

# *Sample Inntravel Customer Documentation*

These documents demonstrate the supportive style of the notes that we supply with the ticketing pack for your independent holiday. Please note that details in sample documents are not updated or checked for accuracy, and in some cases they are for holidays that are no longer available through Inntravel.

## **Fefor Fefor Høifjellshotell**

Fefor  
2640  
Norway  
Tel: 0047 XX XX XX XX  
Fax: 0047 XX XX XX XX

Ski cross-country in beautiful mountain scenery in the heart of Gudbrandsdalen, the valley known in Norway and beyond as Peer Gynt's Valley. Relax at this comfortable hotel with its excellent facilities, and discover the unique beauty of Norway in winter.

We wish you a very pleasant stay.

# Fefor Høifjellshotell

## **Assistance:**

In the rare event that you should encounter any problems during your stay, please contact the owners/agents in the first instance as they act as our representatives. Please do not wait to report any dissatisfaction until you return to the UK as problems can only be rectified if you give us the chance to do so at the time.

## **24-hour emergency contact with Inntravel**

If you need to contact Inntravel out of office hours on urgent matters, please phone **01653 XXXXXX**.

Your initial call to this number will be taken by our emergency assistance service. Please provide them with your contact telephone number, location, booking reference number (if you have this easily to hand) and a brief description of your problem; they will then immediately contact Inntravel's 24-hour Duty Officer, who will call you to assist.

Please do not call this emergency number for routine matters or enquiries which can be most effectively handled by our full team during office hours.

*These notes have been compiled carefully by Inntravel with the best information available. We welcome any comments you might wish to make in order for us to improve our standards of service.*

# Fefor Høifjellshotell

## **Documentation for your holiday**

### **Your information pack includes:**

- Tickets (please double-check these)
- Accommodation vouchers
- Ski pack vouchers (if applicable)
- Luggage labels
- Emergency telephone numbers
- General information on your holiday
- Foreign Office Travel Advice
- 'Peer Gynt Ski Region' leaflet

### **You should already have received the following documents with your holiday confirmation/invoice (please let us know if you have not received them):**

- Your insurance policy documents (if applicable)
- 'Norway' Country Information leaflet
- 'Downhill skiing' and 'cross country skiing' leaflets

# Fefor Høifjellshotell

## Access/Directions

**Please note that food and drinks are no longer included on SAS flights.**

**By Train:** Your train departs from the station within Oslo's Gardermoen airport for the journey to Fefor, and on your return the train takes you directly to the airport. Please make sure you catch the train indicated on your itinerary, as few trains run on this line. If it has been possible to reserve a seat, then the seat reservation is included with your NSB tickets – there is one ticket per person and then a separate 'ticket' indicating the seat reservations for the whole party (coach and seat numbers). If we haven't been able to secure a seat reservation, then please catch the train indicated on your itinerary and find a spare seat.

The trains come from Oslo Sentral Station and run on the Trondheim line via Lillehammer. Make sure that you are absolutely ready to leave the train when it stops, as the doors remain open for less than a minute. Norwegian stations are marked with a small, discreet sign above the door to the station building, and the announcements on the train are sometimes only in Norwegian. The train may be running slightly late because of weather conditions or other delays, so don't assume that the station the train reaches at the time you are due to leave it is the right one!

We have notified the hotel of your arrival time at the station. If you are delayed for any reason, please call the hotel to inform them of your new arrival time. A taxi will be waiting at the station to transfer you the 5km to the hotel. For your return journey, please inform the hotel of your train time and they will arrange a taxi for you.

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## **Fefor Hotel**

The Fefor Hotel is an attractive building, with its oldest parts dating back to 1891 – it is the oldest high mountain hotel in Norway. Amongst its early guests was Captain Scott, whose visit in 1910 to prepare for his 1912 Antarctic attempt is recorded in photographs displayed in the hotel. The lounges and reception area are decorated in the nostalgic Norwegian style which harks back to a romanticised past, with scenes of rural life on the walls and ceilings and stuffed animals in the reception area. The large restaurant looks out over the frozen tranquillity of Lake Fefor to the Jotunheimen mountains. As the hotel has grown over the years to its current substantial size, it has been equipped with an excellent range of facilities, including a sauna, sunbeds, squash court, an indoor swimming pool and outdoor curling/ice-skating rink. Hairdryers and an iron can be borrowed from reception.

