal Liability	£2,000,000	£250 PROPERTY DAMAGE
Legal Expenses	£30,000	NIL
Winter Sports Equipment (Own Equipment)	£1,000	
(Hired Equipment)	£800 £300	£65
Ski Pack	£400	NIL
Piste Closure (Per Day)	£350 (£35)	NIL

NB. Clients resident outside of the UK or EU are not covered by this policy.

CODE OF PRACTICE

Under the Association of British Insurers General Code of Practice, we must draw your attention to some important features of your insurance, including:

INSURANCE DOCUMENT

You should read this carefully. It gives full details of what is and is not covered and the conditions of the cover.

CONDITIONS AND EXCLUSIONS

Specific conditions and exclusions apply to individual sections of your insurance, whilst general exclusions and conditions will apply to the whole of your insurance.

HEALTH

This insurance contains restrictions regarding pre-existing medical problems concerning the health of the people travelling and of other people upon whose health the trip depends. You are advised to read the document carefully.

LIMITS

This insurance has limits on the amount the insurer will pay under each section. Some sections also include other specific limits, for example, for any one item or for valuables in total.

EXCESSES

Under some sections of this insurance, claims will be subject to an excess. This means you will be responsible for the first part of any claim.

REASONABLE CARE

You need to take all reasonable care to protect yourself and property, as you would if you were not insured.

DATE CHANGE EXCLUSION

Your policy excludes anything directly or indirectly caused by the failure of any computer hardware or software or any other electrical equipment to recognise or process any date as the true calendar date.

DANGEROUS SPORTS AND PASTIMES

If you are going to take part in dangerous sports or pastimes where there is an inherent risk of injury, check that this insurance covers you.

CUSTOMER SERVICE

We pride ourselves in providing a high level of service. However, if you think we have not lived up to your expectations, please refer to the wording which outlines our complaints procedure.

We do not offer insurance to cover the other elements of travel insurance such as cancellation, loss of baggage or personal belongings etc.

We strongly recommend, however, that you ensure you have adequate cover for these items.

BOOKING CONDITIONS

YOUR CONTRACT IS WITH POWDER BYRNE INTERNATIONAL LTD, A MEMBER OF ABTA.

1. YOUR HOLIDAY CONTRACT

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as we issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law, and the jurisdiction of the English Courts. You may however, choose the law and jurisdiction of Scotland or Northern Ireland if you wish. If you had not seen these terms and conditions when you made your booking and you are not happy to proceed with the booking now that you have seen them please return all documentation to us or to your travel agent, within 7 days of receiving these booking conditions. Your booking will be cancelled and your monies will be returned in full, provided you have not commenced your travel. This clause does not apply if your booking was made within 9 weeks of travel.

2. YOUR FINANCIAL PROTECTION

The Package Travel, Package Holidays and Package Tours Regulations 1992 require us to provide security for the monies that you pay for the package holidays booked from this brochure and for your repatriation in the event of our insolvency. We provide this security by way of an ATOL (number 2763) administered by the Civil Aviation Authority & a bond held by ABTA (Membership number V4890) for packages that do not include flights.

When you buy an ATOL protected air holiday package from us you will receive a Confirmation Invoice from us (or via our authorised agent through which you booked) confirming your arrangements and your protection under our Air Travel Organiser's Licence number 2763. In the unlikely event of our insolvency, the CAA will ensure that you are not stranded abroad and will arrange to refund any money you have paid to us for an advance booking. For further information visit the ATOL website at www.atol.org.uk

3. YOUR HOLIDAY PRICE

When you make your booking you must pay a minimum deposit of £400 per person. The balance of the price of your travel arrangements must be paid at least 8 weeks before your departure date. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit. All monies you pay to the travel agent are held by him on our behalf at all times.

The price of your travel arrangements were calculated using exchange rates quoted by The Royal Bank of Scotland on 04 Jan 2010 in relation to the following currencies: Euro 1.1269 Swiss Franc 1.6752.

Information and prices in this brochure were correct at the time of going to print.

The price of your travel arrangements can be varied due to changes in transportation costs such as fuel, scheduled airfares and any other airline cost changes which are part of the contract between airlines (and their agents) and the tour operator. Also government action such as changes in VAT or any other government imposed changes and currency changes in relation to an exchange rate variation.

In the case of any small variation, an amount equivalent to 2% of the price of your travel arrangements, which excludes insurance premiums and any amendment charges, will be absorbed or retained. For larger variations this 2% will still be absorbed for increases but not retained from refunds. In either case there will be an administration charge of £1 per person together with an amount to cover agents' commission. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you may cancel your travel arrangements and receive a full refund of all monies paid, except for any amendment charges. We will consider an appropriate refund of insurance premiums paid if you can show that you are unable to transfer or reuse your policy. Should you decide to cancel for this reason, you must exercise your right to do so within 14 days from the issue date printed on your final invoice. Whether you cancel or not you will also be entitled, on the terms set out in respect of major changes in paragraph 6 below, to accept an offer of alternative travel arrangements from us if we are able to do so and compensation as set out below. Please note that travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

Note: Payments made by credit card will incur a 2% surcharge. This does not apply to Switch or Delta.

4. IF YOU CHANGE YOUR BOOKING

If, after our confirmation invoice has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or your travel agent. You will be asked to pay an administration charge of £1 per person and any further cost we incur in making this alteration. You should be aware that these costs could increase the closer to the departure date that changes are made and you should contact us as soon as possible.

Note: Certain travel arrangements (e.g. flights booked on line) may not be changeable after a reservation has been made and any alteration request could incur a cancellation charge of up to 100% of that part of the arrangements.

5. IF YOU CANCEL YOUR HOLIDAY

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent on your behalf must be received at our offices. Since we incur costs in cancelling your travel arrangements, you will have to pay the applicable cancellation charges up to the maximum shown in clause 6.

