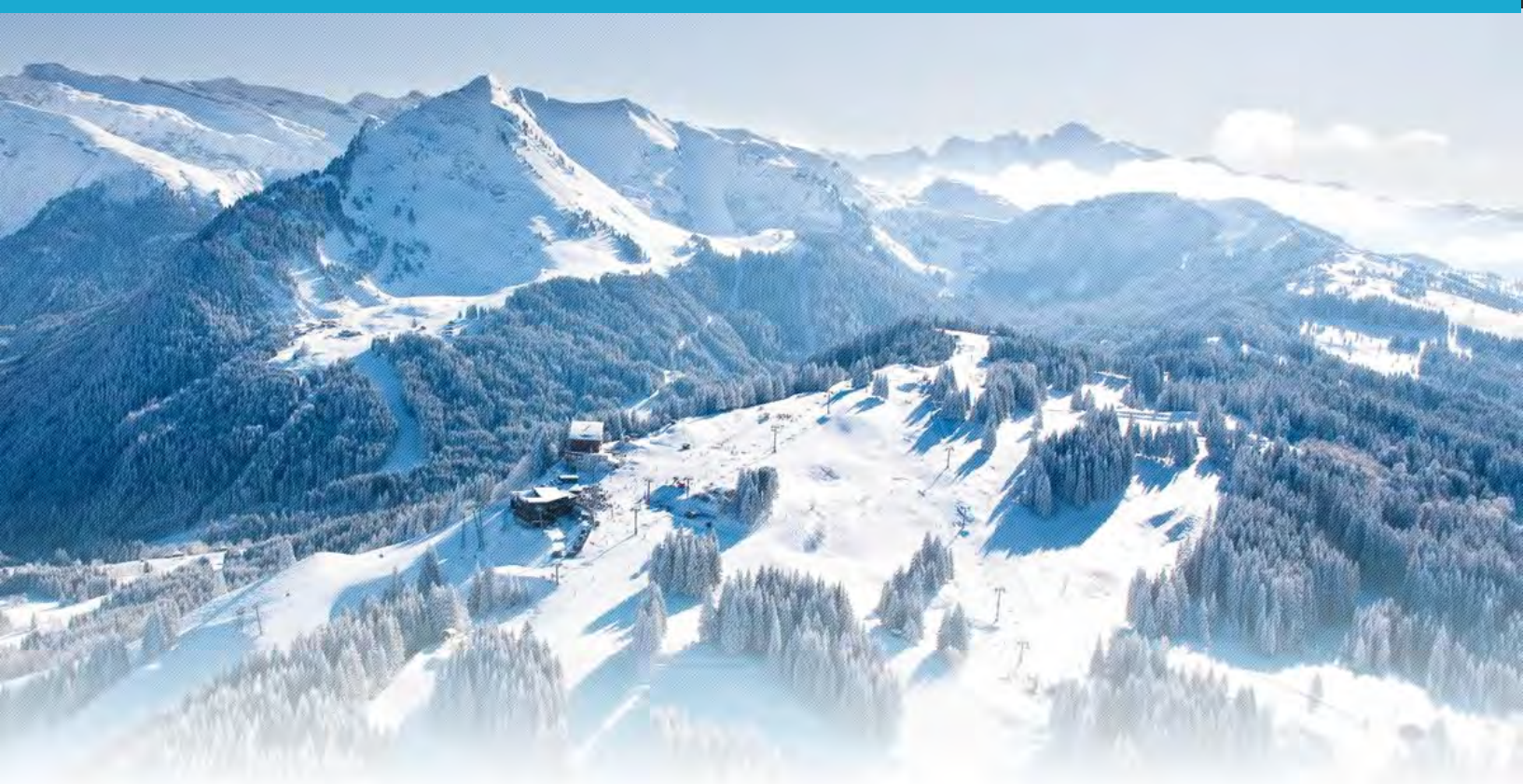


# ▲ski-lifts

Airport Transfers to Ski Resorts



## Client Brochure



World's  
Best Ski Transfer  
Operator

+44 (0) 20 8819 7950 | +33 (0) 481 680 864 | [info@ski-lifts.com](mailto:info@ski-lifts.com)

[www.ski-lifts.com](http://www.ski-lifts.com)

Take all of the hassle out of airport transfer bookings.  
Work with Ski-Lifts as your trusted airport transfer partner.

### Airports covered by Ski-Lifts:



Ski-Lifts offer an unrivalled range of airport transfers to ski resorts throughout Europe and North America.

The company started operating in 2003 providing airport transfers from Geneva Airport to Morzine, Avoriaz and Les Gets in its own fleet of minibuses. Since then, Ski-Lifts has seen considerable growth and now, via a trusted network of partners, offers airport transfers to ski resorts in 12 different countries, from nearly 40 different airports and transports over 60,000 passengers each year.

