



# STAFF TRAVEL GUIDE

A GUIDE TO GETTING YOU OFF THE GROUND



## WHAT'S IN THIS GUIDE?

You'll find all the information you need for travelling to your resort in this guide.

We cover the full staff travel policy, how to check-in, guidance on baggage and answer FAQs.





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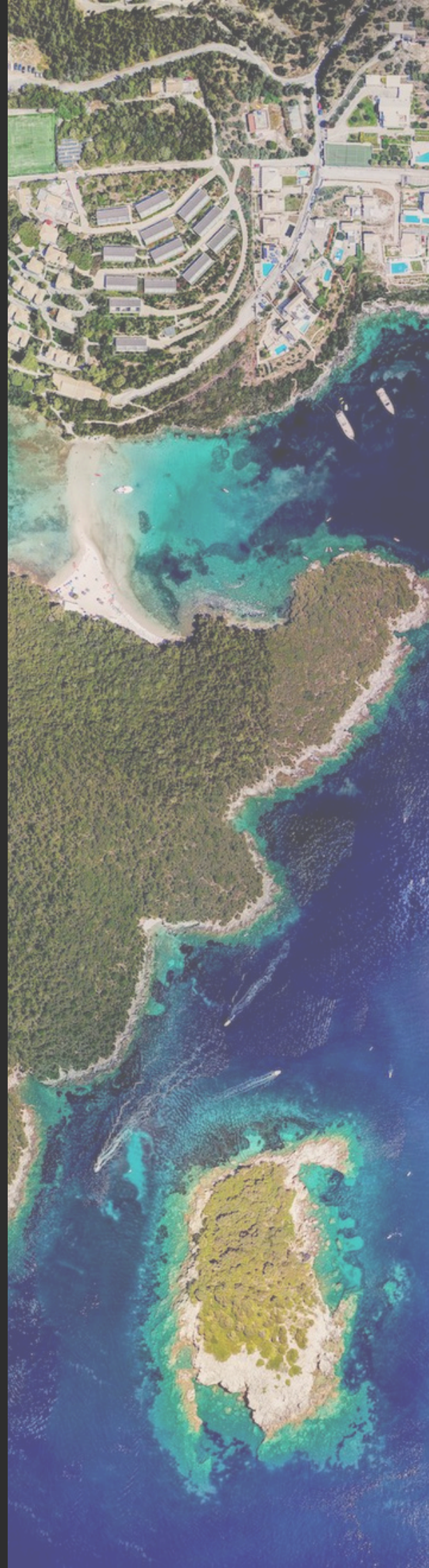
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# Flying To and From Resort

We aim to fly you to and from your most convenient airport, as per your selected travel preferences. However, this is not always possible due to the remote locations of some of our resorts and limited flight options.

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

Be aware that flights can depart the UK as early as 5am, so please bear this in mind when selecting your travel preferences.

Ensure you allow time for unexpected delays, so you do not miss your flight. Unless you can provide a good excuse for missing your flight, you will have to pay for the next one.

Most airlines require you to enter your API (Advanced Passenger Information) and check in online BEFORE getting to the airport. Each airline is slightly different, so use this guide to ensure you follow the correct procedure for the airline you are flying with.

If you do not follow the correct procedure, you may be charged to check in at the airport or, worse still, denied boarding!



# Driving To and From Resort



If you wish to drive out to your resort or book your own travel, then you must make sure that you have selected the 'driving to resort' option on your starter form.

By selecting this option, the People Team will not book any travel on your behalf. You must ensure you arrive in your resort by your contract start date.

We recognise that having your vehicle in your resort is a big bonus; however, with Brexit's impact, it has become more complicated than ever before to have a car in the EU for an extended period.

You are responsible for planning all elements of your journey. This includes ensuring you have followed all the driving regulations and requirements for each country you are travelling through. As the UK is no longer part of the European Union, you must ensure you have completed all of the legal requirements for taking a vehicle overseas.

By opting to drive to the resort, Neilson will contribute £125 each way to your journey. Your outward journey contribution will be paid into your first pay packet, and your return journey contribution will be paid into your final pay packet.

If you need to change your resort for any reason throughout the season and need to drive between resorts, you will be expected to take the journey time as unpaid leave/holiday. You will receive a £125 contribution for this journey.



# Changing Your Travel Preferences

We use the information you provide to plan your journey, so you must ensure this remains up-to-date via Cezanne. If you provide the incorrect details or change your mind after travel has been booked, we will not amend your booking. Choose your preferences wisely.

If you change your mind about how you are travelling to and from the resort, you can update your options in 'travel preferences' via Cezanne.

