

DEAR PARENTS

We warmly welcome you to Hotel Felsenhof and the Ski School Flachau.

We would like to make you aware of a few things that are of importance and serve to ensure that things go smoothly.

Skiing equipment

Children born in 2016 or later will be supplied with skiing equipment for the duration of the course free of charge. You can retrieve a voucher for the skiing equipment at the office of the Ski School located by the valley station of Spacejet 1. The voucher can be used at the sports shop "Sportzeit Flachau", located right next to the Ski School.

Since the children are grouped into courses quite early on Sunday (9 am for Advanced; 9:30 am for Beginners) we kindly ask that you plan in enough time for collecting the voucher and the equipment.

Transfer

We offer a daily transfer from the hotel to the ski school free of charge. We kindly ask that you register your child(ren) for the transfer the night before at the reception desk.

The first transfer for the advanced group is at 8:45 am. Beginners will be picked up shortly after. All children will arrive back at the hotel around 4 pm.

Unfortunately, we do not have the room to offer transport for adults.

On the first day, we ask you to bring your child(ren) to the ski school yourself.

We at Hotel Felsenhof will take care of the transport of Dinolinos at lunchtime.

Grouping

Children will be grouped on Sunday and Monday morning. Advanced learners will be assigned to groups at 9 am. Beginners will be assigned to groups at 9:30 am.

We try our best to match skill levels as best as possible within groups and to make sure that individual groups are neither too large nor too small.

Please have patience if you believe that your child is in the wrong group. The skiing instructors will correct their decision when necessary.

Group Sizes

Groups will be established by paying attention to the age and skill level of the children. Dinolino groups are normally between 4 and 6 children. Other groups normally are around 8 to 10 children. On the first day, the groups are sometimes a bit larger.

The presence of parents during instruction

When learning it is of great importance that children only have ONE reference person.

Please refrain from entering the Dino Ski Land during the time of instruction.

The presence of a parent often distracts a child and makes instruction difficult.

You can, of course, watch the lessons from the distance.

Cancellations

When a young child has trouble with the ski school program, and you want to cancel, we will gladly refund you the instruction costs not consumed. In the case of older children, we can only refund you if you provide a medical certificate that attests illness of the child.

Pick-up

If you pick up your child directly from the ski school, please make sure that you sign your child out with the skiing instructor in charge of your child in order to avoid confusion or worse.

Skiing Pass / Lift Card

Advanced learners need to have a valid skiing pass BEFORE instruction begins.

If your child was born in 2016 or later the skiing pass is free of charge.

All skiing passes can be obtained at the ticket offices in the valley stations.

Course hours

Advanced courses take place from 9:30 am to 2:30 pm.

Beginner courses take place from 10 am to 3 pm.

Lunch Break

Advanced Groups will be on lunch break from 11 am to 11:45 am.

Slightly Advanced Groups will be on lunch break from 11:45 to 12:30 pm.

Beginner Groups who are still practicing on the practice slopes will take a break from 12 pm to 1 pm.

Unfortunately, we cannot offer childcare during lunchtime this winter.

The ONLY EXCEPTION is when no parent or any other person, who the child is comfortable with, is available to take care of the child during lunchtime.

Due to the circumstances and the early lunch breaks we can also unfortunately not offer a half-day course for Advanced Learners this year.

Every Saturday at 6:15 pm a ski instructor from the ski school will be at the hotel to answer any questions you might have.

COVID-19

Please only enter the office of the ski school while wearing a face mask and always make sure that you are keeping an appropriate distance to others.

All children must have a face mask. We recommend a bandana or something similar. In any case, the face mask must be worn when standing in line for the lifts, using the lifts, and when entering or leaving the restaurants. A face mask is also required for the transport from and to Hotel Felsenhof.

The ski instructors will be wearing a face mask during the courses and will be tested for COVID-19 regularly.

Please refrain from sending your child to the ski school if it shows any signs of illness.

Unfortunately, this winter season we cannot offer childcare during lunchtime.

The ONLY EXCEPTION is when no parent or any other person, who the child is comfortable with, is available to take care of the child during lunchtime.

We apologize for the inconvenience and ask for your understanding.

We took care to organize the lunch breaks during time slots when it is easy for families to find a place in the restaurants.