

# Oak Hall Expeditions

## Terms and Conditions

We are very pleased that you have chosen to book your holiday with us. Please find below the terms and conditions of your holiday. We hope you will find them helpful in clarifying how an Oak Hall expedition works. We look forward to you travelling with us.

The lower age limit is 18 years unless travelling with a family member, or guardian over the age of 18 years. The holidays are not suitable for children under 7 years except for those holidays designated as "Family Week" when the lower age limit is 3 years.

We ask all our guests to help contribute to a positive and encouraging atmosphere in the group and to respect and support our Oak Hall team. Because of the nature of travel, we ask our guests to be ready to cope with unexpected changes to the itinerary, such as delays or rescheduling.

If you have a pre-existing medical condition, please include a note with your reservation so that, if necessary, we can let you know about the facilities at this and other resorts.

### Booking

A deposit is payable online or by cheque to reserve your place. Unless stated otherwise the deposit is £50. The deposit and any room supplement is non-transferable and non-returnable. After receiving your booking, we will process this and send you confirmation of your place on your chosen holiday. Please note that the booking is not final until you have received this confirmation. The Detailed Information document for your holiday (containing flight/coach timings etc.) will be sent to you at least two months before your departure. Please familiarise yourself with this information and keep it safe, ready for your holiday.

### Payment

The balance of your holiday payment is due two calendar months before departure. Please make a note of when the payment is due, as we may not be able to issue reminders. As we have to meet deadlines with suppliers such as hotels or airlines, if payment is not made on time for your booking we may need to cancel unpaid places and release them to others. If you know earlier that you will be unable to travel, please let us know. If you book within two calendar months of the date of departure, we ask you to pay the full holiday cost.

Please note that flight costs tend to increase nearer the time of departure or due to demand, and supplements may apply (if so, this will be made clear on the website at the time of booking).

Please ensure that you have travel insurance cover from the time that you pay for your holiday, as you may be able to make a claim through your travel insurance company if you need to cancel and your reason falls within the terms of their policy.

Our prices are calculated to include the current arrangements and rates for VAT. Should there be an increase, this will affect the price. We will absorb any changes in currency exchange rates up to 2% deviation from the rate on 5 May for the following Winter Programme and 1 November for the following Summer Programme. Where exchange rates fluctuate beyond 2%, we may request the payment of a currency supplement charge.

## Changes/Cancellation

If you want to change any of the details of your booking or transfer to an alternative expedition in the same season, more than two months before departure, we will do our best to help you. In the case of a name substitution, the deposit is non-transferable and is therefore payable by your nominee. However, if you wish to cancel your booking, please note that the full cost is non-returnable after the two month payment deadline.

We will notify you two months in advance in the unlikely event of a holiday cancellation. Usually your group will be a minimum of 20 persons.

## Financial security

### Coach:

All your payments for coach holidays are kept in a Trust Account until after your holiday is completed. This provides your security for protection against the unlikely event of insolvency and ensures a full refund and repatriation.

### Air:

All the flight-inclusive holidays in this brochure are financially protected by the ATOL scheme (Oak Hall Expeditions Ltd. ATOL Licence 3207). When you pay you will be supplied with an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. Please ask for it and check to ensure that everything you booked (flights, hotels and other services) is listed on it.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In the unlikely case that neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding, to be paid by you under your contract, to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme.

For more information about financial protection and the ATOL Certificate go to: [www.atol.org.uk/ATOLCertificate](http://www.atol.org.uk/ATOLCertificate).

## Insurance

We require that everyone travelling abroad with us takes out travel insurance that covers all eventualities for the duration of their holiday. If you choose not to take out travel insurance cover we ask that you sign an insurance disclaimer, stating that Oak Hall Expeditions are not responsible for your decision not to be insured. In some cases, we may limit the activities in which you can participate if you do not have travel insurance. For example, on a winter holiday, we would not purchase a lift pass on your behalf, nor allow you to participate in Oak Hall ski lessons.

In the rare event that hired equipment is damaged or lost, payment of the replacement value of affected items is payable to Oak Hall at the resort. You can then claim on your insurance.

When travelling in Europe, if you are eligible, please make sure you have a European Health Insurance Card (EHIC), as well as travel insurance. Often an EHIC is required for your insurance policy to be valid. An EHIC is free. To apply for an EHIC or for more information look online at [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers) or call 0845 606 2030. It is important to note that an EHIC is not a replacement for travel insurance and should be carried with you whilst abroad. After the UK leaves the EU, new terms regarding reciprocal health care between the EU and the UK, may cause the EHIC to not be valid.

