

FREQUENTLY ASKED QUESTIONS

My BASI course has not been confirmed yet, can I still book my place on the package?

You can pay Redpoint for the package to reserve your place, but you should not book any flights until your course is confirmed. BASI normally confirm the courses 8 weeks beforehand.

Note that flights and insurance policies are non-refundable. If you pay us for your package before your course is confirmed and the course is subsequently not confirmed by BASI, we will refund the full package price paid to us (excluding flights and insurance).

We will only refund you if BASI do not confirm your course – if you choose to cancel your package for any reason, then the cancellation charges will apply as detailed in our Booking Terms & Conditions.

I'd like to arrive a day earlier than your package, can I still book with you?

Yes, you can still book the package for the dates stated in the package and we will quote you for the additional days to suit your plans. We may be able to arrange the extra accommodation for you depending on availability – be prepared to wait while we check availability direct with our suppliers before we can confirm the extra night for you.

Travel & Transfers:

How long is the transfer from Munich airport to Hintertux?

The journey usually takes approximately 2.5 hours, but we usually allow 3 hours to give time for loading.

How will I know where to meet the transfer bus at the airport?

We will notify you by e-mail approximately 1 week before your departure date with the meeting point and departure time from the airport. For your return transfer details, look out for the information sheet at reception in the hotel, which will show the return transfer times and meeting points. (Please make sure we have a contact telephone number for you or e-mail address where we can reach you 1 week before departure and do get in touch if you don't receive your e-mail).

Can you provide a transfer from a different airport?

There are free transfers from Munich airport included in this package. Transfers from Salzburg or Innsbruck airports can usually be arranged for you at a supplement, depending on your flight timings. Alternatively, you could take a train to Jenbach train station, where you may be able to join a Redpoint transfer, depending on the timings of the transfers. Please call us to find out what options are possible to add to your booking.

Is it possible to make my own way to Hintertux?

It is possible to get to Hintertux using public transport. You can take a train from Munich to Jenbach (with 1 change at Munich Ost), then the "Zillertalbahn" train or bus from Jenbach to Mayrhofen, then a bus from Mayrhofen train station up to Hintertux. Note that buses and trains only run during the day.

Is it possible to book a transfer only with Redpoint (I prefer to arrange my own accommodation)?

Please call us to ask for a quote. We need to know your dates, arrival/departure times, your departure airport, and flight numbers to be able to book your seat. We also need to know the name and address of your accommodation in Hintertux.

I have booked my flight through Redpoint. Will I receive a flight ticket in the post?

No, you will receive an confirmation e-mail from Redpoint with your flight reference code. You can usually check in with the airline using the reference code shown on your e-mail confirmation and print your own boarding passes to take to the airport with you.

I am bringing my own skis, do I have to notify the airline about ski carriage and will I have to pay extra for this? If we book your flights, we will add your ski carriage on your behalf. It depends on the airline you are travelling with as to whether there is an additional charge or not. Make sure you notify us at time of quoting if we are booking flights for you, we can then advise you of the carriage charges. If you book your own flights, you must notify the airline yourself at time of booking your own flights.

ACCOMMODATION & TRAVEL PACKAGE FOR BASI COURSES, HINTERTUX SPRING 2017

I am bringing my own skis, do I have to notify Redpoint?

Yes, please let us know if you are bringing oversize luggage, as our transfers are often by minibus and exceptionally long or large ski or snowboard bags may not fit on the transfer if we are not pre-warned.

Accommodation:

Is it possible to book a single room if I am prepared to pay extra for one?

There are a limited number of single rooms available at a supplement, which are subject to availability. Let us know your room preference when asking for a quote.

How far is the hotel from the ski lift? – Is it easy to get to the lift in the mornings?

The Thermal Badhotel Kirchler is in the centre of Hintertux village, approx. 10 minutes walk, or one stop on the ski bus, to the lift. The Hotel Rindererhof is approximately 100 meters from the ski lift, so just a minute's walk to the lift.

What is the food like at the hotel? The hotel provides buffet breakfasts and evening meals, which are either buffet-style or a fixed menu. Please mention any special dietary needs to us when making your booking, so that we can notify the hotel in advance of your arrival.

Equipment Hire:

Is it possible to hire skis in resort and where is the ski hire shop?

It is possible to hire skis in Hintertux village and also from the shop next to the ski lift, where there is a large selection of different categories of skis and boards available. See www.sportnner.at

Lift Passes:

When will I get my lift pass?

You will be given your lift pass either by the driver of your transfer or by the Redpoint representative in resort. If you do not see our representative in resort, then ask at the hotel reception, as it may be left with the receptionist for you to collect.

Do I need a photograph?

No, you do not need a photograph for your lift pass.

How do I get a reduced rate pass?

The lift company only gives reductions for groups when the group books and pays for all passes together, so by pre-booking your lift pass through Redpoint you will benefit from the group discount. If you book your own pass individually the lift company will not give the discount unless you have an ISIA Instructor Card.

Is it possible to just buy a lift pass from you (if I find my own accommodation)?

Please pre-book it with us at least a week before you need it.