

Oak Hall

Detailed Information – Lauterbrunnen 2022

Hotel Staubbach

We are pleased you are travelling with us this winter and are confident you will have a great time. If you are coming alone, 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
J1	13-Dec-21	22-Dec-21	JX1	14-Dec-21	21-Dec-21
J2	20-Dec-21	28-Dec-21	JX2	21-Dec-21	27-Dec-21
			JA/JX3	27-Dec-21	02-Jan-22
J4	01-Jan-22	08-Jan-22	JX4	02-Jan-22	07-Jan-22
J5	06-Jan-22	15-Jan-22	JX5	07-Jan-22	14-Jan-22
J6	13-Jan-22	22-Jan-22	JX6	14-Jan-22	21-Jan-22
J7	20-Jan-22	29-Jan-22	JX7	21-Jan-22	28-Jan-22
J8	27-Jan-22	06-Feb-22	JX8	28-Jan-22	05-Feb-22
J9	04-Feb-22	13-Feb-22	JX9	05-Feb-22	12-Feb-22
J10	11-Feb-22	20-Feb-22	JX10	12-Feb-22	19-Feb-22
J11	18-Feb-22	27-Feb-22	JX11	19-Feb-22	26-Feb-22
J12	25-Feb-22	05-Mar-22	JX12	26-Feb-22	04-Mar-22
J13	03-Mar-22	12-Mar-22	JX13	04-Mar-22	11-Mar-22
J14	10-Mar-22	19-Mar-22	JX14	11-Mar-22	18-Mar-22
J15	17-Mar-22	26-Mar-22	JX15	18-Mar-22	25-Mar-22
J16	24-Mar-22	04-Apr-22	JX16	25-Mar-22	03-Apr-22
J17	02-Apr-22	11-Apr-22	JX17	03-Apr-22	10-Apr-22
J18	09-Apr-22	18-Apr-22	JX18	10-Apr-22	17-Apr-22

To the mountains

There are a variety of ways you can travel to our resorts from the UK, by 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 Otford, Kent (at the train station or Sainsbury's overflow car park) or at Borough Green train station.

FROM OTFORD MANOR/SAINSBURY'S, 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 Sainsbury's 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, SatNavs 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 all luggage at Sainsbury's before driving to Otford Manor. Both Sainsbury's and the adjacent McDonald's restaurant have washrooms and serve hot food and drinks (check their websites for opening times).

FROM BOROUGH GREEN TRAIN STATION

The optional return transfer from Borough Green Train Station costs £16.00 (or £8.00 one way). On arrival please make your way out of the station to the roundabout in the car park, where you will be picked up by the coach. There is a Coop and Sainsbury's local near to the station.

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 that you wear 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**.

TRAVEL

Below are the coach details as they currently stand. Please note that schedule changes can sometimes be necessary beforehand. Also, although in most instances we are able to maintain our schedule, delays inevitably arise from time to time during the journey due to traffic congestion etc. Please bear this in mind when making onward travel arrangements.

COACH TIMES

Code	Outbound Journey						Inbound Journey		
	Oxford Meet (drivers only)	Sainsbury Meet	Sainsbury Depart	B'Green Train Stn Meet	B'Green Train Stn Depart	Folkestone Meet	Folkestone Arrive	B'Green Train Stn Arrive	Sainsbury Arrive
J1	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J2	18:40	19:30	19:50	20:05	20:15	20:55	11:40	12:35	13:00
J4	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J5	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J6	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J7	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J8	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J9	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J10	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
J11	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J12	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J13	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J14	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J15	18:40	19:30	19:50	20:05	20:15	20:55	08:10	09:05	09:30
J16	18:40	19:30	19:50	20:05	20:15	20:55	TBC	TBC	TBC
J17	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
J18	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC

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 need your passport and Covid paperwork (see the 'Travel requirements' document) 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 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. Please note car/booster seats will not be provided for children.

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.

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	BA716	LHR T5	ZRH	10:00	13:00	15:40	BA717	ZRH	LHR T5	16:35	17:25

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 JA3 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 be met in the arrivals area on the Swiss side of the airport either by a team member or by 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 Staubbach is just a few minutes' walk from Lauterbrunnen station and the mountain railway providing easy access to the slopes at Wengen and Kleine Scheidegg.

