

Oak Hall

Detailed Information – Schladming 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 our friendly team and guests will very quickly help you to feel part of the group.

The details of your holiday to Schladming are in this document. It will be an important reference point as your holiday approaches. All options selected must be booked and paid for in advance.

Code	Departure from UK	Arrival back in UK	Notes
TA/X1	Sat-14-Dec-19	Sat-21-Dec-19	
TA/X2	Sat-21-Dec-19	Sat-28-Dec-19	Christmas
TA/X3	Sat-28-Dec-19	Sat-04-Jan-20	New Year
TA/X4	Sat-04-Jan-20	Sat-11-Jan-20	Lawyers' Christian Fellowship
TA/X5	Sat-11-Jan-20	Sat-18-Jan-20	
TA/X6	Sat-18-Jan-20	Sat-25-Jan-20	Private Group
TA/X7	Sat-25-Jan-20	Sat-01-Feb-20	Co-Mission
TA/X8	Sat-01-Feb-20	Sat-08-Feb-20	
TA/X9	Sat-08-Feb-20	Sat-15-Feb-20	
TX10	Sat-15-Feb-20	Sat-22-Feb-20	Half Term
TA/X11	Sat-22-Feb-20	Sat-29-Feb-20	
TA/X12	Sat-29-Feb-20	Sat-07-Mar-20	
TA/X13	Sat-07-Mar-20	Sat-14-Mar-20	
TA/X14	Sat-14-Mar-20	Sat-21-Mar-20	
TA/X15	Sat-21-Mar-20	Sat-28-Mar-20	
TA/X16	Sat-28-Mar-20	Sat-04-Apr-20	Children 5 & over welcome
TA/X17	Sat-04-Apr-20	Sat-11-Apr-20	Easter
TA/X18	Sat-11-Apr-20	Sat-18-Apr-20	Easter

To the mountains

There are a variety of ways you can travel to our resorts from the UK using our air travel (check the options for your chosen holiday), or by making your own independent travel arrangements.

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 of our flights you will just need your passport to check in. BA frequent flyer points can be added at check in. A meal will not be provided on the flight, but refreshments may be available for purchase.

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

Meeting point for Lufthansa flights from Heathrow: Heathrow Airport (LHR), Terminal 2, Zone B.

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

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. Please note car/booster seats will not be provided for children.

Transfer time from Munich to Schladming: 3 ¼ hours

Transfer time from Salzburg to Schladming: 1 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 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 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
TA1	BA952	LHR T5	MUC T1	10:10	12:10	15:05	BA955	MUC T1	LHR T5	17:45	19:00
TA2	BA952	LHR T5	MUC T1	10:10	12:10	15:05	BA953	MUC T1	LHR T5	15:50	16:55
TA3	BA926	LHR T5	MUC T1	08:50	10:50	13:45	BA927	MUC T1	LHR T5	14:40	15:55
TA4	BA2654	LGW South	SZG	07:25	09:25	12:20	BA2657	SZG	LGW South	15:30	16:30
TA5	BA2656	LGW South	SZG	09:40	11:40	14:35	BA2657	SZG	LGW South	15:30	16:30
TA6	BA2656	LGW South	SZG	09:40	11:40	14:35	BA2657	SZG	LGW South	15:30	16:30
TA7	BA2656	LGW South	SZG	09:40	11:40	14:35	BA2657	SZG	LGW South	15:30	16:30
TA8	BA2656	LGW South	SZG	09:40	11:40	14:35	BA2657	SZG	LGW South	15:30	16:30
TA9	BA2656	LGW South	SZG	09:40	11:40	14:35	BA2657	SZG	LGW South	15:30	16:30
TA11	BA682	LHR T5	SZG	10:10	12:10	15:10	BA683	SZG	LHR T5	16:15	17:25
TA12	BA2654	LGW South	SZG	07:25	09:25	12:20	BA2657	SZG	LGW South	15:30	16:30

TA13	BA682	LHR T5	SZG	10:10	12:10	15:10	BA683	SZG	LHR T5	16:15	17:25
TA14	BA682	LHR T5	SZG	10:10	12:10	15:10	BA683	SZG	LHR T5	16:15	17:25
TA15	BA682	LHR T5	SZG	10:10	12:10	15:10	BA683	SZG	LHR T5	16:15	17:25
TA16	LH905	LHR T2	FRA	9:30	11:30	14:05	LH1595	SZG	FRA	14:35	15:40
	LH1596	FRA	SZG	-	16:40	17:40	LH918	FRA	LHR T2	18:00	18:40
TA17	LH903	LHR T2	FRA	08:30	10:30	13:00	LH1593	SZG	FRA	10:35	11:45
	LH1596	FRA	SZG	-	16:30	17:25	LH908	FRA	LHR T2	14:00	14:40
TA18	LH2473	LHR T2	MUC T2	08:55	10:55	13:40	LH2480	MUC T2	LHR T2	18:40	19:40

TRAVELLING INDEPENDENTLY

If travelling independently to the resort, please ensure your mobile number is included with the contact details on your booking. If you would like to pick up our airport transfer coach it is usually possible to include this in your reservation. The cost is £75.00 return or £40.00 one way. Please note car/booster seats will not be provided for children.

