

# Oak Hall

## Detailed Information - Zillertal 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 Zillertal. Please keep it and refer to it as your holiday approaches.

Coach Travel			Flight/Independent Travel		
Code	Departure from UK	Arrival back in UK	Code	Departure from UK	Arrival back in UK
<b>Z2</b>	Thu 21-Dec-17	Sat 30-Dec-17	<b>ZA/X2</b>	Fri 22-Dec-17	Fri 29-Dec-17
<b>Z3</b>	Thu 28-Dec-17	Sat 06-Jan-18	<b>ZA/X3</b>	Fri 29-Dec-17	Fri 05-Jan-18
<b>Z10</b>	Fri 09-Feb-18	Sun 18-Feb-18	<b>ZA/X10</b>	Sat 10-Feb-18	Sat 17-Feb-18
<b>Z11</b>	Fri 16-Feb-18	Sun 25-Feb-18	<b>ZA/X11</b>	Sat 17-Feb-18	Sat 24-Feb-18
<b>Z16</b>	Mon-19-Mar-18	Wed-28-Mar-18	<b>ZX16</b>	Tue-20-Mar-18	Tue-27-Mar-18
<b>Z17</b>	Mon 26-Mar-18	Wed 04-Apr-18	<b>ZA/X17</b>	Tue 27-Mar-18	Tue 03-Apr-18
<b>Z18</b>	Mon 02-Apr-18	Wed 11-Apr-18	<b>ZA/X18</b>	Tue 03-Apr-18	Tue 10-Apr-18

## To the mountains

Guests reach Oak Hall destinations by coach, by air or using their own independent travel arrangements. Please read the section below which suits your own travel plan.

### TRAVELLING BY COACH

You can usually begin your coach journey from London, Otford or Folkestone as detailed below. Please arrange to be at the meeting points ahead of the departure times indicated here. There are no other possible boarding and disembarking points.

#### FROM LONDON

On most trips we offer an optional return coach service from London Victoria Coach Station (VCS) for £16. Please refer to the display screens in the entrance area for your departure gate, eg Oak Hall – Zillertal. Occasionally one of our team may bring you from Victoria to Otford by train at our expense.

#### FROM OTFORD

We offer an optional return coach from Otford in Kent for £16. You can meet our coach at the Sainsbury's overflow car park in Otford (TN14 5EG). If you need to park a car, you can use our "Park and Ride" service from Otford Manor. Please aim to arrive at the Manor 45 minutes before the Sainsbury meet time. There is a charge of £17 per car, 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](http://www.oakhall.co.uk/directions) (NB: Sat Navs often give incorrect directions for our postcode). Please drop off any passengers at Sainsbury's before you drive to Otford Manor with your main luggage still on board. (For Z10 & Z11 all luggage should be dropped at Sainsburys with your passengers). Sainsbury's and McDonald's both have a café and washrooms.

## FROM FOLKESTONE

As there is no pick-up facility at Eurotunnel, our Folkestone meeting point is the motorway services "Stop 24", just off junction 11 on the M20 ([www.stop24.co.uk](http://www.stop24.co.uk)). It can be accessed in both directions on the motorway. At the time of printing, Stop 24's parking charge for 8-14 days was £60. For full details can be found on their website. To pay, use the self-service machine in the main building (by bureau de change). If you would like to travel by train to meet us at our Folkestone pick-up, there is a fast and frequent service from London St Pancras to Ashford International or Folkestone Central.

## THE JOURNEY

We usually use the Eurotunnel train to travel to Calais, which takes 35 minutes although during peak times this journey is sometimes made by ferry. You will be able to get off the coach during the journey. Most of our journeys are overnight so we recommend wearing layered clothing, and bringing a small pillow/thin blanket and your wash kit in your hand luggage. You may wish to bring packed food with you for the journey but we do make regular stops at motorway service areas and our team will serve you with complimentary hot drinks during the journey. It is our policy not to carry alcohol on board or in the baggage trailers and smoking is not permitted in our vehicles. To reach Austria, we travel through France and Switzerland.