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 Hotel.

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.

DURING THE HOLIDAY

In Switzerland face masks are still worn in some venues and social distancing is recommended. We will send further details about current guidelines closer to the holiday.

Travel Essentials

PASSPORT AND VISAS

You will need to carry a full, valid passport in your hand luggage to be able to leave the United Kingdom. For those who hold a British Citizen passport you will not require a visa for Switzerland.

From the 1st January 2021, following Brexit, new regulations for travel within Europe require all British passports to have an additional six months' validity beyond your travel date. Any extra months over 10 years that were originally added to your passport may not count towards the six months needed. Please check your passport now to ensure that it is valid for the required duration. There is a helpful tool on this government website to check the validity: <https://www.gov.uk/check-a-passport-travel-europe>.

There are also updated rules for travelling in the Schengen zone (which relates to the European area). For tourism, a British citizen can stay for 90 days in a rolling 180-day period without a visa. Please be aware of any time you are spending in the Schengen zone prior to your Oak Hall holiday (you can check online which countries are in this zone).

Please note that more recent British passports (generally those issued from Jan 2017 onwards) require you to add a signature by hand (rather than having a digital signature on the photo page). Some countries will refuse entry if you have not signed it (and won't allow you to sign it at the time), so please check yours now.

If you have a passport of a different nationality or status, it is your responsibility to check whether you require any visas for your journey and any additional validity. We strongly advise you to check this at the time of booking, as there can be delays in issuing visas.

GHIC CARD

Following Brexit, the GHIC card has replaced the EHIC card, giving you free or reduced-cost healthcare in state-run facilities while you are abroad. If you have an EHIC card, this is still valid but it is now only valid in EU countries (not in Switzerland, Norway, Iceland or Liechtenstein). Once your EHIC has run out, you should apply for a GHIC. Most people who are resident in the UK can apply for a GHIC.

As with the EHIC, the GHIC does not cover everything that travel insurance covers, so it is important to have both travel insurance and a GHIC (if you are entitled to one). The GHIC gives you the same level of cover as a local in each country, so you may have to pay for some things that would be free on the NHS. Some travel insurance companies require you to have a GHIC. For more details and to apply, click here: www.ghic.org.uk

TRAVEL INSURANCE

We require everyone travelling with us to have travel insurance. Please check our [FAQ's](#) for further information. 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
- Lunch box and Water bottle
- Bible for evening study talks
- Plug adaptor for Swiss plugs – different to European plugs

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.

MOBILE PHONES

Post Brexit, some phone companies are charging for data roaming in Europe, please check your phone provider for charges and any travel packages they offer.

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 (2021/2022) for a full area Jungfrau region lift pass in Swiss Francs (CHF), including local ski bus and access to the top of the 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 284	CHF 337	CHF 385	CHF 428	CHF 462	CHF 638
Senior (62+)	CHF 256	CHF 304	CHF 347	CHF 385	CHF 416	CHF 574
Youth (16 -19)	CHF 216	CHF 258	CHF 294	CHF 325	CHF 352	CHF 486
Child (6 -15)	CHF 135	CHF 161	CHF 183	CHF 204	CHF 220	CHF 304
Hiking Pass (16+)	CHF 204	CHF 234	CHF 259	CHF 282	N/A	N/A
Hiking Pass (6-15)	CHF 102	CHF 116	CHF 130	CHF 141	N/A	N/A
Hiking Pass (16-19)	CHF 163	CHF 187	CHF 207	CHF 226	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 the coach departure time, preceded by an earlier evening meal.

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 group sessions for a total of £78. On the shorter holidays, lessons will only be offered on 4 days (J/JX2, JA/JX3, J/JX4 and J/JX12; 4x2 hour sessions for £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.

We are very passionate about using our own Christian ski and snowboard instructors, but sometimes we are unable to find enough instructors to meet the demand for lessons. When this happens we will get in touch to let you know, cancel your lessons, refund you the full amount that you paid and help you book in with a local ski or snowboard school.

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 provide snowboard instruction in Lauterbrunnen. However, you may be able to arrange your own lessons with a local school. Please contact the office if you need any help.

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.