SNOWATTACK INFO LETTER

Please read the below information carefully and contact us, if you have more question in advance!

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IMPORTANT CONTACTS

Info phone: +3670 450 6339

24/7 chat: Snowattack information webpage & chat

Hungarian medical service +36 70 9355 004

SOS NUMBER OF MOUNTAIN RESCUERS: +33 476 797 502

TRAVEL INFORMATION

Depends on your nationality you may to have and require different document types. Please make sure that you check the requirements before you are travelling:

https://www.schengenvisainfo.com/france/entry-requirements/

Please note that in France, a driving licence is not accepted as a valid travel document, so a driving licence is not enough to prove your identity at a checkpoint! This does not mean, of course, that your own driving licence is not valid for driving outside the country!

Having adequate accident, sickness and luggage insurance is highly recommended.

BUS TRAVEL

Due to the introduction of the National Weighing System in 2018, we ask everyone to respect the rules for the following packages!

Allowed baggage:

- 1 piece of luggage (43 x 27 x 61 cm = medium size) weighing up to 18 kg
- 1 piece of ski or snowboard equipment (no other equipment in the case, only sports equipment!)
- 1 pair of ski or snowboard boots
- 1 helmet
- 1 hand luggage (rucksack up to 5 kg)

The number of pieces of luggage allowed may not be exceeded under any circumstances, and a surcharge will be payable if the weight or size is exceeded.

The surcharge is €60.

Otherwise, the staff will refuse to carry the baggage.

>>Check the bus schedule here<<

PLANE TRAVEL

Packing time: 19 January 2024 (Friday), 10:00 - 10:30

Location: Malomudvar (Soroksari street 48.)

Packages can only be loaded within this interval, in case of delay we cannot deliver the package.

The luggage restriction for bus passengers also applies to passengers requesting airport transfers!

Baggage allowance:

- 1 piece of luggage (43 x 27 x 61 cm = medium size) up to 18 kg
- 1 piece of ski or snowboard equipment (no other equipment in the case, only sports equipment!)
- 1 pair of ski or snowboard boots
- 1 helmet
- 1 hand luggage (rucksack up to 5 kg)

The number of pieces of luggage allowed may not be exceeded under any circumstances, and a surcharge will be payable if the weight or size is exceeded.

The surcharge is €60.

Otherwise, the staff will refuse to carry the baggage.

Please arrange your own online check-in!

Malpensa - Les Deux Alpes

Flight: 20.01.20.2024 Wizzair Budapest - Milano Malpensa: 10:35-12:20 (W6 2333)

Departure time from Malpensa: 20.01.2024 (Saturday) at 13:00

Location: Milano-Malpensa airport

Our team leader: Barbara Makai + 36 70 529 9633 (number available for transfers only)

Les Deux Alpes – Malpensa

Flight: 27/01/2024 Wizzair Milano Malpensa - Budapest: 12:55-14:40 (W6 2334)

Malpensa airport transfer departure time: 27 January 2024 (Saturday) 04:15 - 04:30 (this time may be earlier depending on weather conditions!).

Packing: we will inform our airport passengers about the exact loading of their luggage onto the bus by separate email!

Return of luggage for passengers who have requested an airport transfer: late evening on 27 January 2024 (Saturday) - Malomudvar

After the bus crosses the Hungarian border, the guide will inform all team leaders by SMS of the expected time of arrival back home.

Please arrange for the removal of your luggage in advance, unfortunately guarding is not possible.

>>Check the airport transfer passenger list here<<

GENERAL INFORMATION

Requests for changes of any kind (change of name, change of data, cancellation, change of positions) can only be accepted in justified cases until 17:00 on January 17, 2024 (Wednesday), only for a change fee.

Voucher

You can find the voucher in the attachment of the e-mail you received from us, you can see what services you have requested! Save it to your phone, you don't need to print it, protect the trees! It is important that the voucher is required to receive your accommodation, ski pass and any booked extra services (you can also download this from your reservation at any time). If you have not received a voucher, please inform our customer service (it was not sent in case of unpaid bookings).

