

## DETAILS FOR GUESTS

Between us we have many years of experience in customer and client care. Working for home owners in London and Hertfordshire, Kevin has clocked up years of garden, pest control and odd jobbing. I have been self-employed, juggling 4 children, full time work and many outside hobbies and interests. Between us we offer a wealth of life experience, common sense and also an understanding of how exciting and important your holiday is. It may be your first visit to Morzine, or maybe even your first skiing holiday – you may be travelling with the family, or maybe this is a stolen week with just a few close friends. We are here to help you enjoy every second of your holiday.

Looking forward to welcoming you to Morzine or Les Gets,

Lisa and Kevin

### **Welcome Packs**

We have been victims of the 'Welcome Pack' – the organic muesli when our children were toddlers and the Choco Flakes when we have sneaked a weekend away without them. We don't offer a standard pack. You simply email a shopping list – however large or small – that you need to get your holiday started and you will find it ready for you in your holiday accommodation when you arrive. If you request something that will be hard to find, we advise you in plenty of time to allow you to decide whether to bring it from home or have a substitute. Welcome pack shopping starts at 20€ plus the cost of the shopping.

### **Breakfast Delivery**

No holiday in France is complete without a hearty breakfast from the boulangerie. Add a couple of extra French loaves and you almost have a cheap picnic lunch! We can deliver to your door before you wake up – and can pick you up an extra pint of milk on the way if you text or email the night before. Breakfast delivery from 15€ per day plus the cost of your shopping.

### **Linen Hire**

We offer competitive linen hire rates and good quality linen – we can make up your beds or simply leave the linen for you to make the beds when you arrive. From 20€ per bed per week.

### **Cooking**

Whether you want a pre-prepared dinner ready to reheat to take care of your first night's meal, or a week of full catering we can help. Packed lunches made fresh each morning, homemade cake for tea, a barbeque with full accompaniments on a summer evening, or even a camp fire in the woods for a lunch or evening meal to remember. Contact us for details of menus and prices – special diets not a problem.

### **Childcare/Babysitting**

Whilst we cannot offer full time childcare (although we can recommend lovely people who do!) we can babysit (often at short notice) to enable you to have a bit of time to yourself. Evenings out are an obvious choice, but we are happy to meet you on the slope, take your child home for lunch/tea and an afternoon playing inside while you head off for a couple of hours playing on the slopes! Alternatively we can collect your child from ski school and meet you on the mountain at a prearranged time and place to give your child a chance to show off newly learned skills, and you the chance to enjoy some family time. Babysitting from 15€ per hour

### **Airport Transfers**

We offer airport transfers, either shared or private at very competitive rates (from 25€ pp each way)

### **Ski Hire**

Have your skis or boots delivered to your door - no more queuing for hours waiting to get served! We work closely with ski-mobile (<http://www.ski-mobile.com>) - simply order your skis and boots, and select Total Chalet Services as your accommodation provider and your skis and boot will be delivered for you; don't worry about sizing, Luc will bring a fully fitted, well stocked van so there is plenty of choice

### **Pre Booking**

If you can 'do it' in Morzine or Les Gets – we can prebook it for you and have it ready and waiting! Transfers lift passes, restaurant reservations, ski school, childcare, snow shoeing – the list goes on!

### **Midweek Cleaning**

Make your self-catered holiday a bit more relaxing with our cleaning services. The choice is yours – a daily 'beds and bathrooms'; a mid-week clean; a 'breakfast table and kitchen clear down' so that your accommodation is just a bit more welcoming after a hard day on the mountains. Cleaning services from 20€ an hour.

### **Dogs and Pets**

With the pet passport regulations becoming ever more user friendly we are seeing more pets arriving in the mountains. We can walk, feed, or just sit with your pet if you need to be out all day, or even overnight. We have owned dogs, cats, horses, and hens over the years – while we are not expecting a 'horse sit' any time soon, we are comfortable and confident around all animals. Pet services from 15€.

**Lisa and Kevin Jones**

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