## Travel Documents

British Citizens will need a full 10-year passport for overseas travel. Allow at least six weeks to obtain or renew one. British Citizens will not require any visas for travel in Western Europe. Details of any visas required for other countries will be sent to you, however, it is your responsibility to make sure you carry valid travel documents and visas while travelling with us. If you are not a British Citizen you will need to contact the consulates of the countries we will be travelling through to check the current visa and entry requirements.

## Travel

### Coach:

The limit for the combined weight of all an individual's luggage is 20kg (excluding hand luggage). We ask that you do not bring more luggage with you than you are able to carry yourself.

Please note that we have a no alcohol policy on the coach, which includes both consuming and transporting alcohol on the coach.

Please note that there might be exceptions regarding pick up points (e.g. for day trips the pick up point is Otford). However, this will be clearly communicated at the time of booking.

### Air:

Our flights are mainly with scheduled international airlines from London airports, but in the winter we also have departures from Birmingham and Manchester. Exact timings can be found on the website once available and will also be sent to you nearer the date of your departure. Dates are correct at the time of going to print. Occasionally rescheduling is made by the airlines and you may need to be flexible by a day or two. Air flights are occasionally subject to delay due to weather or other reasons beyond our control and are subject to final adjustment by the airline. We use return tickets and if you do not travel out with the group, the airline will usually automatically cancel the inbound flight. Please note that airport taxes are subject to change and we may need to ask you to cover any increases if these should be imposed by the government, for example.

The luggage allowance varies from airline to airline, and you will be informed of the precise amount in the Detailed Information document for your holiday. Please note that occasionally the size of the local hire coach, for example, may require us to set a lower allowance in the Detailed Information document than the airline limit.

### Independent Travel:

If you are making your own travel arrangements (which is indicated by an "X" in the holiday code, e.g. "SX20" or a discount on your booking), you can either meet the group at the resort, or at the overseas airport and join our transfer coach (this may be subject to a charge). Please ensure that you only book independent flights after you have a confirmed place on the Oak Hall holiday. If you wish to join our airport transfer coach, please make sure that your chosen flight is scheduled to arrive in good time, ideally 2 hours, ahead of our transfer coach departure. If you are unable to arrive before the transfer coach departs (e.g. due to your flight being delayed), you will need to make your own way to the resort by public transport.

## Accommodation

As the holidays are planned and published a year in advance, the details of the holiday, such as the accommodation, or even the resort, may change. On these rare occasions we would always look to provide an alternative of a similar standard.

### Campsites, chalets and mountain centres:

In our campsites we provide tents that accommodate two or three people. Our meals are prepared in a central cook tent, served for us to enjoy sitting around the marquee or in the fresh air - camp style with no tables.

The mountain centres/chalets are run by our own team. Clean and simple, there is a variety of rooms and dormitories. Each morning, you have the opportunity to make a packed lunch.

A list of what to bring (e.g. airbed and sleeping bag for camping holidays) will be sent in the Detailed Information document.

With the system of centralised cooking which we operate in the campsites, mountain centres and chalets, we cannot provide for special diets and can only offer a limited vegetarian option. Once or twice during your stay you will have the opportunity to help the cooks before and after the meal (e.g. washing up).

Please note that there is a no alcohol policy in our campsites, chalets and mountain centres.

### Hotels:

The ability of different hotels to cater for dietary requirements can vary. Please contact us for more details. Swimming pools and other facilities may not always be open due to maintenance or seasonal closure. There can be a range of rooms at a hotel within our group's allocation (i.e. the size of room, decoration, equipment, views etc may be different).

### Room or tent sharing:

Whether staying in a tent, chalet, mountain centre or hotel, there is the opportunity to share a room with others. The Oak Hall office will place you into a shared room with others of the same gender and where possible, a similar age to you. If you are coming with friends or family, please indicate this at the time of booking and you will be accommodated with them wherever possible. Please note that mixed accommodation is only available for married couples or families.

## Feedback

We do our utmost to ensure everything is in place for you to have an enjoyable time away with us, and we work hard to make sure everything runs smoothly. If you find you have a problem during the holiday, please advise our resort team immediately so the matter can be resolved on the spot. In the unlikely event that the difficulty cannot be resolved, please write to us within 14 days of your return, giving your booking reference number and all relevant details.

## Winter Lift Passes

For winter holidays, lift passes come in great variety, depending on age, duration, time of the season and your chosen resort. On our website, you will find details of the ski passes available and you will be able to choose the right one. For holidays that do not include a lift pass, prices will be updated one week before departure, in line with current exchange rates. We ask you to pay for your pass online before your holiday departs so that it can be ready for you from the first morning of your holiday.

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