The official currency of France is the Euro. It is not possible to exchange money on site, but there is an ATM in the city. In the Snowattack shop and Arena, you will be able to pay by bank card and cash.

Please take extra care with your valuables, the doors of the rooms and the storage room must always be closed! Pay particular attention to the commotion during departure and arrival. Never leave your luggage unattended. Neither the region nor the travel agency can take responsibility for valuables left unattended (in particular: ski and snowboard equipment left on the balcony or in the corridor)!

Some houses have free Wi-Fi, at other receptions (but not in all houses!) you can switch to paid internet, the price of which is 25-40 €/week (works from 1 IP address).

We recommend that you switch to a higher data rate with your own mobile provider for the duration of the Snowattack, because there are not as many Wi-Fi boxes available as there are rooms in the accommodation.

During the week, we will communicate all important information in Snowattack's official "Eventure" application. It is important that you download the application as soon as possible and do not forget to check whether you have enabled notifications.

You can find the add for andriod $\underline{\text{ITT}}$, for IOS $\underline{\text{ITT}}$.

What not to leave at home?

Identity card, bank card, insurance policy number, euro cash, cleaning agent (depending on the accommodation), dishwasher tablets (depending on the accommodation), toilet paper (depending on the accommodation), towel (depending on the accommodation, swimming trunks/swimwear, bed linen cover (if not included in your package, or you did not apply separately).

SOS NUMBER OF MOUNTAIN RESCUERS +33 476 797 502

This number can only be called in the event of an accident or emergency on the track

Hungarian medical service +36 70 9355 004

Please note that the capacity of entertainment venues is limited! Arrive on time so you can definitely be there at your favorite performer's party!

SNOWATTACK HOUSERULES

By purchasing an admission ticket and/or entering the venue, you automatically accept the rules and regulations of the event. If a Snowattack wristband has been purchased, the voucher will be exchanged for a wristband by Festival Travel International Ltd (hereinafter Festival Travel) staff at the time of accommodation booking. The wristband must be worn by the Visitor at all times during its validity and will be checked by the Organisers upon entry to the venues and programmes. If the Visitor's wristband is damaged or expired, he/she must leave the Event area.

VENUES HAVE LIMITED CAPACITY, PLEASE ARRIVE EARLY!

Given that the programmes and services are provided by Festival Travel in cooperation with a large number of Intermediaries, subject to the performance of these Intermediaries, their availability, content, quality and quantity (e.g. (e.g. the performance of particular performers, the suitability of their performance to meet expectations, or the possibility of attending a particular programme and/or venue)) is not guaranteed to the Visitor by Festival Travel but is subject to limitations imposed by the specificities of the venue and its facilities (e.g. the capacity of certain enclosed venues).

The Organisers reserve the right to limit the items and equipment that may be brought into the Venue area in order to ensure the safe conduct of the Event.

The Organisers will comply with the French covid-19 and other legislation in force at the time in relation to the organisation and running of the Events in order to ensure the safe running of the Event.

The Visitor is not entitled to bring beverages, alcoholic or soft drinks, onto the premises.

The Visitor acknowledges that the Events may be audio and video recorded by Festival Travel and by Contracted Partners, Contributors, Press Staff (subject to the terms of their specific contracts), other Visitors and other third parties licensed by Festival Travel. Accordingly, by participating in the Event, the Visitor expressly consents to the recording and communication of his/her face, appearance and manifestations, on the understanding that he/she may be named only with his/her express consent. If the Visitor is a public figure, he may be named without his consent. The author of the aforementioned representations shall have an unrestricted, transferable and exclusive right of use, in space, time and manner of use, in respect of the Visitor.