The staff are very professional and there is a relaxed, informal atmosphere. Vast buffet breakfasts are served, and you should also make up your lunch pack from the food available here – ask for some grease-proof paper and plastic bags if none are obvious. Alternatively, if you are in the hotel at lunchtime, you can have a sit-down lunch in the restaurant – there is no extra charge for this, but please advise reception that you wish to have lunch at the hotel. The evening meal is either a buffet, with a choice of excellent seafood, meats, vegetables and salads or a 3 or 4 course served menu. Dinner for children is served from 1830. The hotel is particularly good for families, with lots of activities for children. Cards and board games are available from the reception area in the evenings, and there is often live music. There is a small shop at the hotel reception, although shopping is better at nearby Gålå. The hotel runs a bus most days to Vinstra, where there is a pharmacy. Ask at reception if you wish to use this service.

## **Fefor and skiing**

This traditional upland valley in the north of the Gudbrandsdalen region is in the heart of highland Norway, with the Jotunheimen mountains to the west and the Rondane national park to the east. At 930m above sea level, the hamlet of Fefor is superbly located above a frozen lake in its own woodland dale, a wild and beautiful place. There are some log-cabins scattered around the hotel, and as you ski you could also look out for the traditional summer farmhouses: there are several at Rasmussetrin and at Huskelisætra, on the Feforkampen circuit. Look out for signs of wildlife, too:

## Fefor Høifjellshotell

you should see plenty of hare tracks, and perhaps also fox, stoat (wearing their winter coat of ermine) and even moose (elk) or reindeer.

**Cross-country:** Cross-country skiing is the dominant activity, with a wide range of trails for all abilities. Fefor lies at the centre of a huge upland region which includes Gålå and Espedalen, all linked by cross-country ski trails ranging from 2-60km in length and up to 1517m in altitude. The trails include the 11km Feforkampen Rundt, which goes round Mt. Feforkampen, the 7.5km trail around the Fefor Lake ('Feforvannet'), and tracks across to the nearest settlements – Gålå, 10km to the south-east, and Dalseter, a similar distance to the south-west. In both these places there are hotels and cafés where you can rest and take refreshment before skiing back to Fefor. The Peer Gynt trail (60km) links the ski resorts of the whole region.

**Downhill:** The small Alpine downhill centre is closed for most of the winter season, although it should be open during the main peak weeks in February (please ask at reception). Should you wish to downhill ski then this is possible at Gålå, 30mins by bus (NOK50 return per person).

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## Lift Passes, Ski Equipment Hire and Lessons

Please see the enclosed information booklet on the Peer Gynt region. Prices below have been given as a guide, and often other alternatives are available.

### Lift Passes

**Cross country:** Access to the trails is free of charge.

**Downhill:** These passes can be purchased locally in Gålå and cost from 715NOK per adult for 3 days.

### Equipment Hire

For hiring **cross country** skis, please use the shop opposite the hotel, which is open daily from 0900 to 1200 and 1630 to 1730. They will also wax skis and provide information on how to wax your own skis. They do have a small selection of **downhill** skis, although we would recommend hiring them in Gålå. If you have pre-booked your equipment, then please take your voucher to the shop and exchange it for your equipment. If you have not pre-booked your equipment, then please go to the shop and they will be able to provide you with equipment.

	3 days	6 days
Adult cross country skis, shoes & poles	NOK 340	NOK 510
Child cross country skis, shoes & poles (6-12yrs)	NOK 300	NOK 450

### Lessons

Should you wish to have some **cross-country** lessons then these can be booked through the hotel. Please ask at reception for more details.

Private lesson	1 pers	2 pers	3 pers	4 pers
45mins	NOK 375	NOK 260	NOK 210	NOK 180
90mins	NOK 585	NOK 440	NOK 330	NOK 270

(Prices are per person)

### Other Activities

**Ice-skating, tobogganing, and ice-fishing** are all available – please ask at hotel reception. Facilities for **squash** and **table tennis** are available – collect rackets from reception.