

Oak Hall

Detailed Information – Lauterbrunnen 2019

Chalet Jungfrau

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.

Coach Travel			Flight/Independent Travel		
Code	Departure from UK	Arrival back in UK	Code	Departure from UK	Arrival back in UK
L1	Fri 14-Dec-18	Sat 22-Dec-18	LX1	Sat 15-Dec-18	Fri 21-Dec-18
L2	Thu 20-Dec-18	Fri 28-Dec-18	LX2	Fri 21-Dec-18	Thu 27-Dec-18
L3	Wed 26-Dec-18	Thu 03-Jan-19	LA/LX3	Thu 27-Dec-18	Wed 02-Jan-19
L4	Tue 01-Jan-19	Fri 11-Jan-19	LX4	Wed 02-Jan-19	Thu 10-Jan-19
L5	Wed 09-Jan-19	Sat 19-Jan-19	LX5	Thu 10-Jan-19	Fri 18-Jan-19
L6	Thu 17-Jan-19	Sat 26-Jan-19	LX6	Fri 18-Jan-19	Fri 25-Jan-19
L7	Thu 24-Jan-19	Sat 02-Feb-19	LX7	Fri 25-Jan-19	Fri 01-Feb-19
L8	Thu 31-Jan-19	Sun 10-Feb-19	LX8	Fri 01-Feb-19	Sat 09-Feb-19
L10	Fri 15-Feb-19	Sun 24-Feb-19	LX10	Sat 16-Feb-19	Sat 23-Feb-19
L11	Fri 22-Feb-19	Sun 03-Mar-19	LX11	Sat 23-Feb-19	Sat 02-Mar-19
L12	Fri 01-Mar-19	Sat 09-Mar-19	LX12	Sat 02-Mar-19	Fri 08-Mar-19
L13	Thu 07-Mar-19	Sat 16-Mar-19	LX13	Fri 08-Mar-19	Fri 15-Mar-19
L14	Thu 14-Mar-19	Sat 23-Mar-19	LX14	Fri 15-Mar-19	Fri 22-Mar-19
L15	Thu 21-Mar-19	Sat 30-Mar-19	LX15	Fri 22-Mar-19	Fri 29-Mar-19
L16	Thu 28-Mar-19	Sun 07-Apr-19	LX16	Fri 29-Mar-19	Sat 06-Apr-19
L17	Fri 05-Apr-19	Sat 13-Apr-19	LX17	Sat 06-Apr-19	Fri 12-Apr-19
L18	Thu 11-Apr-19	Sat 20-Apr-19	LX18	Fri 12-Apr-19	Fri 19-Apr-19

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 - Lauterbrunnen. 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 (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. 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. It can be accessed in both directions on the motorway. At the time of printing, Stop 24's parking charge was £6 per 24 hour period. Full details can be found online. 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 Switzerland, we travel through France.

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. A pair of ski boots may be brought in a separate bag.

One set of skis or a snowboard can be carried in a separate bag at a cost of £20 per person, provided we have space available and you have pre-booked. The weight of this bag should be kept to a minimum.

COACH TIMES

Code	Outbound Journey						Inbound Journey		
	London VCS Meet	London VCS Depart	Manor Meet (to park car)	Sainsbury Meet	Sainsbury Depart	Folkestone Meet	Folkestone Arrive	Sainsbury Arrive	London VCS Arrive
L1	17:00	17:30	18:30	19:15	19:35	20:45	08:05	09:25	11:30
L2	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L3	16:00	16:30	17:30	18:15	18:35	19:45	08:20	09:40	11:30
L4	19:00	19:30	20:30	21:15	21:35	22:45	08:05	09:25	11:30
L5	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L6	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30

Code	Outbound Journey						Inbound Journey		
	London VCS Meet	London VCS Depart	Manor Meet (to park car)	Sainsbury Meet	Sainsbury Depart	Folkestone Meet	Folkestone Arrive	Sainsbury Arrive	London VCS Arrive
L7	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L8	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L9	19:30	20:00	21:00	21:45	22:05	23:15	08:05	09:25	11:30
L10	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L11	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L12	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L13	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L14	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L15	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30
L16	16:30	17:00	18:00	18:45	19:05	20:15	08:05	09:25	11:30
L17	19:30	20:00	21:00	21:45	22:05	23:15	08:05	09:25	11:30
L18	17:30	18:00	19:00	19:45	20:05	21:15	08:05	09:25	11:30

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: Heathrow Airport (LHR), Terminal 2, Zone B.

On arrival in Zurich (ZHR): 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

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.

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	Outbound Journey						Inbound Journey				
	Flight	From	To	Meet	Dep	Arr	Flight	From	To	Dep.	Arr
LA3	LX319	LHR T2	ZRH	09:50	11:50	14:30	LX324	ZRH	LHR T2	15:30	16:20

TRAVELLING INDEPENDENTLY

If you are travelling independently then please ensure that you have included your **mobile number** in your contact details on your booking.