Festival Travel and the persons licensed by Festival Travel shall be entitled to exploit, use (in particular for the promotion of the Event), reproduce, publish, adapt, publish, transmit to the public and distribute the visualisation in relation to the Visitor without any limitation and without any obligation to provide any consideration whatsoever to the Visitor.

Festival Travel's suitably qualified and licensed Facilitators will ensure that the rules of conduct and safety are enforced in the venues. By participating in the Event, the Visitor expressly agrees to cooperate to the fullest extent permitted by law with these Intermediaries and to follow their instructions in the event of an emergency or where other important circumstances (such as public health reasons) so warrant. Contributors are entitled, where appropriate, to confiscate equipment (e.g. speakers, guitars) which disturbs the rest of others for the duration of the Snowattack.

The consumption of drugs is also prohibited on the event!

Using the cloakroom in the Snowattack Arena costs at 1 euro/coat.

LOCAL TRANSPORT

The observance of the rules of the Highway Code is mandatory throughout the festival! Security personnel will be on duty on the roads at all times, especially at night. Their instructions must be followed by all participants and staff of the camp!

Please comply with the following points to ensure that the event runs smoothly!

- 1. Between 20.00 and 22.00 we will introduce a grace period, so only get in the car if you really have to do something important (you can drive freely between 8.00 and 20.00)
- 2. Between 22.00 and 8.00, please do not use your car, for your own safety and the safety of other festival-goers.
- 3. Driving under the influence of alcohol or other mind-altering substances is prohibited throughout the city! In order to detect drunk drivers on the roads, the local police will be constantly probing the roads!
- 4. In case of illegal parking, 100 euros will be deducted from the apartment deposit! In case of serious obstruction of traffic, the local police may immediately tow away the illegally parked car and impose a fine!

PARKING

In addition to following the general traffic rules at the event venue, please pay extra attention to parking!

All passengers arriving by car may choose to park their car in a covered garage or in the open air during the festival. Covered parking at the reception of the apartment buildings is subject to capacity and is only available on a limited basis for a fee.

If you buy a covered garage:

- 1. In any case, you can only park in the parking lot of the booked apartment house! The price varies from €50 to €80 per accommodation, which you can pay in cash on the spot.
- 2. During the week, you must always park in the same parking space where you have been allocated!
- 3. Please reserve only 1 parking space in the covered garage for your car, so that others can fit!

If you park outside:

Please park only in the designated car parking area! Make sure that you do not stop (even for 5 minutes!) in the area reserved for buses / bus stops, as you will be towed immediately!

ARRIVAL AND CHECK-IN PROCEDURE

When arriving at the venue, please be aware that on the day of the tour changeover, nearly 25,000 people will have to arrive and move into the city in a matter of hours! Please follow the rules so that everyone can get to their accommodation as soon as possible!

GENERAL RULES IN THE HOUSES

Room keys in most apartment houses also open the storage room to the room.

DETAILED CHECK-IN PROCESS

- 1. On arrival, the team leader will hand over the deposit for the room and, if a ski pass is purchased, the ski pass deposit
- 2. The team leader receives the key and the envelope with the wristbands.
- 3. The team occupies the room and checks that everything is in order. If anything is missing or in poor condition, the team will report it to the Snowattack House Supervisor (the House Supervisor's name is posted in each house), otherwise damage or missing items may result in a deposit deduction at check-out, over which we have no control.

Check-in is possible after 4 pm everywhere, unfortunately we will not receive the keys before then! For individual arrivals after 8 pm, please let us know in advance, as reception closes at 8 pm in some hotels!

Please make sure to pay the deposit by card for all rooms where all passengers will take the airport shuttle back home!