Through a unique combination of our own operational experience of the industry and our close partnerships with ski transfer operators around the world, we have developed a thorough understanding of the market and the needs of our customers. This has enabled us to build an unbeatable product offering, built upon four fundamental principles:

**Reliability, Safety, Value for Money & Customer Satisfaction**

There is no 'one size fits all' rule for tourism and we know that the same applies to the transfer industry.

Every client has unique requirements, different priorities and budgets for their trip.

Ski-Lifts offer a wide range of transfer types on each route, including;



#### Shared Transfers

The most cost effective way for individuals, or small groups to travel, as they simply pay per seat on a transfer. On certain routes, we offer multiple types of shared transfers, based on slightly different service levels or waiting times, which further caters for different requirements or budgets.



#### Private Transfers

One of our most popular transfer types, as it offers complete flexibility, comfort and efficiency to the client. The group has a vehicle and driver dedicated to their party, ensuring no waiting at the airport and the shortest transfer time possible.



#### Luxury Transfers

These transfers offer something a bit special and can be tailored to the requirements of your client. Whether it is a top of the range Mercedes minivan, or a luxury limousine we can arrange this and ensure that your client receives the full VIP treatment. We can also offer luxury coaches for larger groups on many routes and even stretch hummer limousines to certain resorts.



#### Coach Transfers

For larger groups, we offer private hire coaches of various sizes, which become the best option on a price per person basis to travel, whilst still giving the same high service levels and efficiency of a private transfer.



#### Bespoke Transfers

In addition to our extensive range of destinations and transfer types that we offer as standard, we will always aim to go the extra mile for our clients by offering a bespoke service to meet their needs. If you have special requirements for a particular transfer, our knowledgeable and experienced team will build the transfer package that you want. We have tailored our service and packages to meet the specific demands of all of our clients. Whether you are a large tour operator or travel agent, specialise in corporate, luxury or budget travel, we will be happy to discuss what will work best for you.

Our greatest testimonial is the volume of returning clients who book with us year after year and this has been the cornerstone of our growth.

We survey our customers each year about all aspects of their transfer experience and publish these results for all to see on our website. In the 2015-16 winter season, we scored an average score for our transfer service of 4.63 out of 5, which is something that we are proud of, despite constantly striving for 100% satisfaction.

Each year around 50% of our passengers come through contracts we have with partner companies within the ski holiday market. We work with some of the leading names from across the industry, including airlines, tour operators, independent ski holiday providers and travel agencies.

A selection of companies we currently provide transfers for include TUI, Ski Independence, The Skiclub of GB, Sundio Group, Skiworld, Ski Solutions, Iglu, Alpine Answers, Erna Low and many more.

Whether large or small, we value each of our clients and their customers and work to meet their specific demands.

As a valued client you will have a dedicated account manager assigned to you, who is on hand to discuss your requirements and ensure you are getting the service level that you expect.



### Operations 24 / 7

Our operations team are contactable 24-hours a day, 7-days a week, to deal with enquiries relating to transfers taking place at that time.



### Bookings 7-Days a week

You can contact our bookings team 7-days a week during office hours in the winter and summer seasons and Monday to Friday out of season, to discuss bookings and upcoming transfers.

Although we always aim to prevent problems, from time to time they are unavoidable. In the case of any queries or complaints regarding our service, our customer service department investigate every issue comprehensively, returning promptly with a detailed breakdown of events and a proposed resolution. We then use this experience and the feedback to make changes to our business to try and avoid similar problems occurring again in the future.

### Testimonial

"Ski-Lifts provide us with a safe, reliable and highly professional service for our clients to a range of destinations. They take great pains to ensure that everything runs to a timely fashion and on the rare occasion that something does go wrong, they work hard to find a solution. Everyone in the Ski-Lifts team is great to work with and their efforts are hugely appreciated by everyone here at Ski Independence. We look forward to working with you all again next season!" - [Ski Independence](#)





## We believe that the transfer booking process should be as quick and easy as it possibly can be.

We are constantly working with our developers, based on feedback from our clients, to refine our systems and also working to build new and innovative add-ons to help them sell and manage their transfers as efficiently as possible.

Ski-Lifts have created our own bespoke booking system, constantly refined over the years, based on experience and customer feedback, culminating in a system and tools that take all of the hassle out of booking airport transfers.

We offer different types of accounts, pricing models and tools, for different types of company and we are happy to discuss your requirements and selling models, to ensure that we set you up with the correct platform for your needs.

