

GET YOURSELF SORTED

A GUIDE FOR GETTING YOUR SEASON STARTED



NEILSON
BEACHCLUBS · SKI

Good energy



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

Check that your bank account knows that you're going overseas and if there are any charges for using your card or withdrawing cash. It may be worth considering switching accounts to one that doesn't charge.

Remember - Your first pay packet may be 6 weeks away from when you arrive, so make sure you've got funds available to see you through.



GHIC CARD AND INSURANCE

UK citizens should apply for a GHIC card to allow you to access state healthcare, should you need it.

[CLICK HERE](#) to apply.

Allow 3 weeks for your application to be processed and card to arrive.

Have you completed the information needed for your company travel insurance? You'll normally receive this information a week or two before you leave for resort.



MOBILE PHONE

Check your data allowance and overseas call charges on your phone contract. A sure fire way to put a dampener on your season if you're surprised with a hefty bill!

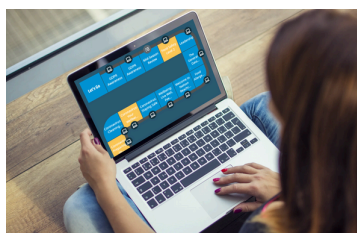
Although you'll have access to Wifi around resort and in most staff accommodation, it's a good idea to get a package that gives you a data usage buffer.



PASSPORT

It shouldn't need much explaining, but your passport is THE most important thing you need to get out on your season!

Make sure it has at least 6 months validity FROM THE END OF YOUR CONTRACT.



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



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 a full season can be a challenge, so try to be as economical as possible.

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

IMPORTANT! If your bag weighs more than 32KG, 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 as well as providing chill-out entertainment during your down time. Don't forget these essential items either:

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

PLEASE NOTE: If you've got some expensive gear, make sure you take out additional insurance to cover you, should you need it.



HOME COMFORTS

It's nice to bring a few home comforts on your season to help you settle in, here's 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

Winter seasons are notoriously casual. Jeans and hoodies will be your staple items when you're not on the mountain. Don't forget your mountain essentials though!

- Layers
- Thermals
- Ski Socks
- Ski Gloves
- Helmet
- Goggles
- Ski Jacket
- Salopettes

Have a scroll through our instagram page @neilsonjobsabroad to get a feel of things



KEEPING WARM & DRY

Temperatures can and will drop well into the minus figures so make sure you're packing clothes that will keep you warm and dry.

Multiple layers are better than one thick layer, as you'll be able to regulate your temperature more.

Investing in quality clothing, specific for skiing and snowboarding is definitely worth it in the long run.

Check out second-hand options on Facebook or Ebay to pick up a bargain!



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

Wear bulky footwear and jackets on to the plane to save space.

Buy large toiletries (such as shampoo and shower gel) once you've passed security, or wait until you get to resort. This way you're not wasting valuable kilos on things you can buy once you arrive.

Travelling to Resort

We will organise your flights and transfer to resort for you. All you need to do is get yourself to the airport on time! We aim to get your flight details to you approximately 7 days before you are due in resort.

If you are making your own way to resort, then make sure you've spoken to your manager about your journey



Travelling to Resort



TRAVEL PREFERENCES

To organise your travel to and from resort, you need to make sure you have completed your TRAVEL PREFERENCES on your starter form.

These can be updated by logging into your staff portal. We use the information you provide to plan your journey, so it is your responsibility to make sure it is up-to-date.

If you put the wrong details in, or change your mind after travel has been booked, we won't be able to amend your booking. So choose your preferences wisely.



GETTING TO THE AIRPORT

It is your responsibility to get to the airport in plenty of time for your flight. Make sure you allow for unexpected delays along the way so that you don't miss your flight.

Unless you've got a really good and genuine excuse for missing your flight, you will have to pay 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, make sure you plan and prepare for your journey thoroughly.

Driving through Europe may bring challenges and driving regulations that don't apply in the UK. Ensure you have sufficient insurance and breakdown cover that covers you for the duration of the season.

You also need to agree an arrival date with your line manager in resort, so they know when to expect you.



Arriving at Resort

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

No matter what time you arrive, there will be a plan in place to get you to your final destination. If you are unsure of what that plan is, get in touch with your manager.