ACCOMODATION	CHECK-IN LOCATION	DEPOSIT	BED LINEN & TOWELS	WIFI
Les Clarines (CHECK-IN 1)	Les Clarines reception by Snowattack crew	800 € /apt, in case of 10 person apt is 1000 € - cash or card	included	free
Hotel Belle Etoile & Faverot chalet	Check-in at Belle Etoile reception, envelope by Snowattack crew	No deposit	included	on request
Multi-Residence 1650 (CHECK-IN 2)	Central reception at main square by Snowattack crew	100 €/bed (you need to pay it also for empty beds)	Not included, please ask in advance (30 €)	For charge: 40-50 €/box
L'Edelweiss	Central reception at main square by Snowattack crew, for bus travellers we deliver the key to the apartment	100 €/bed (you need to pay it also for empty beds)	Not included, please ask in advance (30 €)	For charge: 40-50 €/box
L'Alba	Central reception at main square by Snowattack crew, for bus travellers we deliver the key to the apartment	100 €/bed (you need to pay it also for empty beds)	Not included, please ask in advance (30 €)	For charge: 40-50 €/box
Goleon	Central reception at main square by Snowattack crew, for bus travellers we deliver the key to the apartment	100 €/bed (you need to pay it also for empty beds)	Not included, please ask in advance (30 €)	For charge: 40-50 €/box
Cortina	Central reception at main square by Snowattack crew, for bus travellers we deliver the key to the apartment	100 €/bed (you need to pay it also for empty beds)	Not included, please ask in advance (30 €)	For charge: 40-50 €/box
Neige et Soleil (CHECK-IN 3)	Check-in at Neige et Soleil reception, envelope by Snowattack crew	600 € in case of 4 & 6 person apt, 800 € in case of 8 person apt, 1000 € in case of 10 person apt – PREFFERED BY CARD	included	free
L'ours Blanc	Check-in at L'ours Blanc reception, envelope by Snowattack crew	100 €/bed (you need to pay it also for empty beds)	included	on request
Hotel Mounier	Check-in at hotel reception, envelope by Snowattack crew	No deposit	included	free
Hotel Cote Brune	Check-in at hotel reception, envelope by Snowattack crew	No deposit	included	free
Hotel Ibiza	Check-in at hotel reception, envelope by Snowattack crew	No deposit	included	free
Chalets	Check-in at hotel reception, envelope by Snowattack crew (please inform us as soon as you arrived)	1500 – 2000 € by card, depends on chalets	included	Depends on chalets

NORMAL CHECK-IN (CHECK-IN ON THE 20.01)

IN CASE OF EARLIER OR LATER CHECK-IN (NOT ON THE 20th OF JANUARY):

If you have different arrival date, please call our info phone and let us know when can we meet you front of the building. We deliver the key and the envelope or help you in the check-in process.

Festival Travel International Ltd. does not take any responsibility for unattended and lost belongings! When unloading and unloading, please make sure that nothing is left in the cabin, as you will not have access to it during the week.

Room assignments will be published one or two days before departure at the latest:

>>CHECK HERE<<

WRISTBAND AND SKI PASS EXCHANGE

It is possible at the check-in or on Sunday 8 am – 10 am at the location of your welcome meeting (it depends on the accomodation). Please check this information at the entrance of your accomodation.

Please don't forget that you need to pay 5 €/ski pass deposit at check-in, what will be returned if you give back the ski pass at end of your stay.

WELCOME MEETING BY ACCOMODATION:

Welcome meeting hours:

Sunday, Monday and Friday: 8 am - 10 am

LOCATION	ACCOMODATIONS
Les Clarines reception	Les Clarines, Belle Etoile, L'ours Blanc
Multi-Residence 1650 central reception	Multi-Residence 1650, Cortina
Neige et Soleil reception	L'Alba, Goleon, L'Edelweiss
Based on phone consultation	Hotel Mounier, Hotel Ibiza, Hotel Cote Brune, chalets

INFO POINT



CHECK-OUT

SKI PASS DROP OFF

You can drop it off at the Information Point at the reception of Les Clarines, only between 14.00 and 20.00 on 26 January (Friday). The ski pass deposit can only be refunded during this time.

CHECK-OUT PROCESS

Time: 7:00 - 10:00

If the room is not ready for check-out at the time specified in the check-out order, the French staff will deduct the full deposit and will not return to the room.

