

Oak Hall

Detailed Information – Feldberg 2017

We are pleased you are travelling with us this winter and are confident you will have a great time. Don't worry if you are coming alone as with our friendly team and guests, you will very quickly feel part of the group.

In this document you will find important details about your holiday to Feldberg. Please keep it and refer to it as your holiday approaches.

Code	Departure from UK	Arrival back in UK
F10	Sun 12-Feb-17	Fri 17-Feb-17
F11	Sun 19-Feb-17	Fri 24-Feb-17

To the mountains

MEETING AT OTFORD MANOR

As described in the brochure and on our website, this trip is a little different to other Oak Hall ski trips as equipment fitting (for over 12s) takes place at Otford Manor before we leave. **Please arrive at Otford Manor at 15:00 on the Sunday your trip begins** and have your ski socks handy so you can ensure your boots fit comfortably. It will take some time to fit equipment for the whole group so we will enjoy getting to know each other and perhaps playing some games around the log fire in the dining room whilst this takes place in stages. The Manor team will provide plenty of hot and cold drinks, cakes and other snacks during this time.

Once fitted with the correct equipment we will take you to our coach, then onwards to the Eurotunnel terminal and through the night to Germany.

PARKING AT OTFORD MANOR

There is a charge of £17 to park your car for the duration of the holiday, payable in advance. Please note that vehicles are left in the car park at your own risk. For directions to the Manor visit www.oakhall.co.uk/directions (NB: Sat Navs often give incorrect directions for our postcode).

TRAVELLING BY COACH

You will begin your coach journey from Otford as detailed above. There are no other possible boarding points, although you may disembark at the Stop 24 service station in Folkestone on the journey home.

LUGGAGE

As a group we dress casually and our chalets are warm, so please keep your luggage light and to a minimum. Please make sure your case is robust and weatherproof as we cannot accept responsibility for any damage.

With limited space for luggage available on our coaches, the weight limit is 20kg. Please ensure that your suitcase is no larger than 150cm (60 inches) total dimensions (length + width + height) or 75 litres. We cannot guarantee to carry luggage in excess of this size or weight. Boots may be brought in a separate bag as part of your 20kg allowance.

One set of skis or a snowboard can be carried at a cost of £20 per person, provided we have space available and you have pre-booked.

Please pack a separate small bag with the things you need for the first day, as you will not have access to your main luggage until we arrive at the chalet that evening. We suggest you get changed into your skiing clothes at the motorway services, only an hour from Feldberg.

ITEMS TO BRING ON THE COACH

Important items to pack separately (or wear on the coach) are as follows:

- passport
- money (euros)
- ski jacket
- hat
- gloves
- goggles/sunglasses
- ski-trousers
- ski socks
- other warm layers
- sun cream
- water bottle
- packed food

THE JOURNEY

When ski fitting is completed, we will travel by coach from Otford to Folkestone. There will be a short break at the Eurotunnel terminal where you will be able to buy food and drink before boarding the train for the 35 minute journey to Calais. We will travel overnight so we recommend wearing layered clothing, and bringing a small pillow, thin blanket and your wash kit in your hand luggage. We plan to stop at a motorway service area in Germany on Monday morning, where you can either buy breakfast or eat your own packed food and change into your skiing clothes. We should then arrive at the slopes at around 10:00 ready to ski. You should also plan to bring or buy food for your lunch on that day although there are some cafes and restaurants at the resort.

It is our policy not to carry alcohol on board or in the baggage trailers and smoking is not permitted in our vehicles.

On arrival at the slopes we unload the ski equipment, distribute the ski lift passes and get underway with lessons as soon as everyone is ready. Families with children needing to hire equipment will be taken to a local hire shop. This equipment will be ordered in advance by Oak Hall but will have to be paid for individually. A set of children's equipment is likely to cost about 30 euros for the 4 ski days. If you will be hiring children's kit it would be helpful if you could send us an email with the height, weight and shoe size of your child so that we can make our advance order with the rental company.

At the end of the day we board our coach to travel the short distance to our chalet for hot showers, dinner and a good night's sleep.

DAILY ROUTINE

On the next three mornings, after breakfast and having prepared a packed lunch, we will head back to the slopes.

On the final day we must vacate the chalet before we ski, so you should wear your ski gear as usual and pack your bags before getting onto the coach. You will be able to make a packed lunch for that day as before. At the end of the day we head home directly from the slopes, stopping in Freiberg for an evening break at about 18:00, then travel through the night to arrive in the UK on Friday morning. We suggest you keep some euros handy to buy food and drink on the return journey.

COACH TIMES

Please arrive at Otford Manor at 15:00 on the Sunday afternoon. You will arrive back in Otford at about 9:15 on the Friday morning.

Accommodation

On trip **F10** we will be staying at:

Gastehaus Bernau

Kaiserhausstrasse 99
79872 Bernau
Germany
Tel: (00 49) 7675 90813 0

Centre facilities: Wifi available. Free tea and coffee available at breakfast and dinner times.
Ben linen provided – please bring a towel

Bedrooms are normally allocated by the office before departure. Mixed accommodation is only available for married couples or families. It is our policy to request that families with children under 16 share together. Please let us know now if you require a family room or if you would like to share with a friend.