Please note - If a flight has already been booked, you will not be eligible for the £125 travel contribution if you change your preferences to driving to the resort.

Once again, it is your responsibility to ensure your travel preferences remain up to date throughout the season.



# Transfers



## Getting to and from the Airport

If we need to fly you in or out of an airport that is over 100 miles away from your preferred airport stated on your travel preferences, then we will book you connecting travel (a flight, coach, train or hotel).

This isn't a door-to-door service, so connecting travel will be from the nearest pick-up point to your closest airport, as listed on your travel preferences. Unfortunately, we cannot offer expenses for petrol.

If we fly you to your preferred airport or an airport within 100 miles of it, it is your responsibility to organise your travel in time for your flight, no matter the departure/arrival time.

You don't need to let us know if you meet these criteria, as we will already have picked it up from the travel preferences you submit. Ensure you carefully read your travel confirmation email for information covering any connecting travel we have arranged.

## Getting to and from Your Arrival Airport & Resort

We will organise your transfer between the airport and the resort. When you arrive, don't panic if you can't see someone immediately; they may just be running a bit late. Call your manager if you have any concerns. When it's time to come home, your manager will give you the transfer details to get you to the airport for your return flight.



# Checking In for Your Flight

Each airline has its own process for passengers to check in for their flight. Even though the majority of them require you to check in online before you travel, annoyingly, each system is slightly different!

Scroll through the list on the following pages to find the airline you are flying with and the process you need to follow.

Watch out! Some airlines will charge if you don't check in online or print/download your boarding pass. Neilson will not reimburse any costs incurred at check-in, so make sure you swot up on your airline's policy before it's too late.

If your airline isn't listed in this guide, go onto their direct website to find out how you must check in for your flight.



## Airline



NEILSON  
Charter Flight

## Online Check-in



## Check-in Process

- Online check-in and "manage my booking" NOT possible
- API collected and boarding passes at the check-in desk (no charges apply)
- Passport and reference number (from email) required to check-in
- To add extra luggage to a Neilson charter flight, please see page 12 of this guide.

## Hints & Tips!

You will be travelling with lots of Neilson guests, so make sure you're being friendly!

## Airline

**easyJet**

## Online Check-in



## Check-in Process

- Check-in opens 30 days before departure and closes 2 hours before departure
- Visit the website [www.easyjet.com](http://www.easyjet.com)
- Select the CHECK-IN tab
- Select "No account? Find a booking"
- Enter your surname and booking reference (from your email)
- Select "Boarding Pass & Check-in"
- Complete your API and contact details
- Select "Check-in NOW"
- Print or download your boarding pass

## Hints & Tips!

Download the easyJet app for paper-free flying! You can also download your boarding pass onto your phone without having to wait for other people on your booking to check-in.

## Airline

**Jet2.com**

## Online Check-in



## Check-in Process

- Check-in opens 28 days before departure and closes 5 hours before departure
- Visit the website [www.jet2.com](http://www.jet2.com)
- Click "Manage My Booking"
- Enter your booking reference (from your email), your surname and your flight date
- Select "Login"
- Select "Check In Now"
- Complete all the required information
- Print or download your boarding pass

## Hints & Tips!

Download the Jet2 app for paper-free flying!



### Airline

 RYANAIR

### Online Check-in



### Check-in Process

- Check-in opens 48 hours before departure and closes 2 hours before departure
- Visit the website [www.ryanair.com/gb/en](http://www.ryanair.com/gb/en)
- Select the MY BOOKINGS tab
- Select "No account? Check-in here"
- Enter your reservation number (from your email) and stafftravel@neilson.com for the email address
- Select "Check-in"
- IMPORTANT! Select your name only
- Complete required details
- Print or download your boarding pass

### Hints & Tips!

If you check in at the airport it will cost you €55. If you don't have your boarding pass, it will cost you €20.

REMEMBER TO CHECK-IN ONLINE to avoid any charges. Download the Ryanair app for paper-free flying!

### Airline

 AEGEAN

### Online Check-in



### Check-in Process

- Check-in opens 48 hours and closes 30 minutes before departure (dependent on the airport - check the website)
- Visit the website <https://en.aegeanair.com>
- Select the "CHECK-IN" tab
- Enter your reservation number (from your email) and your surname
- Select "CONTINUE"
- Complete the required details
- Print or download your boarding pass
- Boarding passes can also be collected at an Aegean kiosk or check-in desk

### Hints & Tips!

Download the Aegean app for paper-free flying! Mobile boarding passes are available for all Greek airports and most international airport. Check their website for full details

### Airline

BRITISH AIRWAYS 

### Online Check-in



### Check-in Process

- Check-in opens 24 hours and closes 45 minutes before departure
- Visit the website [www.britishairways.com](http://www.britishairways.com)
- Select the "MANAGE" tab
- Enter your booking reference (from your email) and your surname
- Select "Check-in online"
- Complete all the required information
- Print or download your boarding pass
- If you lose or forget your boarding pass, you can print it again at a check-in kiosk at the airport

### Hints & Tips!

Download the British Airways app for paper-free flying!