Early check-out: please indicate your intention to check out early at your check-in point on arrival, otherwise the French staff will not check the room and refund the deposit, despite the early departure.

Check-out procedure for passengers requesting an airport transfer: evening of 26 January 2024 (Friday), exact time will be communicated by Thursday evening.

Departure time for the Milan-Malpensa airport transfer: 27 January 2024 (Saturday) morning 4:15 - 4:30 (this time may be earlier depending on weather conditions!). Loading of luggage on the bus: 3:30

Pick up of luggage of passengers who have requested an airport transfer: late evening of 27 January 2024 (Saturday) - Budapest, Malomudvar

After the bus crosses the Hungarian border, the guide will inform all team leaders of the expected time of arrival back home. Please arrange for the removal of your luggage in advance, unfortunately guarding is not possible.

HOW DO YOU GET BACK YOUR DEPOSIT?

A designated member of the French staff and a resident from the apartment will be present at the reception of each apartment. Any damage and the cleanliness of the rooms will be checked!

If the room is in order and no damage has been deducted, the French staff member will give 1 voucher to the apartment manager, who will present it at the check-in point to collect the deposit. In the event of a deduction, the amount to be paid will be indicated on the voucher and the room deposit will be refunded after deduction, also at the reception. Only team leaders are allowed to enter the check-in point.

The French staff will only accept apartments that have been cleaned as described below:

- free of luggage and personal effects
- linen sheets (sheets must be returned to reception!)
- apartments free of rubbish (rolls, bags, food waste, etc.)
- Swept and mopped floors, cleaned fridge and oven, wiped down hob
- Dishwasher completely emptied and cleaned, cutlery in cupboards neatly packed away
- fixtures, fittings, inventory and accessories intact and complete
- a quantity of keys corresponding to the quantity received

Once the apartments have been handed over, it is not possible to enter the rooms, and the travel agency cannot be held responsible for any belongings left there. The deposit is not held by Snowattack staff but by the French accommodation providers. Passengers booking an airport transfer will be informed of the check-out procedure by Thursday evening.

POTENTIAL DAMAGES

The apartment is the joint responsibility of the occupants. The occupants of the corridor are jointly and severally liable for any damage in the corridor. The occupants of the apartment building are jointly and severally liable for any damage to the building.

Costs for more frequent damage (may vary from one apartment building to another, the amounts below are for information only):

- Lost keys 150 €
- Lost key or lost key
- Lampshade replacement 150 €
- Breaking a window glass 400 €
- Damaged torn curtains 200 €
- Blowing out of a fire extinguisher 500 €
- Lock replacement due to door lock 400 €
- Loss of remote control for covered garage 100 €
- Cigarette burn 200 €
- Damage to a large bed 700 €
- Damage to front door €400
- Failure to remove bed linen/leaving bed linen in the room €50
- Leaving rubbish in the corridor 55 €/ apartment nearest to the corridor
- Wearing skis in the corridor €30/per person
- Smoking smell detectable in the room 150 €/apartment
- Non-compliance with the rules of the wellness area 100 €/person

INSURANCES

ATTENTION: All our passengers must have valid accident, illness and luggage insurance!

FOR DAMAGES RESULTING FROM THE LACK OF INSURANCE, FESTIVAL TRAVEL INTERNATIONAL KFT. DOES NOT TAKE ANY RESPONSIBILITY!

If you do not have travel insurance, let us know by January 17, 2024 at the latest at the e-mail address <u>info@snowattack.hu</u>. (only for Eu citizens)

Types of insurance

Ski extra - highest category for skiing Ski pro - intermediate category for skiing Ski star - minimum category for skiing Air & Cruise extra - highest category for air travel Air & Cruise top - medium category for air travel Air level - minimum category for air travel

Always have your policy number and your personal identification document with you during your stay abroad.

