

GET YOURSELF SORTED

A Guide to Getting Your Season Started



What's in this guide?

This guide is packed full of useful information to help you get organised and prepared for the season ahead. From handy to-do lists to insights into what to expect when you arrive, we've tried to cover all the things you might be curious about before you arrive in resort.



To Do List



MONEY MATTERS

Advise your Bank that you will be travelling overseas. Also, check if there will be any charges for using your card, or for withdrawing cash overseas.

It would be advisable to consider switching to an account that does not charge.

Remember - Your first pay packet could be six weeks from when you arrive, so make sure you have the funds available to see you through.



PASSPORT

It shouldn't need explaining, but your passport is THE most important thing you need to have sorted for your season!

You must ensure you have a minimum of six months of validity FROM THE END OF YOUR CONTRACT.



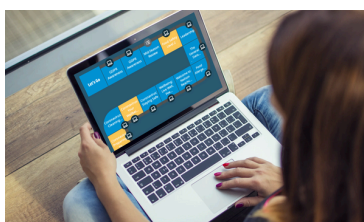
GHIC CARD AND INSURANCE

UK citizens should apply for a GHIC card.

This card will allow access to state healthcare, if required. [CLICK HERE](#) to apply. Allow three weeks for your application to be processed and for your card to arrive.

Please also ensure you have completed the information required for your company travel insurance.

You will receive this information a few weeks before you travel to your resort.



ONLINE TRAINING

You are required to complete several training modules and to read through various documents before starting your job.

You will find out precisely what you need to do once you are given access to your Litmos training account.



MOBILE PHONE

Check the mobile data and overseas call charges allowance on your phone contract.

A surefire way to dampen your season is a surprise hefty bill!

Although you'll have access to Wifi around the resort and in most staff accommodation, it is advisable to have a mobile package that gives you a data usage buffer to avoid any stress.



UNIFORM

Your Neilson uniform will usually be provided for you upon arrival in your resort.

You are required to provide certain items of your uniform yourself. Please ensure that you have checked the Uniform Guidelines.

What to Pack

Packing a 20kg bag for an entire season can be challenging, so try to be as economical as possible.

Think twice about how essential your essentials are and avoid being stung for a small fortune at the airport if your luggage is overweight.

Important note: If your bag weighs more than 32 kg, most airlines will not take it.



Packing Essentials



SELF CARE

Looking after yourself is the number 1 priority. Here's a list of things that will help make it easier:

- High Factor Suncream
- Prescription Medication and/or specific branded items you need
- Moisturiser and SPF lip balm
- Condoms
- Good Quality Sunglasses
- Toothbrush
- Berocca/Vitamin Tablets



ELECTRICALS

Bring your devices with you to help you stay connected with people back home and to chill out entertainment during your downtime.

Don't forget these essential items either:

- European Plug Adapters
- Extension Lead/Multiplug (means fewer adaptors!)
- Chargers

PLEASE NOTE: If you have any expensive special gear, please take out an additional insurance policy to cover you if required.



HOME COMFORTS

It's nice to bring a few home comforts on your season to help you settle in; here are a few ideas:

- Photos to pin to the wall
- Your favourite treats - Marmite is always a popular choice (for some!)
- A lightweight blanket/throw to make your bed extra cosy

Packing Essentials



GENERAL ITEMS

Board shorts will become your wardrobe staple this summer!

But here are a few other things that you should take with you so you can get involved with what's around you:

- Trainers
- Flip Flops
- Swimwear
- Rash Vest
- Gym Clothes

A season with Neilson is by no means a formal affair! The general dress code is laid back and casual. However, there is the odd occasion when people throw on something a little fancier (such as end-of-season awards or a staff jolly).

Please scroll through our Instagram page @neilsonjobsabroad to get a feel of things.



KEEPING WARM & DRY

It can get chilly sometimes during the summer, especially at the beginning and end of the season, so it's best to bring a few warm clothing items. Make sure you have room for a couple of the following:

- Jumpers
- Hoodies
- Jeans/Trousers
- Lightweight
- Waterproof Jacket

Be prepared for some impressive Mediterranean storms during your season. Not only are they spectacular, but they are also very, very wet!



TOP TIPS

Here are some savvy tips to help you cram in as much as possible.

Try filling your kit with other items. For example, you can fill your shoes with socks and underwear to utilise the space more effectively.

Roll your things up instead of packing clothes flat, and wear bulky footwear and jackets onto the plane to save space.

Only buy large toiletries (such as shampoo and shower gel) once you've passed security, or better still - Wait until you get to your resort. They do have shops in Europe. This way, you'll save valuable kilos on things you can buy when you arrive.

Travelling to Resort

We will organise your flights and transfer you to your resort. All you need to do is get yourself to the airport on time! We aim to get your flight details to you approximately seven days before you are due in your resort.

