

Oak Hall

Detailed Information – Artesina 2020

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

Code	Departure from UK	Arrival back in UK
RT/RX3	Fri 27-Dec-19	Fri 03-Jan-20
RT/RX8	Sat 01-Feb-19	Sat 08-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. BA frequent flyer points can sometimes be added using the self-service check-in machines or on-line using an e-ticket number which we will be able to give you at the airport. Meals are not provided on short haul flights, although refreshments may be available for purchase.

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

On arrival in Nice (NCE): 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 Nice to Artesina: 3 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 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
RT3	BA344	LHR T5	NCE	09:50	11:50	15:00	BA345	NCE	LHR T5	13:45	14:55
RT8	BA344	LHR T5	NCE	09:50	11:50	15:00	BA345	NCE	LHR T5	15:50	16:55

INDEPENDENT TRAVELLERS

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 (£75 return, £40 one way). This must be booked prior to departure.

Please check the group flights above for appropriate timings. The coach will depart as soon as those on the Oak Hall group flight have passed through security and baggage reclaim.

On all transfers you will either be met in the arrivals area by a team member or the transfer coach driver. 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.

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

RESORT DETAILS

We will be staying at:

Hotel Marguerais

Via Artesina, 6
Artesina 12083
Frabosa Sottana
www.hotelmarguareis.it/uk

Linen and towels are provided. Wifi available (small fee). Wellness centre on site (spa, Turkish bath, gym – bring swimwear).

Nearest airport: Turin

Nearest train station: Mondovi (approx. 45 minute bus journey to Artesina)

To book train tickets: www.trenitalia.com

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. The rooms are all en-suite and most have twin beds.

Breakfast and dinner will be served in the hotel's restaurant, but you will need to buy lunch while you are out each day. The hotel restaurant and pizzeria offer a 10% discount for hotel guests from their affordable lunch menu. Please note that, in keeping with most other hotels in continental Europe, there are no tea or coffee making facilities in the rooms.

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 (Euros) before you leave. Remember to budget for buying your lunch on the slopes each day and for drinks in the hotel.

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

Lift passes

A six day lift pass is included in the cost of your holiday.

Equipment Hire

In Artesina we will be using a local hire company to supply all of our winter sports equipment. You can book this equipment through us at our usual hire rate. As we are using a local supplier, for this resort we are able to offer equipment hire to children under 12 who will be fitted out at the same time as the rest of the group. We will be pre-booking the equipment with the local supplier so please ensure you have provided up to date and correct sizing information before your trip.

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. If you don't have your own helmet then you will be able to one from the local supplier by pre-booking through Oak Hall.

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 £75
- Snowboard & boots £75
- Skis & poles only £65
- Snowboard only £65
- Ski boots only £25
- Snowboard boots only £25
- 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.

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 provide snowboard instruction in Artesina. However, you may be able 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.