For all X trips apart from TX10 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.

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.

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, you should 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. You will usually need to vacate your room by 09:00 on the morning of departure. See details below for the nearest public transport links to the hotel/chalet. We cannot guarantee on-site car parking at our resorts.

Accommodation

We will be staying at:

Chalet Ennstal

Junghansstrasse 132A-8967

Haus im Ennstal

Austria

Tel: (00 43) 3686 23 89

Nearest airports: Munich or Salzburg

Nearest train station: Schladming

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

Hotel facilities: Wifi, hairdryers, sauna (small fee, bring swimwear), laundry facilities (small fee). Please note that, in keeping with most other hotels in continental Europe, there are no tea or coffee making facilities in the rooms.

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 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 note on your booking if you require a family room or if you would like to share with a friend.

Breakfast and dinner will be served in the dining room and items will be available to make packed lunches each day. Standard and vegetarian meals are provided. Other dietary requirements and allergies can be catered for. However, for gluten free diets, please supply your own bread for lunches and breakfast plus your favourite cereal if required, we will have a small selection of gluten free cereal available.

Travel Essentials

PASSPORT AND VISAS

You will need to carry a valid passport in your hand luggage 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. Until at least January 31st 2020, for British citizens visiting the EU, your passport need only be valid for the duration of your holiday. However, if the UK leaves the EU without a deal, the regulations concerning passport validity may change and you may need to have additional validity remaining.

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 of 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. If you have an EHIC that expires before the Brexit deadline it would be sensible to renew it, in case the EHIC can still be used after this date. There is no charge for obtaining or renewing the EHIC.

TRAVEL INSURANCE

We require everyone travelling with us to have travel insurance. Please make sure your policy includes full winter sports 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 (Euro) before you leave.

OTHER USEFUL ITEMS

You will need suitable footwear for walking on snow and also indoor shoes for inside the chalet. 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 (2019/2020) for a lift pass in Euros (€), excluding 3€ deposit:

Prices **until 20 December 2019** (TA/X1):

	5 days	6 days
Adult	€ 236.00	€ 256.50
Youth (16 -18)	€ 177.00	€ 192.00
Child (6 - 15)	€ 118.00	€ 128.00

Prices **from 21 December 2019 to 10 January 2020** (TA/X2 - TA/X4):

	5 days	6 days
Adult	€ 254.00	€ 275.50
Youth (16 -18)	€ 190.50	€ 206.50
Child (6 - 15)	€ 127.00	€ 138.00

Prices **from 11 January 2020 to 24 January 2020** (TA/X5 – TA/X6):

	5 days	6 days
Adult	€ 245.00	€ 266.00
Youth (16 -18)	€ 183.50	€ 199.50
Child (6 - 15)	€ 122.50	€ 133.00

Prices **from 25 January 2020 to 20 March 2020** (TA/X7 – TA/X14):

	5 days	6 days
Adult	€ 254.00	€ 275.50
Youth (16 -18)	€ 190.50	€ 206.50
Child (6 - 15)	€ 127.00	€ 138.00

Prices **from 21 March 2020** (TA/X15 – TA/X18):

	5 days	6 days
Adult	€ 236.00	€ 256.50
Youth (16 -18)	€ 177.00	€ 192.00
Child (6 - 15)	€ 118.00	€ 128.00

Until 20 March 2020 families travelling with three or more children only need to pay for the first two child passes. From 21 March 2020, children up to 15 years old ski for free, if at least one parent buys a 6-day ski pass.

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 local hire shop where you can arrange to hire the equipment you need

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 snow sports experience so we can ensure suitable equipment is available.

PAYMENTS

All hire charges for Oak Hall equipment are payable with your final payment, due two months before the 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 then make a claim on your travel insurance.

HIRE PRICES

- Ski boots, skis & poles £75
- Skis & poles only £65
- Ski 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. Learning in a group is fun and you 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 if required. Parents are responsible for children at all other times - this may affect their 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. Please contact the office if you need any help.

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 on the mountain each day and video analysis in the evenings with time to provide individual feedback and attention. We are currently running the courses on TA/X13 and TA/X14 (£178 for coaching over 5 days). If you would like this course on a different holiday, then please get in touch.

Family Weeks

We welcome families with children above 7 on all of our holidays. However, on weeks TA/X2 and TA/X16, we are welcoming families with younger children. On the Christmas trip our minimum age is lowered from 7 to 3 years. On week 16 our minimum age is lowered from 7 to 5 years. At this late stage of the season lift, children up to 15 years old ski for free, if at least one parent buys a 6-day ski pass.

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.