If you are making your own way, ensure you've spoken to your Line Manager about your journey.



Travelling to Resort



TRAVEL PREFERENCES

To help us organise your travel to and from your resort, you must ensure you have completed the TRAVEL PREFERENCES on your starter form.

We use the information you provide to plan your journey. It is YOUR responsibility to ensure this information remains up-to-date.

REMEMBER: You can free-type in the boxes if your nearest airports are unavailable in the drop-down menu.

We cannot amend your booking if you fail to provide the correct travel preferences or change your mind after your travel is booked. Choose your preferences wisely.



GETTING TO THE AIRPORT

You are responsible for getting to the airport in plenty of time for your flight.

Always allow for any unexpected delays along the way to help ensure that you do not miss your flight.

Unless you can provide us with a genuine excuse for missing a flight, you will be responsible for paying for the next one.

We will book it on your behalf and deduct the cost from your first salary.

Make sure you have read the Staff Travel Guide in full for all the information about your journey.



DRIVING TO RESORT

For those of you who have opted to drive, please plan and prepare for your journey thoroughly.

Driving through Europe, you will face challenges and driving regulations that do not apply in the UK.

Ensure you have sufficient insurance and breakdown that will cover you for the entire season.

You **MUST** advise your arrival date to your resort Line Manager, so they know when to expect you.



Arriving at Resort

Arriving somewhere new can be daunting, especially if it's your first time travelling alone and to a new place.

Don't worry; no matter what time you arrive, there will be a plan to get you to your final destination. If you need clarification on the plan, please get in touch with your manager before your journey.



Arriving at Resort



AIRPORT TO RESORT

Upon arrival, keep your eyes peeled for a member of the Neilson team in uniform or a taxi driver with your name on a plaque.

You should know the arrival arrangements, but please don't panic if you cannot immediately find somebody. Just take a breath and relax; we will never leave you stranded.

Your transport may likely be running late, but if you have any concerns, please call your manager.



ARRIVING AT THE RESORT

Whatever time you arrive, a management team member will be there to meet you.

You will receive a welcome letter containing all the essential information about your first 24 hours, so please read it carefully.

If you arrive during the night, you'll likely be dropped off directly at your staff accommodation.



DRIVING TO RESORT

For those of you who have opted to drive, You must contact your manager to have your arrival date approved.

Your vehicle is your responsibility. Please ensure your vehicle is serviced and check that your MOT will not expire abroad. Check with your line manager about where you can and can't park.

Try and plan your journey to arrive in time for an early night. Long trips can take it out of you, and a good night's kip will get you off to the best start.

Staff Accommodation

Neilson will arrange everything for your staff accommodation.

Rooms can vary from resort to resort. You might be staying in a hotel room, an apartment or a cabin. Some accommodation is on-site near the resort; other rooms could be around a 30-minute walk.



Staff Accommodation



ROOMIES!

We ordinarily provide staff accommodation on a shared basis, so you can expect things to be a little cosy during high season with up to four in a room.

We try to mix up departments so that you can get to know people outside of your immediate team. Be mindful that you and your roomies will sometimes be on different shift patterns. The key to happy and harmonious living is **RESPECT!**

The Senior Management team manages all rooming arrangements in your resort. If you wish to request to live with someone in particular, contact your manager. We will not guarantee anything, but they will always try to accommodate requests wherever possible.



KEEP IT CLEAN!

YOU & YOUR ROOM-MATES are responsible for keeping your staff accommodation clean and tidy - **FULL STOP!**

Neilson is providing you with a place to call home, but don't expect us to pop in and whip around with a mop or empty your bins!

You're adults, and this is independent living. We expect you to act like responsible, respectful tenants. Go to the shop, buy some cleaning products, and use them regularly.

When you move in, your bed should be made, and your room should be clean. You must report any immediate problems to your manager as soon as possible.

Once you have settled in, it's down to you to change your sheets and keep on top of the housework. Again, please ask your manager if you have any questions.



FACILITIES

Your accommodation should be clean but is likely to be reasonably basic. You'll be fine if you are not expecting the Ritz.

If there are any glaring issues, please report these to your line manager immediately.

We provide WiFi and washing machines wherever possible, but please be aware that this is not always available.

Please speak with your line manager to find out what facilities you can access in your resort and how to use them.

Looking After Yourself

We want you to have the best possible season with Neilson Active Holidays.

It is vital that you manage to strike a good work-life balance. Permanently burning the candle at both ends will not lead to anything good! Have fun but remember, the job comes first!



Looking After Yourself



LOOKING AFTER NO.1

Ultimately, we have employed you to deliver outstanding holidays to our guests.

We want you to be on top form at all times, but we especially need you to be on top form when you're at work.

