

BOOKING CONDITIONS

1. Bookings

- a. All bookings are made with Village Camps S.A. (VC), a Swiss company registered in the Canton de Vaud in 1972.
- b. No contract exists until VC has received the required deposit or, in the event of bookings made after May 1st, the full payment.
- c. A deposit must be received within 48 hours of booking for the booking to be considered valid. An official written confirmation from VC will follow.
- d. The person signing the application form warrants to VC that he or she has the authority of each child booked (parent or legal guardian).
- e. This contract is subject to Swiss laws and jurisdiction in Nyon, the Canton de Vaud, Switzerland.
- f. No additions, deletions, changes or promises may be made relating to these conditions except in writing by an officer or director of VC.

2. Payment, cancellation, and refund policy

2.1. A non-refundable deposit must be paid within 48 hours of booking. Subsequently, full payment for the holidays contracted including extra services, must be received by May 1st. If the balance is not received by May 1st, without any exceptional, written agreement from VC management, the booking will not be valid, and the deposit will be forfeited. The deposit is non-refundable under any circumstance apart from those laid out in section 2.7.

2.2. For any booking made after May 1st, the entire cost of the programme, including any additional fees must be paid to VC within 48 hours of the date of booking. If the payment is not received within the 48 hours; the booking will be deemed void.

2.3. No reimbursement will be made for any reason in the event of a late arrival or an early departure.

2.4. Cancellation: Should you wish to cancel your camp reservation after May 1st the following refunds will be available:

Period before which camp starts in which notice of cancellation is received: Cancellation charge if you cancel

- Prior to May 1st: The non-refundable deposit
- Between May 1st and May 31st: 50% of total monies paid
- 1st of June until the start of camp: 100% of total monies paid

2.5. No reimbursements will be made should Village Camps be forced to cancel the camp, either before or during the camp if it results from a natural disaster, war, conflict, government unrest, an unforeseen disaster, or any other force majeure event beyond the control of VC. This includes if the government of the country in which VC is operating forces VC to cancel the camp. VC reserves the right to establish and define if it has been forced to close the camp, and the reasons for being forced to cancel the camp.

2.6. Epidemic/Pandemic: Should VC be forced to cancel the camp in advance of the start date of camp due to a new epidemic or pandemic; VC will refund all monies paid up to the date of such a cancellation subject to the deduction of an administrative fee of CHF 300.- / EUR 200.- per person, per booking which will be forfeited. Alternatively, the client may choose to substitute any refund of monies and the imposition of the administrative fee by accepting a Credit Note for the full amount paid. The VC Credit Note can be applied in full to any similar VC Camp package for the following summer.

2.7. COVID-19: In the case of an ongoing pandemic (Covid-19 for the 2022 season) – any client making NEW bookings for the 2022 season may book as per the normal Booking Conditions but cancel before the 31st of January 2022, and receive a full refund of monies paid, minus an administrative fee of CHF 300.- / EUR 200.- per booking regardless of the reason.

After January 31st the cancellation charges can be found in section 2.4.

Special Covid-19 Condition – a booking may exceptionally be cancelled, 15 days before the start of camp or less and receive a full refund of money paid, minus an administrative fee of CHF 300.- / EUR 200.- per booking. Alternatively, the client may choose to substitute any refund of monies and the imposition of the administrative fee by accepting a Credit Note for the full amount paid. The VC Credit Note can be applied in full to any similar VC Camp package for the following summer, ONLY IF the following conditions are met:

- a) Your child is traveling from a high-risk country, as determined by the respective government where the camp is located and is therefore forced to quarantine.
- b) Your child's flight/travel is cancelled or in-coming flights to the camp's destination country are banned, due to the Covid-19 pandemic.
- c) Your child has tested positive for Covid-19 in the last 7 days prior to arrival at camp with a doctor's certificate.
We suggest you take the appropriate measure to minimize the risk of exposure.

Each parent will sign VC's Declaration of Health and Travel Form acknowledging that they have read and understood the sanitary and safety precautions outlined for camp operation. In case campers are required to leave camp early due to Covid -19, no refunds will be made for early departures. VC will not be responsible for additional costs incurred to parents for change of travel plans, holiday reservations, extra transfers, or other.

2.8. During Camp, if VC deems, at its sole discretion, weather conditions to be unfavourable or dangerous, VC reserves the right to limit or cancel certain activities. If, consequently, one or more of the advertised activities are cancelled, VC will use all reasonable endeavours to substitute a suitable replacement. In the event of such circumstances the client will not be entitled to a refund.