## LUGGAGE

As a group we dress casually and our hotels 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.

## COACH TIMES

Code	OUT						IN		
	London VCS Meet	London VCS Depart	Manor Meet (to park car)	Sainsbury Meet	Sainsbury Depart	Folkestone Meet	Folkestone Arrive	Oxford	London
Z2	17:30	18:00	18:45	19:30	19:50	20:50	11:05	12:15	14:30
Z3	17:00	17:30	18:15	19:00	19:20	20:20	11:05	12:15	14:30
Z10	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
Z11	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
Z16	17:30	18:00	18:45	19:30	19:50	20:50	11:05	12:15	14:30
Z17	17:00	17:30	18:15	19:00	19:20	20:20	11:05	12:15	14:30
Z18	17:30	18:00	18:45	19:30	19:50	20:50	11:05	12:15	14:30

For Z10 & Z11, our coach times are not yet confirmed but you can find approximate timings on our website. They are intended as guidelines only at this stage so please do not make additional travel plans until we have confirmed them.

## 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 BA flights:** Heathrow Airport, Terminal 5, Zone C.

**Meeting point for Lufthansa flights:** Stansted Airport, opposite check in desk for flight LH2499

**On arrival in Munich and Innsbruck:** proceed through passport control, collect your bag, and wait for the leader at the luggage carousel, who 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 Zillertal:** 2 ½ hours

**Transfer time from Innsbruck to Zillertal:** 45 mins

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 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
ZA2	BA684	LHR T5 Zone C	INN	07:25	09:25	12:25	BA685	INN	LHR T5	13:15	14:20
ZA3	BA684	LHR T5 Zone C	INN	07:25	09:25	12:25	BA685	INN	LHR T5	13:15	14:20
ZA10	LH2499	STN	MUC T2	09:55	11:55	14:30	LH2498	MUC T2	STN	18:30	19:20
ZA11	BA950	LHR T5 Zone C	MUC T1	06:55	08:55	11:50	BA953	MUC T1	LHR T5	15:55	17:00
ZA17	BA952	LHR T5 Zone C	MUC T1	10:40	12:40	15:35	BA953	MUC T1	LHR T5	16:25	17:30
ZA18	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 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 **Innsbruck Airport** please meet the group in the arrivals area as they 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 plans. 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:

**Hotel Alpenblick**

A-6262 Schlitters

Austria

Tel: (00 43) 5288 723 74

[www.hotel-alpenblick.info](http://www.hotel-alpenblick.info)

Nearest airports: Munich or Innsbruck

Nearest train station: Schlitters-Bruch

To book train tickets: [www.oebb.at/en](http://www.oebb.at/en)

Hotel facilities: Wifi available

Linen and towels are provided

Bedrooms are normally allocated by the office before departure. The rooms are all en-suite and they generally have Austrian-style beds with two mattresses in one frame. In rooms for 4 there is also a bunk bed. 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. 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](http://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 2€ deposit:

	5 days	6 days	7 days
Adult	216.50 €	251 €	284.50 €
Youth (16 -19)	173.50 €	201 €	228 €
Child (6 -15)	98.50 €	114 €	129 €

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.

On all coach options, the last day will not be a full day on the slopes due to coach departure time.

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

# Ski and Board Instruction

Our standard instruction package normally consists of 5x2 hour sessions for a total of £108. Occasionally small groups (4 or less) may receive shorter but more personalised lessons in order to best match ability. In Zillertal, our lessons are provided by Austrian instructors and our own team are available to show you around the mountain at no extra cost.

## SKI INSTRUCTION

We offer ski instruction for all levels of ability from beginners to advanced. Whilst 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 offer snowboarding instruction on all our Zillertal trips for beginner to intermediate snowboarders. Please note our minimum snowboard instruction age is 12 years.

# Families Week

For week Z18 only, we welcome children as young as three to join us and we will have activities in the hotel especially for the young children. Although we will arrange lessons for the smallest children with the local Austrian ski school, 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.

## 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](http://www.oakhall.co.uk). You may find the FAQs section particularly helpful.