

OakHall

Detailed Information – Schladming 2018

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 Schladming. Please keep it and refer to it as your holiday approaches.

Code	Departure from UK	Arrival back in UK
TAX2	Wed 20-Dec-17	Wed 27-Dec-17
TAX3	Wed 27-Dec-17	Wed 3-Jan-18
TAX10	Sat 10-Feb-18	Sat 17-Feb-18
TAX11	Sat 17-Feb-18	Sat 24-Feb-18
TAX12	Sat 24-Feb-18	Sat 3-Mar-18
TAX13	Sat 3-Mar-18	Sat 10-Mar-18
TAX14	Sat 10-Mar-18	Sat 17-Mar-18
TAX15	Sat 17-Mar-18	Sat 24-Mar-18
TAX16	Sat 24-Mar-18	Sat 31-Mar-18
TAX17	Sat 31-Mar-18	Sat 7-Apr-18

To the mountains

TRAVELLING BY AIR

AT THE AIRPORT

If you have booked your flights with us we will be waiting for you at the check-in area of the relevant airline two hours before your flight departure. Please make contact with us, so that we know you have arrived. Be aware that with group travel it is important to meet and check-in on time. For all our flights you will just need your passport to check in – there are no printed tickets. BA frequent flyer points can be added at check in. Meals are not provided on short haul flights.

Meeting point for Heathrow flights: Heathrow Airport (LHR), Terminal 5, Zone C.

Meeting point for Gatwick flights: Gatwick Airport (LGW), South Terminal, Zone A.

Meeting point for Stansted flights: Stansted Airport (STN), opposite check in desk for flight LH2499

On arrival in Munich (MUC) and Salzburg (SZG): proceed through passport control, collect your bag, and wait for the leader at the luggage carousel. They will provide information about the rest of the journey. If there is not a team member on your flight, our representative will meet you in the arrivals area and travel with you on the transfer coach to the hotel.

Transfer time from Munich to Schladming: 3 ¼ hours

Transfer time from Salzburg to Schladming: 1 ½ hours

On the return journey, transfer coaches will be booked to take groups to the airport to arrive three hours before the flight departure time to avoid groups missing flights due to bad weather or traffic delays. Please be careful about return travel reservations, as we cannot accept responsibility should there be delays.

LUGGAGE

Luggage allowances for BA: 23kg of hold luggage and 23kg of hand luggage. Please check their website for detailed information about size limitations and prohibited items, etc.

At the time of printing, BA are charging £130 return from Heathrow and £80 return from Gatwick for an additional ski bag however a ski bag can be carried free of charge as your one piece of hold luggage if it weighs up to 23kg. Any payments will need to be made at the airport as airlines are unable to process advance payments for a group flight.

Luggage allowances for Lufthansa: 23kg of hold luggage and 8kg of hand luggage. Please check their website for detailed information about size limitations and prohibited items, etc.

At the time of printing, Lufthansa have not been making charges for pre-booked winter equipment; if you have indicated that you will be using your own sports equipment we will automatically advise the airline of this.

Occasionally airlines may change their policies mid-season. Please make sure you check up to date baggage allowances for your airline before you travel.

FLIGHT TIMES

Code	OUT						IN				
	Flight	From	To	Meet	Dep	Arr	Flight	From	To	Dep.	Arr
TA2	BA952	LHR T5, Zone C	MUC T1	10:10	12:10	15:05	BA953	MUC T1	LHR T5	15:50	17:00
TA3	BA952	LHR T5, Zone C	MUC T1	10:10	12:10	15:05	BA953	MUC T1	LHR T5	15:50	17:00
TA10	LH2499	STN	MUC T2	09:55	11:55	14:30	LH2498	MUC T2	STN	18:30	19:20
TA11	BA952	LHR T5, Zone C	MUC T1	10:10	12:10	15:05	BA953	MUC T1	LHR T5	15:50	17:00
TA12	BA2656	LGW Sth Zone A	SZG	09:40	11:40	14:40	BA2655	SZG	LGW South	13:25	14:35
TA13	BA2654	LGW Sth Zone A	SZG	07:30	09:30	12:35	BA2655	SZG	LGW South	13:25	14:35
TA14	BA682	LHR T5, Zone C	SZG	10:15	12:15	15:20	BA683	SZG	LHR T5	16:15	17:15
TA15	BA2656	LGW Sth Zone A	SZG	09:40	11:40	14:40	BA2655	SZG	LGW South	13:25	14:35
TA16	BA952	LHR T5, Zone C	MUC T1	10:10	12:10	15:05	BA953	MUC T1	LHR T5	16:25	17:30
TA17	BA952	LHR T5, Zone C	MUC T1	10:40	12:40	15:35	BA953	MUC T1	LHR T5	16:25	17:30