### Airline

### Check-in Process

### Hints & Tips!



#### Online Check-in



- Check-in opens 48 hours and closes 30 minutes before departure (dependent on the airport - check the website)
- Visit the website [www.olympicair.com/en](http://www.olympicair.com/en)
- Select the "CHECK-IN" tab
- Enter your reservation number (from your email) and your surname
- Select "CONTINUE"
- Complete the required details
- Print or download your boarding pass
- Boarding passes can also be collected at an Olympic kiosk or check-in desk

Mobile boarding passes are available for all Greek airports and most international airport. Check their website for full details

### Airline

### Check-in Process

### Hints & Tips!



#### Online Check-in



- Check-in opens 24 hours and closes 6 hours before departure
- Check the website to see if your flight is eligible for online check-in
- Visit the website <https://flightextras.tui.co.uk>
- Enter your booking number (from your email) and your surname
- Select "CONTINUE"
- Complete the required details
- Print or download your boarding pass

If you are part of the group booking on a TUI flight, you need the **LEAD PASSENGER'S** surname to access the booking. Check your travel email for this information

### Airline

### Check-in Process

### Hints & Tips!



#### Online Check-in



- Check-in opens 48 hours and closes 3 hours before departure
- Visit the website [www.skyexpress.gr/en/checkin](http://www.skyexpress.gr/en/checkin)
- Enter your booking number (from your email), your surname
- Select "CHECK IN"
- Complete all required information
- Select "DOWNLOAD" to print or save your boarding pass

Sky Express aeroplanes are usually very small! Double check you luggage allowance and accepted dimensions before you travel





# Luggage

## Hold Luggage Allowance

You are entitled to the standard baggage allowance for each flight we book for you. This will range between 20kg - 23kg.

It ultimately depends on the airline you are flying with, so double-check the luggage allowance for EACH flight and ensure you don't exceed the lowest limit if you want to avoid excess baggage charges.

## Adding on Extra Luggage

If you feel that the standard luggage allowance just isn't going to cut it and you want to take more, then most airlines will allow you to add an extra bag to your booking.

The most cost-effective way to do this is by adding it on BEFORE you turn up and the airport. This can typically be done online at the same time as you are checking in. Some airlines require you to call them, so check their policies to find out how it works for you. The extra luggage cost differs from airline to airline, so again, please remember that you could be flying on different airlines for future travel.

Any extra baggage charges, whether added on before you fly or incurred at the airport, must be paid by you. If you get to the airport and your luggage is overweight, the charges can be pretty hefty, so pack smart or think ahead. Add on extra luggage before you go. If you move resorts during the season for any reason, Neilson will not cover the cost of any additional luggage.

## Hand Luggage

Most airlines will allow you to take one piece of small hand luggage onto the aircraft with you so long as its size and weight don't exceed their policy. Check the airline's website for specific guidance and measurements. Airlines regularly make changes to their policies, so make sure you check every time before you travel.

## Flying on a Neilson Guest Flight?

If you are flying on a Neilson charter flight (a guest flight), you won't be able to manage your booking through the airline's main website or app. Therefore, if you want to add any extra items of luggage, you will need to flag this with the Staff Travel team, who can offer advice for each airline.



# Sports Equipment & Extras

Most flights can book special carriage for sports equipment and oversized items. To stick with the common theme of this guide...

Every airline has its own set of rules for oversized items, so check the carrier's website for full terms and conditions if you are taking sports equipment and/or oversized items with you.

There is often limited availability for these items, so you must pre-book them BEFORE you travel.

## Do you really need to pack it?

Think carefully as to whether you need your own equipment on your season or desperately need that extra bag. Storage will be limited in your staff accommodation, and you must consider the space you share with your roommates.

Remember, you are more than welcome to use the kit in our summer resorts if you want to enjoy the activities, and we can arrange equipment hire during the ski season. However, it is your choice, so make sure to sort it out before arriving at the airport.





## Bike Carriage

If you are a Bike Guide, we will cover the cost of taking your bike on a flight. You must ensure that you have selected “YES” on your travel preferences under the bike carriage section if you want this added.

