

Oak Hall

Detailed Information – Lauterbrunnen 2020

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

The details of your holiday to Lauterbrunnen 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.

Coach Travel			Flight/Independent travel		
Code	Departure from UK	Arrival back in UK	Code	Departure from UK	Arrival back in UK
			JA/X3	Fri 27-Dec-19	Fri 03-Jan-20
J10	Fri 14-Feb-20	Sun 23-Feb-20	JX10	Sat 15-Feb-20	Sat 22-Feb-20

To the mountains

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

TRAVELLING BY COACH

Our coach holidays begin at Folkestone (Stop24 Services), close to the Eurotunnel terminal, and for most holidays there is the option to board in London (at Victoria Coach Station) or Otford, Kent (Sainsburys overflow car park).

FROM LONDON

The optional return transfer from London Victoria Coach Station (SW1) costs £16.00 (or £8.00 one way). On arrival please refer to the departures display board in the main entrance hall for the Gate allocated to Oak Hall, usually displayed as 'Oak Hall – Lauterbrunnen', where you will be met by one of our team. Occasionally our team member may accompany you from Victoria by train to meet the coach at Otford, at no extra cost to you.

FROM OTFORD

The optional return transfer from Otford costs £16.00 (£8.00 one way). Our meeting point is the overflow car park adjacent to the Sainsburys superstore on Otford Road (TN14 5EG).

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. Please drop off your passengers and hand luggage at Sainsburys before driving to Otford Manor with your main luggage. Both Sainsburys and the adjacent McDonalds restaurant have washrooms and serve hot food and drinks (check their websites for opening times).

FROM FOLKESTONE

As there is no pick-up facility at the Eurotunnel Terminal our Folkestone meeting point is the Stop24 Services at J11 on the M20 motorway. If you wish to park your car the charge is currently £9.00 for each 24hr period, payable on arrival via the self-service machine adjacent to the Bureau de Change.

A further travel option is by high speed train from London St Pancras to either Ashford International or Folkestone Central, before taking a local taxi to meet the coach at Stop24 Services.

THE JOURNEY TO SWITZERLAND

Most cross-channel journeys are with Eurotunnel, which takes 35 minutes. At peak times we sometimes use a ferry. You will be able to get off the coach during the crossing.

Most of our journeys include overnight travel, so for added comfort we recommend wearing loose fitting, layered clothing and bring with you a small pillow and thin blanket along with a wash kit in your hand luggage. You may wish to bring food for the journey, but we will make regular stops at motorway service areas and our team will also serve complimentary hot drinks. It is our policy not to carry or permit consumption of alcohol in our vehicles and smoking is not allowed onboard or immediately adjacent.

You may like to note that we travel through France (currency is the Euro) before entering Switzerland (currency is Swiss Francs) near Basel.

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**.

COACH TIMES

Code	Outbound Journey						Inbound Journey		
	London VCS Meet	London VCS Depart	Oxford Meet (drivers only)	Sainsbury Meet	Sainsbury Depart	Folkestone Meet	Folkestone Arrive	Sainsbury Arrive	London VCS Arrive
J10	18:30	19:00	20:00	20:45	21:05	22:15	12:35	13:55	16:00

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 Heathrow flights: London Heathrow Airport (LHR), Terminal 5, Zone G

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

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.

Please note that flight tickets cannot normally be used for one-way journeys – if you do not fly out with the group, the airline will usually cancel your inbound flight.

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 writing, 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.

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	BA754	LHR T5	BSL	10:20	12:20	15:00	BA755	BSL	LHR T5	16:00	16:45

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 JX3, 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.

For JX10 transfers are available from the **Swiss** side of Basel Airport at 19:00 on 15th February. The return coach will arrive at Basel Airport by 10:00 on 22nd February.

On all transfers you will either be met in the arrivals area on the **Swiss** side of the airport 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:

Hotel Staubbach
CH-3822 Lauterbrunnen
Switzerland

Tel: (00 41) 33 855 5465
www.staubbach.com

Nearest airports: Basel, Geneva and Zurich

Nearest train station: Lauterbrunnen

To book train tickets: www.sbb.ch/en The swiss train website is good but please do contact the office for more information.

Hotel facilities: Linen and towels are provided. Wifi available, hairdryers in rooms, free tea, coffee and hot chocolate. Please note that there is a no alcohol policy onsite at the chalet.

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

In the hotel Oak Hall cooks will provide the meals each day. Breakfast and dinner will be served in the dining room. At breakfast, items are available to make packed lunches so you may wish to bring a sandwich box.

For guests with dietary requirements, we can cater for vegetarians and will do our best to accommodate those with food allergies, but we will need some flexibility with options at meal times. The kitchen team will talk to you so that they are completely aware of your needs and can work with you to meet your dietary requirements.

- Breakfast will include cereal and porridge so you may wish to bring your own cereal and/or milk.
- Items are provided for packed lunches so you may wish to bring your own bread/crackers.
- For dinner, where the meal includes a wheat-based carbohydrate you may be served a jacket potato that you could eat with the meat/sauce, cheese and/or vegetables.

We are not able to cook any items that you bring (e.g. gluten free pasta) but you are able to store a few small items in the fridge. We are a gluten and nut handling kitchen and therefore, whilst the team will do their best to keep products separate, we would be unable to guarantee the absence of gluten or nuts in our food. Please contact the office if you would like further clarification.

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 (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

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

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 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	7 days
Adult	CHF 321	CHF 367	CHF 408
Youth (16 -19)	CHF 258	CHF 294	CHF 325
Child (6 -15)	CHF 161	CHF 183	CHF 204
Senior (62+)	CHF 289	CHF 331	CHF 367
Hiking Pass (16+)	CHF 234	CHF 259	CHF 282
Hiking Pass (6-15)	CHF 116	CHF 130	CHF 141

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 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 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 offer snowboarding instruction on weeks 3 and 10 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. You may find the FAQs section particularly helpful.