If you book transfers on behalf of your customers, then we offer an account facility enabling you to make and manage your bookings easily through our system and you benefit from paying reduced industry rates. In addition to the standard account booking form, it is possible to make bulk uploads of a high volume of bookings using a CSV file.

The most efficient way to book transfers with us is by integrating your booking system to ours by using our API feed, which automates the booking process, means you are only using one system for managing more aspects of your customer's booking and reduces admin time on your part. There are already some accommodation management platforms that have completed this integration, such as Chalet Manager, so users of their system can already automatically book their transfers with us in this way. To see if you use one of these systems already, or to discuss using the API, just give us a call.

Alternatively, you may prefer to work on an affiliate basis, simply referring your customers to book our transfers, either as an essential and relevant travel service of interest to them, or directly as part of their package holiday through dynamic packaging. There are various ways to integrate in this way, such as your own branded version of our booking page, embedding the booking process directly into your website as a widget, or using our API feed to take a live feed of prices to incorporate into your own booking process. This method offers you great commission earning potential as well as offering your customers the chance to find more elements for their holiday on your site.

We will be happy to discuss all of these options in more detail with you, to ensure you maximize the potential of working with us.



We believe that one of the most important aspects of the transfer experience is good communication. It ensures that all parties are aware of what the service entails, expectations are managed and met and that the transfer can be carried out to the desired service levels.

When making a booking you can clearly see all of the information relating to the various transfers available, ensuring the correct one is selected for the customer. Your account also lets you view all of your bookings quickly and easily, including the scheduling or pick up times for departure transfers to the airport.

In addition to the online information at your disposal, we also send information via email and SMS to ensure information is always at hand.

### Confirmation

An automated email confirmation is sent to you and your customer, each time a booking is made. This includes all of the details for the transfer, arrival and departure instructions, emergency contact details and any other important and relevant information.

### 1 Week Before

The booking confirmation email is re-sent as a reminder the week before travel, providing another opportunity for the customer to check all of the details and make any changes in good time, should they be necessary.

### 1 Day Before

Once the schedule for transfers for the following day is confirmed, you are sent an email reconfirming all of the transfers and timings for departure transfers.

### 1 Day Before

An SMS is sent to your customer the day before they are due to depart, confirming their exact pick up time from their accommodation.

Feedback is extremely important to us, as we use this to constantly improve our service. We send a survey to our clients after each season, giving you the opportunity to let us know what we are doing well, or where we could make changes to make things better for you.

Our team are always on hand to answer your queries, whether it is your account manager, our bookings team or customer service department – we are here to help.

We offer different booking methods to suit different companies' requirements and we offer different pricing and payment structures to suit these needs as well.

If you are booking on behalf of your customers through your account, then we can offer industry rates that are discounted from the standard public prices found on our website.

This gives you the opportunity to make money from the sale of our transfers, or simply to get the best possible deal for your customers.



### Pricing

Pricing is clear when making a booking, allowing you to see all available transfer options and rates. It is included on your copy of the booking confirmation email, but not the version that your customer would receive.



### Payment terms

We can offer different payment terms, ranging from payment online at the time of booking, to weekly, or monthly invoicing and payment by bank transfer. We are happy to discuss these with you when setting up your account.



### Affiliate scheme

Alternatively, you may work on an affiliate basis instead and are simply referring customers and earning a commission on their bookings. In this case you still receive the email notification each time a booking is made through your account, showing the amount paid and can view these booking using your affiliate login. At the end of each season, you are sent a complete breakdown of these bookings and the commission you have earned.

## Testimonials

"We have been working with Ski-Lifts for several years and have always found them to be professional, reliable and very efficient." - [Erna Low](#)

"We have been working with Ski-Lifts since 2013 and have found them to be a very valuable partner. Ski-Lifts are very easy to work with, have a great range of competitively priced product and the service they provide to our mutual clients is always well received." - [Skiworld](#)

Ski-Lifts are not solely focused on the winter season. We offer a year round solution to our clients transfers needs. Our transfer service is available all year round, including to all of the resorts in the Alps, destinations in the Italian lakes, or cities around the Pyrenees for example.

And moving away from the mountains, we also have a sister site, called Sea-Lifts.com which works in exactly the same way, using the same system as Ski-Lifts. Sea-Lifts has been specialising in providing transfers to coastal destinations in France, Spain and Portugal for more than 10 years.

## Csea-lifts

We hope that between these two sites, we can offer you a full-service, year round solution for your transfer needs. However, if there are specific requirements that you have, in terms of destinations, tours, or a specific transfer type that you can't find on either of our sites, your dedicated account manager is on hand to discuss your requirements, will ensure we understand exactly what you need and will then come back with a bespoke solution for you.



## ▲ski-lifts

To discuss how we can best work together, or for any enquiries, please get in touch using these contact details.

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