

YOUR JOURNEY STARTS HERE: WHAT TO EXPECT & WHEN

YOUR SKIING ADVENTURE: WHAT TO EXPECT

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This timeline is your trusty guide to what happens next.

1. BOOKING CONFIRMED!

When: Immediately after booking + a few working days after booking

What comes from us:

- Payment Receipt
- Trip Confirmation Email
- A Welcome Email with some useful information
- A friendly follow-up from your Adventure Advisors with even more useful info

What you need to do:

Save these emails! Seriously, they're gold. From gear and insurance to logistics and timing, everything you need is in there. Keep them handy to save yourself time and questions later.

2. PREP TIME!

- Arrange your insurance
- Plan your travel
- Add extras

When: As soon as possible after booking. That way we can assure we can arrange those extras for you. If left too late options are likely to be booked up.

What you need to do:

- Insurance
 - Book comprehensive travel insurance that covers trip cancellation, medical emergencies, and repatriation
 - We highly recommend getting insurance that covers pre-trip cancellation, so you don't risk losing your deposit if something unexpected prevents you from joining the trip
 - Check out our [insurance guide](#)

- Plan your travel
 - Plan to arrive by early afternoon at the latest on arrival day. Even better: arrive the day before (or earlier!)
 - Travelling from overseas? If you're coming from a long-haul destination, we *highly recommend arriving a couple of days earlier* to give your body time to adjust and avoid jet lag affecting your adventure in the mountains. A well-rested start can make all the difference.
 - Chamonix-based trips: For transfers with [Mountain Drop-Offs](#), please select "Central Chamonix".

- Add extras
 - All extras are non-refundable, so please plan carefully and book early where possible to ensure availability.
 - Extra Nights: Request early, ideally by November, for trips the following year: [More info on extra nights and requesting extra nights](#)
 - Equipment Rental:
 - Chamonix-based trips: Rent from [Concept Pro Shop](#) Chamonix. You can reserve them online in advance. Payment is made when returning the items. A 10% discount is available for Adventure Base clients – just mention your booking with us. You can also purchase gear once in Chamonix (Snell Sports, Ravel, Intersport, etc.).
 - Innsbruck-based trips: Rent from [Die Börse Innsbruck](#)
 - Interlaken-based trips: Rent from [INTERSPORT Eiger Sport Unterseen](#)

3. FINAL PAYMENT

When:

- 20 weeks before your trip – you'll receive a reminder that the final payment is coming up soon
- 16 weeks before your trip – you'll receive your payment request + secure link
- 15 weeks before your trip – your final balance is due

What comes from us:

- Before payment: Email with a payment link
- After payment: Payment receipt

What you need to do:

- Pay your balance on time to keep your spot confirmed

4. FINAL PRE-TRIP EMAIL & WHATSAPP GROUP

When: 2 weeks before your trip & 1 week before

What comes from us:

- 2 weeks before: Via email you will receive your final info pack, including:
 - Arrival Details
 - Last travel reminders
 - Packing checklist
 - Final tips for a smooth start
 - Accommodation location will be shared via WhatsApp group shortly before your trip. For transfers, please select "Central Chamonix".

- 1 week before: An invite to a WhatsApp group with:
 - Your guide
 - Our operations team
 - Your fellow adventurers
 - Final Trip information, such as accommodation and any other updates

What you need to do:

- Join the group for updates, coordination, and last-minute questions or reminders

5: TRIP START

What you need to do:

- Arrive by early afternoon at the latest on arrival day (morning or the day(s) before is even better – especially if you're flying from overseas)
- This gives you time to:
 - Collect rental gear
 - Settle in
 - Be ready for your evening briefing (~6pm)
- Then... Let the Adventure begin! You're fully prepped and ready to go. We'll be right here if you need anything.

6: POST TRIP

Feedback & Call-Back Option

What you'll receive:

- A link to share your thoughts via our feedback form
- You'll also have the option to request a call-back from our team, if you'd like to chat through your experience – no pressure, just a friendly catch-up if it suits

Referral Programme

What you'll receive:

- An email invite to join our referral scheme, so we can say thank you for recommending us to others
- Full details will be in your inbox post-trip (2025 adventurers will receive this at the end of the season)