

## Dear Parents

Welcome in the hotel Felsenhof and in the skiing-school Flachau.

I will like you to tell some points that should guarantee that the process is going well.

- *Skiing equipment:* Children until their seventh birthday gets their borrowed equipment for the time of the skiing course for free. The classification begins on Sunday and Monday at 9.15 am. So please come until Saturday or Sunday before 5 pm or on Sunday or Monday from 8.30 am in the office of the skiing school at the Spacejet. There your child will get the equipment.
- *Transfer:* We offer a daily transfer from the hotel to the skiing school and back for free. Please, register your child every evening at the reception of the hotel. At 8.50 am we will pick up the children and bring them back at 4 pm. Unfortunately, we do not have place for adults, this would outstrip our capacity. Because of that it would be better if you bring your children at least the first day to the skiing school, except they have courage and will drive without the parents. We cannot offer a transfer for Dinolinos back to the hotel in the lunchtime on Sundays and Mondays. From Thursdays to Fridays the transfer to the hotel is just possible if you register your child the same day in the office of the skiing school until 11 am.
- *Course classification:* The course classification begins every Sunday and Monday at 9:15 am. We bother to form homogeneous groups and a wise group size. We also bother to make this process very fast. Please have patience if you have doubts about the classification of your child. A readjustment is always possible.
- *Group size:* The group size focuses from the age and the knowledge of the children. Dinolinos are from 4 to 6, beginners between 8 and 10 and advanced children from 9 until the maximum of 12 children per group. At the day of the classification these numbers can be exceeded for a short time. For example: A Dinolino group can also have 10 children but in this case there are two skiing teachers.
- *Parents in the tuition:* Especially for small children it is very important to have at least on attachment figure. Please avoid that the children come to you. In this case the child probably will be with mommy and daddy instead on focusing on the tuition with the skiing tutor. Of course you can observe your child and the workshop from outside the area.

- *Playing with the children during the tuition:* Many times parents came and told that the tutor is just playing with the children and they do not learn anything. Break time for playing is very important, especially for the youngest. A whole forenoon or a whole day no child will be able to learn. At the end of the week all beginners and a very big number of Dinolinos do skiing.
- *Cancellation:* Sometimes children are just too young for the skiing tuition. In this case you will get your money back, until the already spent time. Cancellation by elder and advanced children just can be offered in case of diseases and with medical attests.
- *Pick up the children:* Please tell the skiing tutor, if you pick up your child. In the main season, especially at the valley station of the Achterjet, there can be up to 30 groups the same time. The skiing tutor may be do not see that you pick up your child and worry for him/her.
- *Skiing passes:* Every child who uses the lift needs a skiing pass. Children who are born between 2002 and 2011 need a regular child-card. Children who are born up to 2012 gets a Minicard at the cash point for € 5,00 per day or for € 25,00 for 5, 6 and 7 days. Dinolinos and beginners do not need a skiing pass on the first day. Please make sure your child have a skiing pass before the selection of the groups begins.
- *EVERY SATURDAY:* 6 pm a ski instructor comes to our hotel. Meeting point: in the lobby. We are available for further information!

*In this way we wish you a great stay and a great vacation in Flachau  
Ulf Seidl und das Team der Skischule Flachau*