In the event of an accident, illness or damage, the event must be reported to the insurance company within 24 hours!

EUB-Assistance hotline number: +36 1 465 3666 (can be called 0-24)

>Check the list of passengers who have requested insurance

In the event of a data error, we cannot guarantee the validity of the insurance, and the office is not responsible for the resulting damages.

Nighttime Hungarian emergency care: + 36 70 93 55 004

The medical team can help with emergency problems, such as:

-life is in danger or suspected (unconscious state)

-accident, injury, severe bleeding of any origin, poisoning

-severe pain or alarming complaint (suffocation, difficulty breathing, acute allergic reaction, limb paralysis)

-a behavioral disorder during which the patient endangers his or her own life or that of others

Medical team prepare for emergency cases, which do not include colds, mild fevers, coughs, menstrual pains, or temporary diarrhea. Please prepare yourself with the following medicines:

-fever and pain reliever (Algopyrin, Ibuprofen, Paracetamol),

-cold medicine (Neo-Citran, Coldrex),

-stomach astringent medicine (Cralex, Bolus astringens, Imodium), because the unit does not or only has a limited amount of these for emergency purposes.

If you have any problems, contact them with confidence, but please keep in mind that in order for the insurance company to reimburse you for any damage at home later, a paper/certificate issued by a French doctor is absolutely necessary. Neither our office nor the Hungarian medical team is authorized to issue this, so you can only get it on site, from the French medical service. If you need help with administration, let us know at the Snowattack Info Point.

BOOKED EXTRAS

SKI EQUIPMENT RENTAL

You can pick up your pre-ordered equipment at the specified shop on the list after your credit card details have been filled in.

You can take out special insurance for the rented items!

Although the use of helmets is not compulsory in France, we highly recommend it! The helmet is not part of the equipment, you must request it separately.

POSSIBILITY OF PICK-UP IN TWO PLACES, depending on the accomodation you are staying at:

Our guests staying at Les Clarines, L'Ours Blanc, La Belle Etoile, Le Sabot De Venus (Wellness premium chalet) can pick up their equipment here:

Skiset - Skimium (at the bottom of Les Clarines accomodation). Check the map HERE!

Our guests staying at Multi Residence, l'Edelweiss, Hotel Cote Brune, Residence L'Alba, Neige et Soleil, Le Lys (Wellness premium chalet) our passengers can pick up their equipment at:

Slide Planet - Skimium (at the main square). Check the map HERE!

Opening hours:

Les Clarines MMV: 08:30 - 19:30 (Our colleague can help you on Saturday from 08:30 - 10:00) Skiset Slide Planet Centre Station (at the Main Square): 08:30 - 19:30 on Saturday and Sunday

>Check the list of passengers who have requested ski equipment

SKI SCHOOL

Candidates will be divided into groups in advance. For exact times, check the group number and time next to your name in excel!

Meet at the foot of the Jandri lift (look for the ski lift icon on the map).

Only a very limited number of people will be able to sign up for lessons at the venue, please make sure to let our colleagues know in advance.

>> Click here to see the list of our passengers who have applied for the training! <<

HALF BOARD

Half board is for a total of 6 full days, from Sunday to Friday.

Half board includes continental breakfast and a dinner menu.

Limited number of services still available at €250 per person in the Belle Etoiles restaurant!

Residents of Hotel Cote Brune and Chalet Mounier can take their meals according to the timetable of their accommodation.

Hotel La Belle Etoile*** restaurant

Breakfast: 7:30-10:00 Dinner: 19:30-21:00

Continental breakfast: yoghurt, cereals, pastries, cheese and cold cuts, hot and cold drinks such as coffee, chocolate, tea and juice.

Dinner with choice of menu: a wide selection of starters and a choice of two first and two second courses. Dinner does not include drinks!

If you have any food intolerances, please let us know at info@snowattack.hu.

Please arrive on time, if you are late your meal may be lost.

>> See the list of guests who have requested meals here <<