

# Oak Hall

## Detailed Information – Feldberg 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 Feldberg 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
F10	Sun-16-Feb-20	Fri-21-Feb-20
F11	Sun-23-Feb-20	Fri-28-Feb-20

## To the mountains

As described in the brochure and on our website, this trip is a little different to other Oak Hall ski trips as this one starts at Otford Manor.

### JOURNEY TO OTFORD MANOR

Driving - If you need to park a car, you can use the 'Park & Ride' service from Otford Manor (TN15 6XL). Although TN15 6XF is our postcode, SatNav's often prefer TN15 6XL. Parking costs £17.00 per vehicle per trip. Parking is at the owners' risk and it is recommended that all valuables are removed.

Train – Otford Train Station is the closest train station and is approximately 2 miles away from Otford Manor. The train from Victoria runs frequently to Otford taking approx. 40minutes. Beeline taxi's are familiar with our location (01732 456214) and the cost one way is usually around £8. They have a good app or their website link is <http://www.sevenoakstaxis.com/>.

### SKI FIT AT OTFORD MANOR

**Please arrive at Otford Manor at 15:00 on the Sunday your trip begins** and have your ski socks handy so you can ensure your boots fit comfortably. It will take some time to fit equipment for the whole group so we will enjoy getting to know each other and perhaps playing some games around the log fire in the Tudor lounge whilst this takes place in stages. The Manor team will provide plenty of hot and cold drinks, cakes and other snacks during this time.

Families with children under 12 needing to hire equipment will be taken to a local hire shop on arriving in Feldberg.

### TRAVELLING TO FELDBERG

Once fitted with the correct equipment we will take you to our coach located at Vestry Road, Otford (TN14 5EL) There may be some time to visit McDonalds and there will also be a short break at the Eurotunnel terminal where you will be able to buy food and drink before boarding the train for the 35 minute journey to Calais. We will travel through the night to Germany so we recommend wearing layered clothing, and bringing a small pillow, thin blanket and your wash kit in your hand luggage.

## ITEMS TO BRING ON THE COACH

Please pack a separate small bag with the things you need for the first day, as you will not have access to your main luggage until we arrive at the chalet that evening. This should include your skiing clothes so that you can get changed at the motorway services, only an hour from the Feldberg.

Items to pack (or wear on the coach) are as follows:

- passport
- money (euros)
- ski jacket
- hat
- gloves
- goggles/sunglasses
- ski-trousers
- ski socks
- other warm layers
- sun cream
- water bottle
- packed food

It is our policy not to carry alcohol on board or in the baggage trailers and smoking is not permitted in our vehicles.

## HOLD LUGGAGE

We dress casually and our hotels and chalets are warm, so please keep your luggage light and to a minimum. Make sure your suitcase is robust and weatherproof as we cannot accept responsibility for any loss or damage.

Luggage space on our coaches is restricted and the **weight limit is 20kg** per person. Please ensure your suitcase is no larger than 150 cm (60 inches) total dimensions (length + width + height), or a rucksack up to 75 litres cubic capacity. We cannot guarantee to carry luggage exceeding these limits. The exception is a pair of ski/walking boots if packed separately. Hand-luggage and clothing for the journey (which should also include your passport!) must be neatly packed and only occupy (along with you) the space comprising your seat and its footwell.

One pair of skis or a snowboard can be carried in a separate bag if this has been pre-booked (at a cost of £20) and provided we have space available. The weight of this bag should not exceed **10kg**.

## ARRIVING IN FELDBERG

We plan to stop at a motorway service area in Germany on Monday morning, where you can either buy breakfast or eat your own packed food and change into your skiing clothes. We should then arrive at the slopes at around 10:00 ready to ski. You should also plan to bring or buy food for your lunch on that day although there are some cafes and restaurants at the resort.

On arrival at the slopes we unload the ski equipment, distribute the ski lift passes and get underway with lessons as soon as everyone is ready. Families with children needing to hire equipment will be taken to a local hire shop. This equipment will be ordered in advance by Oak Hall but will have to be paid for individually. A set of children's equipment is likely to cost about 40 euros for the 4 ski days. If you will be hiring children's kit it would be helpful if you could send us an email with the height, weight and shoe size of your child so that we can make our advance order with the rental company.

At the end of the day we board our coach to travel the short distance to our chalet for hot showers, dinner and a good night's sleep.

## DAILY ROUTINE

Each morning, after breakfast and having prepared a packed lunch, we will head to the slopes on the Oak Hall coach and spend the day skiing together.

On the final day we must vacate the chalet before we ski, so you should wear your ski gear as usual and pack your bags before getting onto the coach. You will be able to make a packed lunch for that day as before. At the end of the day we head home directly from the slopes, stopping in Freiburg for an evening break at about 18:00, then travel through the night to arrive in the UK at about 09:30 on Friday morning. We suggest you keep some euros handy to buy food and drink on the return journey.

## Accommodation

We will be staying at:

### Freizeit Zentrum Altglashutten

Am Sommerberg 26  
79868  
Feldberg-Altglashutten  
Tel: (00 49) 765590010

Centre facilities: Wifi available. Tea & coffee available all day (there may be a small charge)  
Bed linen and towels are provided

Bedrooms are allocated by the office before departure. Mixed accommodation is only available for married couples or families. Generally, 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 centre's dining areas. Items are available to make packed lunches each day. Please let the office know of any dietary requirements before the trip.

## 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](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. 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 (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 helpful.

## COACH AMENITIES

Onboard amenities include comfortable reclining seats, adjustable footrests, arm rests (aisle seats only), individual reading lights, toilet cubicle with handwash and mirror, solar tinted double-glazing and window curtains, chilled drinking water on request, hot drinks served at intervals by our Courier, USB charging points (cable not provided). The heating and air conditioning are of necessity a shared amenity, but the upper and lower decks are separately zoned and can be adjusted by the Driver. Occasionally you may travel on, or transfer to a hired coach with amenities that may differ slightly.

Your comfort is important to us, but the aisles, staircases and door entry areas must always be kept clear. It is a legal requirement throughout Europe that seat belts are worn. Children must be restrained by age-appropriate seats or boosters. Oak Hall does not provide additional safety equipment but these bulky personal items (including mobility equipment) must be notified and authorised in advance. Also note that our seats are fitted with lap-belts but have no Isofix anchors.

## Lift passes

The lift pass is included in the cost of the trip.

## 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 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 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
- 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 instruction package on trips to the Feldberg will consist of 4x2 hour sessions for a total of £68. 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 offer snowboarding instruction on all our Feldberg trips for beginner to advanced snowboarders. 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 this 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.