



## ALL THE TIPS

**A collection of info and tips to make your week as smooth as possible**

### **Luggage storage**

Rise provide free of charge luggage storage on arrivals day however not on departures day- please arrange this with your accommodation supplier if this is necessary.

### **Cloak room**

The Rise indoor arenas will operate a compulsory cloak room system which will require a €2 charge per item. No coats indoors, for fire and safety reasons. Please bring cash for speed. And we will keep your stuff safe!

### **Capacity**

As with any venue, Rise arenas and bars have a capacity limit. If you arrive and are not allowed entry due to this please do not argue with security- they are just doing their job and keeping the event safe. We work really hard to ensure there is more than enough space and things going on for everyone to have a great time. If there is a specific show you wish to see, we recommend getting there early to avoid disappointment. There will be a 1 in 1 out policy where venues reach capacity. Arrive in plenty of time to all bars and shows to avoid this.

### **Please keep our resort tidy**

The gendarme (French police) will not take kindly to you walking the streets with glass bottles. In fact they will take it very seriously so best to avoid! Please don't litter and keep the resort looking as pretty as when you found it.

### **Winter Sports Insurance and EHIC**

Winter Sports insurance is essential. Please make sure you have this and that it covers you for exactly what you need. If you are a UK citizen, please ensure you have an EHIC to travel with – The European Health Insurance Card (EHIC). The EHIC can be used to cover any necessary medical treatment due to either an accident or illness within the European Economic Area (EEA). Please go to the EHIC website for more information.

### **Alcohol Awareness**

Alcohol can affect you very differently at high altitudes, so please bear this in mind and drink responsibly. Temperatures can get dangerously low at night-time, so please ensure you take a coat with you every night and don't rely on your beer jacket, it might work on a Saturday night in town at home, it won't work in a ski resort, trust us. Please note, most insurance companies will not cover the cost any medical bills incurred under the influence of alcohol.

### **Substance abuse**

Rise festival operates a **zero-tolerance policy** to drugs. Rise festival have the right to remove anyone deemed to be under the influence of, in possession of or distributing illegal substances. You will be ejected from the festival immediately and reported to the authorities. The police are extremely strict on drug misuse in France and the penalties are high. Rise festival have no obligation to help you get home if you are ejected from the festival. Drugs have dangerous and unpredictable consequences. Single pills are not tested and can have fatal doses. Do not feel pressured into anything and most importantly, do not risk your life. You can confidentially report anyone who had offered you illegal substances to a member of security.



### **Legal Highs**

Legal highs including NOS are not permitted on site and will be confiscated by authorities.

### **Feeling unwell or unsafe?**

During the events if you are feeling unwell, not yourself or need some time out please alert a member of staff or head to our welfare zone immediately. We are here to help! Contact details are in your festival programme. In the event of a critical emergency, remove us as the middleman and dial 112 immediately (pan European)

### **Stay Hydrated**

Top yourself up with water throughout the week; snow, altitude, party, late nights can all result in dehydration. Stay hydrated and make the most of your Party on Top of the World.

### **Missing person – Buddy system**

Check in on your friends every day and if at any stage of the week you have not seen your friend for a period of time and you are concerned that they may be missing, please inform the police immediately and also let us know at the Rise Hub. We encourage the buddy system in resort- make someone your buddy for the week and check in on each other throughout; also a great way to meet people.

### **Violence, Abuse and Antisocial Behavior**

In the case where we deem a client to be unsafe whether this be towards a member of staff, a fellow passenger or a risk to themselves, we will immediately terminate our services to you and it is the responsibility of the person to ensure they are safe in returning to the UK. Rise festival have no obligation to assist with this. Should the person affected by the violence or abuse wish to report this to the police authorities, this is out of our hands and criminal charges may be levied.

It is not deemed 'reasonably practicable' for us to attempt to manage ALL of your activities for the entirety of your stay. Responsibility is therefore passed to the individual to manage their own safety (& prevention of accidents) in any periods where you are NOT attending an organized event attached to Rise festival or associated partners. These occasions will be (but not limited too) personal travel around resort, skiing at any time, snowboarding at any time, visiting of bars and venues independently.

## **BE SAFE AND HAVE A GREAT TIME**