For trips LX3 and LX10, it may be possible for you to use our airport transfer coach from Zurich (LX3) or Basel (LX10) airport (£70 return, £40 one way). For all other weeks we are only able to offer a one-way transfer from Basel airport to the chalet. This must be booked prior to departure. 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.

For **LX3** you will travel with the group booked on the LA3 flight as below:

Flight	From	To	Dep	Arr	Flight	From	To	Dep.	Arr
LX319	LHR T2	ZRH	11:50	14:40	LX324	ZRH	LHR T2	15:25	16:15

For **LX10** you will travel with the group booked on the JA10 flight (to Hotel Staubbach) as below:

Flight	From	To	Dep	Arr	Flight	From	To	Dep.	Arr
AF1292	CDG	BSL	12:30	13:35	AF1193	BSL	CDG	11:00	12:10

The LX3 and LX10 transfer coaches will depart as soon as those on the Oak Hall group flight have passed through security and baggage reclaim. **Please check the group flights above for appropriate timings and meet the Oak Hall group in the airport arrivals area on the Swiss side of the airport.** The transfer coach driver will usually be holding an "Oak Hall" sign.

For **all other trips**, an Oak Hall team member will meet you at 12:30 in the arrivals hall on the **French** side of Basel airport. Shortly after collecting you at Basel airport we will stop at a motorway service station for a lunch break. We are unable to offer a return transfer on these weeks.

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:

Chalet Jungfrau

CH-3822 Lauterbrunnen
Switzerland
Tel: (00 41) 33 855 1095

Nearest airport: Basel

Nearest train station: Lauterbrunnen

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

Chalet facilities: Wifi available at small cost, free tea, coffee and hot chocolate

Blankets and a pillow are provided but **please bring a pillowcase and two sheets or a sleeping bag**. Please also **bring a towel**. The standard chalet bedrooms accommodate four in comfortable bunk rooms. The rooms are not en-suite but each room has a wash basin.

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 chalet Oak Hall cooks will provide the meals each day. We are unable to fully provide for allergies and special diets (except vegetarian meals). If you have a special dietary requirement or allergy, we would need you to be flexible at meal times and also bring along some extra items. Breakfast will include cereal and porridge so you may wish to bring your own cereal or milk. Items are available to make packed lunches each day so if you follow a gluten-free diet you may wish to bring your own bread/crackers. For gluten free diets, where the evening meal includes a wheat-based carbohydrate you may be served a jacket potato, for example, that you could eat with the meat/sauce, cheese and/or vegetables. The kitchen team will talk to you so that they are completely aware of your needs and can work with you to try and meet your dietary requirements. Please note we are not able to cook any items that you bring (for example gluten free pasta) but we are able to store items in the fridge for you.

We hope that you will be happy to join in with laying tables, some simple preparation and washing up once or twice during the holiday. Breakfast and dinner will be served in the dining room. 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 chalet.

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. For coach trips we may make stops in France so if you would like to buy food or snacks, we suggest you carry a small amount of Euros in your hand luggage.

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
- **Towel for showering**
- **Pillowcase and two sheets or a sleeping bag**

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:

	4 days	5 days	6 days	7 days	8 days	14 days
Adult	CHF 263	CHF 312	CHF 356	CHF 396	CHF 427	CHF 590
Youth (16 -19)	CHF 210	CHF 250	CHF 285	CHF 316	CHF 342	CHF 472
Child (6 -15)	CHF 131	CHF 156	CHF 178	CHF 198	CHF 214	CHF 295
Senior (62+)	CHF 236	CHF 281	CHF 321	CHF 356	CHF 385	CHF 531
Hiking Pass (16+)	CHF 198	CHF 227	CHF 251	CHF 274	N/A	N/A
Hiking Pass (6-15)	CHF 99	CHF 113	CHF 126	CHF 137	N/A	N/A

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 £78. On the shorter holidays lessons will only be offered on 4 days (L/LX1, L/LX2, L/LA/LX3, L/LX12 and L/LX17 4x2 hour sessions for £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

Our snowboarding team provide instruction on weeks 1, 2, 3, 10, 17 & 18 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. Other weeks may be available on request.

ADVANCED SKI COURSES

Advanced ski courses are aimed at those who are looking to push their boundaries and improve their ski skills through a series of intensive coaching sessions. These courses are limited to a class of 8 people and focus on skiing beyond normal piste conditions – bumps, steeps, variable snow and higher speed carving as well as developing all round skills. The courses include a minimum of 4 hours coaching each day on the mountain and video analysis in the evenings with time to provide individual feedback and attention. We are currently running the courses on L/LX4, L/LX5, L/LX6, L/LX7, L/LX8, L/LX13, L/LX14, L/LX15 (£178 for coaching over 5 days). If you would like this course on a different holiday, then please get in touch.

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.