It's a long hot summer, so you must take care of yourself to do this.

Focus on staying happy, healthy and full of energy.

The Neilson management team are in place to support you every step of the way, but at the end of the day, you're an adult.

You must be accountable and take personal responsibility for yourself.

Ensure you get enough rest and keep yourself in the right mindset.



IT'S A BALANCING ACT

Getting a good work-life balance is a skill that you'll learn to perfect as the season goes on.

It might be tempting to go wild whenever the opportunity arises, but you don't want to do anything to jeopardise your season by hitting your peak and burning out early on.

You have the whole season to enjoy yourself. Find your feet, settle in, get to know everyone, establish your routine, and **KNOW YOUR LIMITS!**

Don't be the liability! The one that your colleagues or managers have to chase around for being late, slacking off, or not doing your job correctly.

One of the biggest enemies you will come up against will often be yourself. In simple terms - Don't be a dick!



FUELLING YOUR BODY

A healthy, balanced diet washed down with lots of water will help you maintain your energy levels throughout the season.

If your food is included with your contract, the meals provided in the staff canteen will be freshly prepared and nutritionally balanced.

Whilst you won't have a huge buffet to choose from, you will get to experience local cuisine with a few different options for every meal.

Check out the 'Eat Well, Drink Well' guide for helpful advice.

Looking After Yourself



DRINK PLENTY OF WATER

You'll be working outside under the hot summer sun, so drinking plenty of water is more important than ever!

Get yourself an insulated, refillable water bottle and keep it on you always, so you've got a refreshing hit of the good stuff whenever you need it!



KNOW YOUR LIMITS

Enjoy yourself, but as mentioned already - Please **KNOW YOUR LIMITS!** Don't be the liability. Don't be the person that is argumentative or rude when they've had a drink!

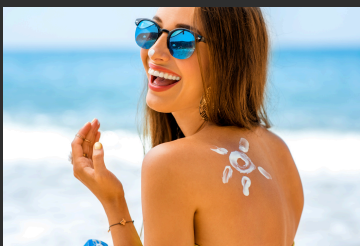
Your friends don't want to constantly look after someone that is always sick or passes out on a night out. Avoid that person being you.



FRESH AND CLEAN!

Your job role will be very active, and you **WILL** get smelly. You'll generally get very hot and work up a good sweat running around the resort or up on the mountain - That's if you're doing it properly!

Please stay on top of your personal cleanliness/hygiene. Take regular showers, wash your clothes regularly and use deodorant daily.



CREAM UP!

Apply regularly and use a high factor. You will still get a great tan regardless but please remember that it's a marathon, not a sprint. Take your time and look after your skin.



GET YOUR BEAUTY SLEEP

You will need your rest if you're going to last the season! If you go out every night, you **WILL** burn out fast and you'll definitely not be at the top of your game.



STAY AWAY FROM DRUGS!

This is illegal and classed as gross misconduct - just stay clear!

Settling into Resort

At the start of each season, everybody is generally in the same position. It's rare for anyone to know everyone, and even if they do... this can only help make life a little easier for you!

Everyone will be trying their best to settle in regardless of what they say or how they act. Everyone will be a little nervous... and this is a good thing! Aim to make friends and build rapport with everyone as quickly as you can.



Settling into Resort



GETTING TO KNOW YOU

It is totally normal to feel a little bit weird and anxious at the start of a season. It's a new place, people, life, and job. It can sometimes be overwhelming.

In fact, anyone who says they don't feel like this at the very start will usually be lying through their teeth.

It's the perfect time to get to know each other, forge friendships, build camaraderie and bond as a team.

This could include anything from team meals to a few resort nights out.

If you are arriving in the middle of the season, **DO NOT PANIC!**

Our teams are always very excited about meeting and welcoming new team members. We can guarantee that you'll very quickly become part of the furniture.



HOME SWEET HOME

Your room will be your sanctuary and your place to chill! One of the best things to do when you arrive is to quickly get unpacked.

Give yourself some time to organise your room and get things how you want them.

Getting organised and settled in will help to subdue any feelings of being homesick.

Bring some blue tack and put your pictures on the wall but remember to leave plenty of space for all the new ones!

Finally, use your common sense with regard to security. Always lock your doors and windows.

Never leave your valuables lying around.



EXPLORE THE LOCAL AREA

One of the best things about working overseas is making friends with the locals and being able to sample different cultures.

Over the season, please make an effort to try and learn a bit of the local language.

You'll find that the majority of people will speak better English than you, but they will appreciate you giving it a try!

Look out for events happening in the local area and explore as much as you can.

Ask lots of questions and make sure that you know where everything is located.

Your guests will always be asking you where to find the pharmacy, supermarkets, cash machines etc.