Breakfast and dinner will be served in the centre's dining areas. Items are available to make packed lunches each day.

On trip **F11** we will be staying at:

Freizeit Zentrum Altglashutten

Am Sommerberg 26
79868
Feldberg-Altglashutten
Tel: (00 49) 765590010

Centre facilities: Wifi available. Tea & coffee available all day (there may be a small charge)
Bed linen and towels are provided

Travel Essentials

PASSPORT AND VISAS

You will need to carry a valid passport in your hand luggage in order to leave the United Kingdom. It would be a good idea to check your passport now to ensure that it is valid for the duration of the trip.

If you do not hold a UK passport, it is your responsibility to check whether you require any visas for your journey. We strongly advise you to check this at the time of booking, as there can be delays in issuing visas. No visas are necessary for British Citizens.

EHIC CARD

We ask all our guests (resident in the EU) to obtain and carry a free European Health Insurance Card (www.ehic.org.uk). This card facilitates medical care in the EU and Switzerland and is becoming a standard requirement by most travel insurance companies for EU citizens. Please ensure that your EHIC is still valid.

TRAVEL INSURANCE

We require everyone travelling with us to have travel insurance. Please make sure your policy includes full wintersports cover. Please record your policy number, insurance company and their emergency telephone number in your online booking.

HOLIDAY MONEY

In most situations you can pay with a debit or credit card. You can also buy local currency (Euros) before you leave.

OTHER USEFUL ITEMS

You will need suitable footwear for walking on snow and also indoor shoes for the evening. Medical items such as tubi-grips, cold remedies etc may be difficult to find at the resort, so you may want to bring some with you. If you sleep lightly and are sharing a room you may find ear plugs helpful.

A Quick Checklist

- Passport
- EHIC (European Health Insurance Card)
- Winter-jacket and ski trousers
- Ski gloves, socks and hat

- Fleece or warm layer
- Sunglasses or goggles
- Helmet (or hire from Oak Hall)
- Wrist guards (if snowboarding)
- Sun cream
- Water bottle
- Bible for evening study talks
- Towel for showering (F10 only)

Lift passes

The cost of your lift pass is included in the basic cost of the trip.

Equipment Hire

We recommend that you use Oak Hall winter sports equipment which will be fitted for you. The minimum age for Oak Hall ski and snowboard kit hire is 12 years. If you require equipment outside the sizes we offer (including children's sizes) or if our equipment is unsuitable for you we will arrange to return any hire payment you have made to us and introduce you to a hire shop where you can arrange to hire equipment locally.

SKI EQUIPMENT HIRE

Our ski equipment consists of very good quality carving skis, boots, ski poles and a boot bag - all available at an economical cost. Our stock of equipment provides ski lengths 125 - 172 cm and adult UK boot sizes 4 - 12. If you are using your own boots then please note that our kit bindings will accept boots with sole lengths between 26 and 38 cm.

SNOWBOARD EQUIPMENT HIRE

We offer excellent adult boards with bindings and soft boots for hire. Our stock of equipment provides snowboard lengths 138-166cm suitable for those weighing between 45kg and 120kg. Boots are available in adult UK sizes 4-12.

HELMETS

We strongly recommend that you use a helmet when skiing or snowboarding. In some resorts helmets are a legal requirement for children. All under 16s in Oak Hall lessons must be wearing a helmet. We are able to provide some adult helmets for hire and they can also be hired at local ski shops or from UK based suppliers.

LET US KNOW!

Please inform us of your equipment requests in advance, including your height, weight, shoe size and snowsports experience so that we can ensure that suitable equipment is available.

PAYMENTS

All hire charges for Oak Hall equipment are payable with your final payment, due two months before your holiday departs. Should you lose or damage the hired ski or snowboard equipment, we ask you to pay the replacement cost at the resort and make a claim on your travel insurance.

HIRE PRICES

- Ski boots, skis & poles £67
- Snowboard & boots £67
- Skis & poles only £57
- Snowboard only £57
- Ski boots only £22
- Snowboard boots only £22
- Helmets £16

Ski and Board Instruction

Our instruction package on trips to the Feldberg will consist of 4x2 hour sessions for a total of £58. Occasionally small groups (4 or less) may receive shorter but more personalised lessons in order to best match ability. All groups will receive plenty of personal tuition and feedback.

SKI INSTRUCTION

We offer ski instruction for all levels of ability from beginners to advanced. Whilst our instructors are willing to instruct children, parents or guardians must be prepared to accompany their children during their lessons and at all other times - this may affect parents' own lesson arrangements.

SNOWBOARD INSTRUCTION

Our snowboarding team provide instruction on both our Feldberg trips for beginners to book lessons. Our team also provide tuition for those with experience and can offer coaching for advanced riders. Please note our minimum snowboard instruction age is 12 years.

Final payment: When?

The balance of your holiday payment is due two calendar months before departure. Please make a note of when the payment is due, as you won't necessarily be sent a reminder. If you are no longer able to travel, then please let us know.

Finally...

Please upload your travel insurance details and also a head and shoulders photo in the guest area of our website. For details of our full booking conditions and more information about this winter with Oak Hall, please visit www.oakhall.co.uk. You may find the FAQs section particularly helpful.