TRAVELLING INDEPENDENTLY

If you are travelling independently then please ensure that you have included your **mobile number** in your contact details on your booking. If you have booked your own flights it may be possible for you to use our airport transfer coach (£70 return, £40 one way). This must be booked prior to departure. **Please check the group flights above for appropriate timings and meet the Oak Hall group in the airport arrivals area.** The transfer coach driver will usually be holding an "Oak Hall" sign. The coach will depart as soon as those on the Oak Hall group flight have passed through security and baggage reclaim. If you miss the coach, the onward journey to the resort will need to be made by public transport at your own expense. With this in mind we advise you to book flights arriving well in advance of our group flights or meeting time.

At **Munich Airport**, where our groups are flying with **BA** into Munich then please meet at Area B in the arrivals area of Terminal 1. For holidays when our groups are flying with **Lufthansa**, our airport courier will meet you outside the Starbucks café in Terminal 2.

At **Salzburg Airport** please meet the group in the arrivals area after they have come through customs.

If you are making your own way to the resort, please aim to arrive at the accommodation between **17:00 and 18:00**. If you are unable to arrive during this period, then please contact us to discuss your travel plan. Please note that you will need to vacate your room by 10:00 on the morning of departure. See details below for the nearest public transport links to the hotel.

Accommodation

We will be staying at:

Pension Ennstal

Junghansstrasse 132A-8967

Haus im Ennstal

Austria

Tel: (00 43) 3686 23 89

www.pension-ennstal.at

Nearest airports: Munich or Salzburg

Nearest train station: Schladming

To book train tickets: www.oebb.at/en

Hotel facilities: Wifi, hairdryers, sauna (small fee), laundry facilities (small fee)

Linen and towels are provided. The rooms are all en-suite and they generally have Austrian-style beds with two mattresses in one frame. 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 18 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 hotel's restaurant. Items are available to make packed lunches each day. Standard and vegetarian options are provided at the hotel. Other dietary requirements and allergies can be catered for however the hotel may charge €3 per day for the extra cost and preparation for these meals. Please note that tea and coffee are not provided in the rooms, in keeping with most other hotels in continental Europe.

Travel Essentials

PASSPORT AND VISAS

You will need to carry a valid passport in your hand luggage in order to be able 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 have a non EU passport and are travelling to Austria, you will need at least three months validity after the date of your return.

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 useful.

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

Lift passes

Your lift pass is not included in the basic cost of your holiday.

The cost of the lift pass depends on your age and the number of days it covers. Current prices for a lift pass in Euros (€), including 3€ deposit:

	5 days	6 days
Adult	239.50 €	260 €
Youth (16 -18)	180.50 €	195.50 €
Child (6 - 15)	121 €	131.50 €

Families travelling with more than three children/youths only need to pay for the first two child/youth passes.

Lift pass prices will be updated one week before departure, in line with the exchange rate on the Post Office website. We ask you to pay for your pass online before your holiday departs so that it can be ready for you on the first morning of your holiday. Please take a photo of your pass (or note the reference number) as soon as it is issued to you as this will be required if a replacement is needed.

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 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 do not have Oak Hall snowboards to hire in Schladming but these may be hired locally on your first morning.

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 £69
- Skis & poles only £59
- Ski boots only £22
- Helmets £16

Ski and Board Instruction

Our standard instruction package normally consists of 5x2 hour sessions for a total of £68. 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

We are unable to offer snowboard instruction in Schladming. However, it may be possible for you to arrange your own lessons with a local school.

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.