

Questions for your Client

If you don't ski or sell ski holidays you may worry that your client knows more about it than you do. Don't panic and don't shy away from the lucrative winter sports market. We are here to help! Here is a list of questions you may want to ask before contacting us. With a bit more info we will be able to get more appropriate options to you quicker and help you to secure that booking!

- Does the client favour any particular country or resort?
- Do they already have flights in mind and if so to which airport?
- What is their maximum transfer time from an airport?
- How many in the group and how old are any children?
- Do they have a preferred accommodation type? (Hotel, self-catering, catered chalet)
- Are they all skiers / snowboarders or a mixture of both? Some resorts are better than others for snowboarding for example with fewer flat sections.
- Have they all been on this type of holiday before or are there any total beginners?
- Will anyone in the group be needing lessons? This makes a big difference to possible start dates as most ski schools start group classes on a Sunday or Monday.
- Will they need to hire equipment or are they bringing their own?
- Do they have a budget in mind and if so what does it need to include?
- What would the client say is the most important feature(s) of a ski resort? Examples are often as follows:
 - Short transfer time
 - Ski to the door accommodation
 - Lively apres ski
 - Plenty of gentle beginner slopes
 - Snowsure resort (i.e. a reliable snow record for the time of year)
 - Plenty of challenging terrain / off-piste
 - Traditional village atmosphere as opposed to purpose built resort
 - Easy access to plenty of restaurants
 - English speaking ski schools
 - Price of ski passes
 - Off-slope facilities such as swimming pools / ice rinks / facilities for non-skiers