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges.

6. IF WE CHANGE OR CANCEL YOUR HOLIDAY

It is unlikely that we will have to make any changes to your travel arrangements, but we do plan the arrangements many months in advance. Occasionally, we may have to make changes and we reserve the right to do so at any time. Most of these changes will be minor and we will advise you or your travel agent of them at the earliest possible date. We also reserve the right in any circumstances to cancel your travel arrangements. For example, if the minimum number of clients required for a particular travel arrangement is not reached, we may have to cancel it.

However, we will not cancel your travel arrangements less than 8 weeks before your departure date, except for reasons of force majeure or failure by you to pay the final balance. If we are unable to provide the booked travel arrangements, you can either have a refund of all monies paid or accept an offer of alternative travel arrangements of comparable standard from us, if available (we will refund any price difference if the alternative is of a lower value). If it is necessary to cancel your travel arrangements, we will pay to you compensation as set out in this clause.

Please note that carriers such as Airlines used in our brochure may be subject to change. Such a change is deemed to be a minor change. Other examples of minor changes include alteration of your outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard. If we make a major change to your holiday, we will inform you or your travel agent as soon as reasonably possible if there is time before your departure. You will have the choice of either accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available (we will refund any price difference if the alternative is of a lower value), or cancelling your booked holiday and receiving a full refund of all monies paid. In all cases, except where the major change arises due to reasons of force majeure, we will pay compensation as detailed opposite.

Period before departure within which notice of cancellation or major change is received by us or notified to you	Amount you will receive from us if we make a major change to your holiday	Amount you will receive from us if we cancel your holiday	Amount of cancellation charge if you cancel your holiday
More than 56 days	£0	Deposit only	Deposit only
More than 35 days	£0	100% of holiday cost + £0	45% of holiday cost
More than 21 days	£30	100% of holiday cost + £30	60% of holiday cost
More than 8 days	£40	100% of holiday cost + £40	80% of holiday cost
Less than 8 days	£50	100% of holiday cost + £50	100% of holiday cost

The compensation that we offer does not exclude you from claiming more if you are entitled to do so.

Force Majeure: This means that we will not pay you compensation if we have to cancel or change your travel arrangements in any way because of unusual or unforeseeable circumstances beyond our control. These can include, for example, war, riot, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions.

7. IF YOU HAVE A COMPLAINT

If you have a problem during your holiday, please inform the relevant supplier (e.g. your hotelier) and our Resort Manager immediately, who will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Customer Services Department at 250 Upper Richmond Road, London SW15 6TG, giving your booking reference and all other relevant information. Please keep your letter concise and to the point. This will assist us to identify your concerns quickly and speed up our response to you.

It is strongly suggested that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report form whilst in resort.

If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were in resort and this may affect your rights under this contract.

8. WHAT HAPPENS TO COMPLAINTS

We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found on ABTA's website www.abta.com. The arbitration scheme is arranged by ABTA and administered independently by IDRS, part of the Chartered Institute of Arbitrators.

The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or can be obtained from the ABTA website www.abta.com.

The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking form. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element.

The application for arbitration and Statement of Claim must be received by IDRS within 13 months of the date of return from the holiday. Outside this time limit arbitration under the Scheme may still be available if the company agrees, but the ABTA Code does not require such agreement.

For injury and illness claims, you may like to use the ABTA/Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires your tour operator to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details on request or from www.abta.com.

9. OUR LIABILITY TO YOU

(i) We accept responsibility for ensuring that your travel arrangements, which you book with us, are supplied as described in our brochure. If any part of your travel arrangements are not provided as promised, due to the fault of our employees, agents or suppliers, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. Subject to paragraph (ii) below our liability in all cases shall be limited to a maximum of two times your basic holiday price. (ii) We accept responsibility for death, injury or illness caused by the negligent acts and/or omissions of our employees or agents, our suppliers and sub-contractors, whilst acting within the scope of, or in the course of their employment in the provision of your travel arrangements. We will accordingly pay to you such damages as might have been awarded in such circumstances under English Law or the law you have chosen under clause 1 above. (iv) In respect of travel by air, sea and rail, and the provision of accommodation our liability will be limited in the manner provided by the relevant international convention. You can ask for copies of these international conventions from our offices (250 Upper Richmond Road, London SW15 6TG).

10. PERSONAL INJURY UNCONNECTED WITH YOUR BOOKED TRAVEL ARRANGEMENTS

If you, or any member of your party, suffer death, illness or injury whilst overseas arising out of an activity which does not form part of your package travel arrangements or an excursion arranged through us, we shall at our discretion, offer advice, guidance and assistance. Where legal action is contemplated and you want our assistance, you must obtain our written consent prior to commencement of proceedings. Our consent will be given subject to you undertaking to assign any costs, benefits received under any relevant insurance policy to ourselves. We limit the cost of our assistance to you or any member of your party to £5,000.

11. CONDITIONS OF CARRIAGE

The Contractual terms of the companies that provide the transportation for your travel arrangements will apply to this contract. These may contain terms which affect your rights to compensation. You may ask for copies of the relevant conditions of carriage from our offices.

Our brochure and website is our responsibility, as your tour operator. It is not issued on behalf of, and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements. Please note that in accordance with Air Navigation Orders in order to qualify for infant status, a child must be under 2 years of age on the date of its return flight.

12. DATA PROTECTION

Data held by Powder Byrne related to your booking is stored on a secure server. The data is used only for the purposes of arranging your holiday and only relevant data is shared with our suppliers so they can provide the services booked. Otherwise no data is shared with or sold to any third party for marketing or other purposes. Occasionally we may send you updates on our product by e-mail or post.