

OakHall

Detailed Information – Lauterbrunnen 2019

Hotel Staubbach

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

Code	Departure from UK	Arrival back in UK
JA/X3	Thu 27-Dec-18	Wed 02-Jan-19
JA/X10	Sat 16-Feb-19	Sat 23-Feb-19

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. Meals are not provided on short haul flights.

Meeting point for Heathrow flights: London Heathrow Airport (LHR), Terminal 2, Zone B

Meeting point for Birmingham flights: Birmingham Airport (BHX), by the Special Assistance desk near WH Smith

On arrival in Zurich (ZRH): 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.

On arrival in Basel (BSL): Make your way to the **Swiss** side of the airport, 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 Zurich to Lauterbrunnen: 2 ½ hours

Transfer time from Basel to Lauterbrunnen: 2 ½ hours

On the return journey, the transfer coach will be booked to take the group to the airport to arrive three hours before the flight departure time to avoid groups missing the flight 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 Swiss: 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, Swiss 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.

Luggage allowances for Air France: 23kg of hold luggage and 12kg of hand luggage. Please check their website for detailed information about size limitations and prohibited items, etc.

At the time of printing, Air France are charging £122 return 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.

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
JA3	LX319	LHR T2	ZRH	09:50	11:50	14:40	LX324	ZRH	LHR T2	15:25	16:15
JA10	AF1165	BHX	CDG	06:05	08:05	10:30	AF1193	BSL	CDG	11:00	12:10
	AF1292	CDG	BSL	-	12:30	13:35	AF1064	CDG	BHX	13:45	14:05

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 the correct airport and meet the Oak Hall group in the 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 **Zurich** airport please meet the group in the arrivals area after they have come through customs.

At **Basel** airport, please meet the group in the airport arrivals area on the **Swiss** side of the airport.

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 time, 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:

Hotel Staubbach
CH-3822 Lauterbrunnen
Switzerland
Tel: (00 41) 33 855 5465

www.staubbach.com

Nearest airport: Basel

Nearest train station: Lauterbrunnen

To book train tickets: www.sbb.ch/en

Hotel facilities: Wifi available, hairdryers in rooms, free tea, coffee and hot chocolate.

Linen and towels are provided.

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.

In the hotel, our Oak Hall cooks will provide the meals each day. We are unable to fully provide for allergies and special diets (except vegetarian meals). Breakfast and dinner will be served in the hotel's restaurant. Items are available to make packed lunches each day. You may wish to bring a sandwich box. Please note that there is a no alcohol policy in the hotel.

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 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 (Swiss Francs) 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. Prices for this season (2018/19) for a full area Jungfrau region lift pass in Swiss Francs (CHF), including local ski bus and access to top of Schilthorn, James Bond museum and glass walkway are shown in the table below:

	5 days	6 days
Adult	CHF 312	CHF 356
Youth (16 -19)	CHF 250	CHF 285
Child (6 -15)	CHF 156	CHF 178
Senior (62+)	CHF 281	CHF 321
Hiking Pass (16+)	CHF 227	CHF 251
Hiking Pass (6-15)	CHF 113	CHF 126

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 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 £78. 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 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.