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 a your name on a plaque.

You should already be aware of 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 and your transport may just be running late.

If you have any concerns, please give your manager a call.



ARRIVING AT THE RESORT

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

You will be given a welcome letter containing the essential information about your first 24 hours, so please make sure you read it carefully.

If you arrive during the night, it is likely that you'll probably be dropped directly to your staff accommodation.



DRIVING TO RESORT

For those of you who have opted to drive, make sure you keep in touch with your manager throughout your journey so they know when to expect you.

Your car is your responsibility so make sure you are aware of where you can and can't park.

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

Staff Accommodation

If staff accommodation is being provided, then we'll arrange everything for you.

Accommodation can vary from resort to resort. You could be staying in a hotel room or an apartment. Some accommodation is located on-site and other rooms could be around a 30-minute walk.



Staff Accommodation



ROOMIES!

Your accommodation will usually be 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 department. This may mean that you and your roomies are on different shift patterns. The key to happy and harmonious living is RESPECT!

All rooming arrangements are managed by the Senior Management team in resort. Therefore, if you want to make a request to live with someone in particular, then get in touch with your manager. They will try their best to accommodate where they can.



KEEP IT CLEAN!

Keeping your accommodation clean and tidy is your (and your roommates) responsibility.

Whilst Neilson are providing you with a place to call home, we won't be popping in to whip around a mop or empty your bins! This is independent living and we expect you to act like responsible, respectful tenants.

When you move in, your bed will be made and the rooming will be clean, but after that it's down to you to change your sheets and keep on top of the housework.



FACILITIES

Your accommodation will always be clean but is likely to be fairly basic. As long as you are not expecting the Ritz then you'll be fine.

If you do find that there are any glaring issues, please contact your line manager.

Wherever possible we try to provide WiFi and washing machines but please be aware that this is not always available. Speak with your line manager to find out what facilities you have access to 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, you've been employed to deliver outstanding holidays to our guests and this will require you to be on top form when you're at work.

But to do this, you really need to focus on keeping yourself happy, healthy and full of energy.

Even though the Neilson management team are there to support you as much as possible, at the end of the day, you will need to be accountable and take personal responsibility for making sure that 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.

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

You have the whole season to have a great time, so for the first few weeks try to keep the partying to a minimum. Find your feet, get to know everyone and establish your routine. Don't be the liability that your colleagues or managers have to chase around for being late, slacking off or not doing your job properly.



FUELLING YOUR BODY

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

If 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 and a few different options every meal.

Check out the 'Eat Well, Drink Well' guide under the 'Life Overseas - Looking After You' section on Flow.

Looking After Yourself



DRINK PLENTY OF WATER

You'll be working long hours in hot buildings, so drinking plenty of water is more important than ever!

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



KNOW YOUR LIMITS

Enjoy yourself but please **KNOW YOUR LIMITS**! Don't become a liability. It is difficult to be friends with someone that is always 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!

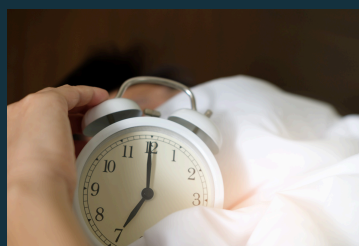
Your roles are very active, and you **WILL** get smelly. You'll always work up a good sweat on the mountain (if you're doing it properly!) Please stay on top of your personal cleanliness, take regular showers, wash your clothes regularly and use deodorant daily.



CREAM UP!

Apply regularly and use a high factor. Even though you're in the snow and it's winter, the sun is still very strong and your skin will thank you for that SPF50!

Goggle tans are not all they're cracked up to be



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 pretty much 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 is trying to settle in regardless of what they say or how they act. Everyone will be a little nervous... and this is a good thing!



Settling into Resort



GETTING TO KNOW YOU

it is totally normal to feel a bit weird and anxious at the start. It's a new place, new people, new life, new job. It can sometimes be overwhelming. In fact, anyone that 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 yourself organised and settled in helps to subdue any feelings of being homesick. Bring some blue tack and put your pictures up on the wall but remember to leave plenty of space for all the new ones!

Finally, make sure that you use your common sense with regards to security. Always lock your doors and windows and don't 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, 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. 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.