2.9. VC reserves the right to cancel or modify any of the specialist programmes (ex. Riding Camp) advertised in its publicity in the event of insufficient bookings or for any other exceptional reason beyond its control. In the event of this rare occurrence, VC will offer any affected clients a choice of an alternative camp programme or a full refund of all monies paid. This refers strictly to the cancellation of an individual camp programme and not the camp in its entirety.

2.10. All payments can be made either via bank transfer to the designated account or by credit card which is subject to a transaction fee.

2.11. Booking using Credit Notes – all bookings made using Credit Notes are valid for the same camper, camp programme, and location as written on the note or a different programme and location equal to the value of the Credit Note. The exchange rate will be at the discretion of VC within reason, as will the availability of the requested programme. Should a client wish to switch to a more expensive option, the balance is payable to VC. Bookings using a Credit Note will be subject to an additional deposit on the 10th of January of each year to confirm intent and reserve the space at camp. CHF 300.- / EUR 200.-. If a specific programme (ex. Riding Camp) is not available the following year, the client may request a refund. This is not applicable to location (ex. France) if a similar/equal programme is available at another location.

3. Liability

3.1. VC will not be held responsible for the poor execution or non-execution of any service contracted to any other company/supplier. This includes airline companies or other transport companies. Accordingly, VC wishes to make it quite clear that it will not, under any circumstances, whether before, during, or after camp be responsible for any additional expense, distress, disappointment, loss, damage, injury, accident, delay, inconvenience, or irregularity resulting from or attributable to the act or default of any company, firm or persons in connection with the carrying out of such arrangements or bookings.

3.2. VC cannot be held responsible for any damage caused by its employees apart from a serious misconduct.

3.3. In case of any damage caused by outside services or providers other than VC, VC will have no obligation in filing a claim for compensation nor will it file a judicial claim on behalf of the client. VC will, however, supply the client with all the information possible as well as the conditions of service from said service or provider. Every booking is accepted subject to the conditions imposed by these outside companies or agencies and any claim with respect to such matters must be made against the appropriate principal.

4. Parents' responsibilities

Parents or guardians accept full financial responsibility for the following reasons, for any camper they register in VC:

- a) Damage caused, whether wilful or not to facilities, equipment, clothing, or anything else which is owned or leased by VC.
- b) Repatriation expenses for any camper having to leave camp to any designated destination whether due to illness, accident, misbehaviour or any other reason at the sole discretion of VC.
- c) Any pocket money or any purchase of a personal nature made on behalf of the child for anything not expressly included in the camp package.
- d) Rental or purchase of any equipment or any other item deemed essential for a child to enjoy his/her camp experience due to their own equipment being unfit, unsafe or missing.

5. Children's behaviour

VC reserves the right to send any child home or to any other location nominated by his/her parents, if in the sole opinion of VC, the child is incompatible with the general normal smooth-running of the camp through his/her negligence of the regular standard camp rules and regulations. In this case, all travel costs will be the responsibility of the parents or guardian, furthermore VC will not make any full or partial refund of any monies paid.

6. Third party public liability insurance

VC maintains a third-party liability insurance policy which provides indemnity in respect of legal liability to pay compensation for accidental injury to third parties or accidental loss of or damage to their property. The policy is for CHF 10'000'000 per incident (except for Canada).

7. Medical release

By their signature on the application form, parents or legal guardian authorize VC to take whatever action it deems necessary at its sole discretion to secure medical treatment for the child at the parents' or legal guardian's expense.

8. Promotional materials

VC reserves the right to take photographs or video during the camp sessions to be used for promotional purposes including, but not limited to: daily photo galleries, website, programme brochures, advertisements and for use by VC agents to promote the programmes internationally. Except in cases of testimonials used on our website, social media or in brochures, campers' names are not typically used in connection with the media.

9. Privacy Policy and Data Protection

Village Camps follows the GDPR rules to protect your privacy. we do not collect more information than is necessary; use for purposes other than those specified; keep your data if it is no longer needed; spread/sell your data to third parties. We collect data on the basis of "legitimate interest" only. Village Camps websites are secure, encrypted, and professionally managed. All reasonable, necessary measures are taken to protect personal data against theft or compromise. Please refer to the website to read our full Privacy Policy.