If you are not a bike guide and wish to take your bike on a season, you must add bike carriage to your booking at your own cost. This can be done online through the manage my booking option.

However, some airlines have strict guidelines on this service, and some may not offer it, so always check and pre-book it. Don't risk just turning up with your bike and hoping for the best!







## Ski & Snowboard Equipment

We will book ski/snowboard carriage on your behalf if you have selected 'YES' on your travel preferences. A £40 deduction will be made on your first and last pay to cover the cost of ski/snowboard carriage.

If your flight has already been booked without carriage, and you wish to add this on, you must contact the airline directly (either through the manage my booking or by calling them) to add it on.

If you came out without equipment but have treated yourself to some new snazzy gear and need to get it home. Please make sure you update your travel preferences so that we can add them for you. Otherwise, you will need to add it yourself, as previously explained.







## Guitar

If you are a Resort Host, we will cover the cost of taking your guitar on a flight. You must ensure that you have selected “YES” on your travel preferences where prompted if you want this added.

If you are not a Resort Host and wish to take your guitar on a season with you, you need to add it to your booking at your own cost.

This can typically be done online through the manage my booking option. However, some airlines have strict guidelines on this service, and some may not offer it, so always check and pre-book it. Don't risk just turning up with your guitar and hoping for the best!







## Other Sports Equipment

If you wish to take any other sports equipment during your season, you must add this to your booking at your own expense.

You must check with the airline(s) you are flying with. Make sure your equipment will be accepted. Airlines will be strict with weight and dimensions and may even refuse to take it if it doesn't comply with their regulations.

As with all sports equipment carriage, always **CHECK BEFORE YOU TRAVEL**. Never risk arriving at the airport and expecting your equipment to be accepted. If you are denied boarding or miss your flight due to your extra luggage not being carried, then you will be responsible for booking a new flight at your own cost.





# FAQ's



## I can't check-in, what do I do?

Have you followed the specific process for the airline you are flying with? A checking-in guide covering the process for each airline can be found on pages 8 - 10 of this document. Check your travel email to find out which airline you are flying with so you know which process to follow.

If you still need help checking in, please contact the team at [stafftravel@neilson.com](mailto:stafftravel@neilson.com). If it's the weekend, or you can't get hold of staff travel, please contact your resort manager.

## I've received my flight details, but I can no longer fly on this day. What should I do?

Your flight date will be as close to your contract start date as possible, so you will have plenty of notice to let us know if you are no longer available. Your resort manager should also have contacted you to confirm your travel date before booking.

Unfortunately, flight bookings are complicated and costly to change. If you fail to let us know that your availability has changed before your flight was booked, and you cannot make alternative arrangements to take the flight, you will be charged for a new flight. This cost will be deducted from your first pay packet.

## My flight departs too early in the morning for me to be able to get to the airport, what should I do?

The travel preferences section of your starter form states, "Remember that your flight may depart as early as 5 am, so choose an airport that ensures you can get there in time to travel." Therefore, it is your responsibility to arrange transport that enables you to catch the flight that has been booked for you.

## My name is spelt wrong on my booking, what do I do?

Please get in touch with the team at [stafftravel@neilson.com](mailto:stafftravel@neilson.com) straight away so that we can get this sorted for you. If you notice any errors with the spelling of your name and it remains unchanged, you won't be able to fly.





**My flight has been booked to or from an airport that is miles away from where I live, why is this?**

We are sometimes limited with the choices of airports to fly to our resorts. Firstly, please check that you have entered your travel preferences correctly. We will always try and book you a flight that is the most convenient for you based on your preferences. Neilson will not be held accountable for your entering incorrect information.

If you have made a mistake, you can contact us to see if we can amend or change your booking. Please remember that any costs incurred will be deducted from your first pay packet. If they are correct, double-check your travel email to find details of connecting travel - See page 6 of this guide to find out if you are eligible for connecting travel.

**My travel preferences have changed, what do I do?**

If you need to change your travel preferences, log in to Cezanne to update them. You are responsible for doing this ASAP and ensuring your preferences are correct throughout the season.

If your preferences have changed and your flight has been booked, you will either need to make your own arrangements to catch the flight booked for you or pay to change your flight to suit your new preferences (if a flight is available).

**Help! I've missed my flight! What should I do?**

Contact your resort manager immediately to let them know what has happened. Unless you have a genuine excuse for missing your flight, you must pay for the next one.

**Help! My flight has been cancelled or severely delayed! What should I do?**

Contact your resort manager immediately to let them know what has happened. They will liaise with the team in staff travel to make alternative travel arrangements and ensure you're not stranded. Make sure you keep an eye out on your emails for any new booking confirmations that we will send to you.