

VILLAGE CAMPS BOOKING CONDITIONS

1. BOOKINGS

- 1.1 All bookings are made with Village Camps S.A. (VC), a Swiss company incorporated in the Canton of Vaud in 1972.
- 1.2 No contractual relationship shall exist until VC has received the required deposit, or, for bookings made after May 1st, full payment.
- 1.3 A deposit must be received within forty-eight (48) hours of booking for the booking to be considered valid. Upon receipt, VC will issue written confirmation.
- 1.4 The person signing the application form confirms that they are the parent or legal guardian of the child, or otherwise have full legal authority to enter into this agreement on the child's behalf.
- 1.5 This agreement shall be governed exclusively by Swiss law. The courts of Leysin, Canton of Vaud, Switzerland, shall have exclusive jurisdiction.
- 1.6 No amendment, waiver, or modification of these conditions shall be valid unless made in writing and signed by a duly authorised officer of VC.

2. PAYMENT, CANCELLATION, AND REFUND POLICY

2.1 Deposits and Final Payment

A non-refundable deposit is required within forty-eight (48) hours of booking as follows:

- CHF 1,000 for camps operated in Switzerland
- EUR 800 for camps operated in Austria and Portugal

The deposit represents a genuine pre-estimate of administrative, staffing, planning, accommodation reservation, and capacity-allocation costs incurred by VC at the time of booking.

Full payment of all contracted services must be received by May 1st, unless otherwise agreed in writing by VC.

Failure to receive the balance by this date may result in cancellation of the booking and forfeiture of the deposit.

For bookings made after May 1st, full payment must be received within forty-eight (48) hours of booking. Failure to do so will render the booking void.

2.2 Late Arrival and Early Departure

No refunds shall be made for late arrival, early departure, or unused services, regardless of cause.

2.3 Cancellation by the Client

In the event of cancellation by the client, the following cancellation charges shall apply and are agreed as liquidated damages reflecting costs, staffing commitments, accommodation guarantees, and programme preparation incurred by VC:

Prior to May 1st: forfeiture of the deposit

- May 1st to May 31st: 50% of total fees paid
- From June 1st to the camp start date: 100% of total fees paid
- No refund shall be due once the camp has commenced.

2.4 Force Majeure

VC shall not be liable for cancellation, interruption, or modification of the camp resulting from events beyond its reasonable control, including but not limited to natural disasters, war, terrorism, civil unrest, governmental actions, or similar force majeure events.

Where such events occur, VC shall act reasonably and in good faith to assess the situation and determine appropriate measures. No refunds shall be payable in such circumstances.

2.5 Epidemic or Pandemic

If VC is required to cancel a camp prior to its start date due to an epidemic or pandemic, all fees paid shall be refunded, less an administrative fee of CHF 300 or EUR 200 per person, per booking.

Alternatively, clients may elect to receive a Credit Note for the full amount paid, redeemable against a comparable VC programme during the following summer season, subject to availability.

2.6 Programme Modifications During Camp

For safety, operational, or weather-related reasons, VC reserves the right to modify, limit, or cancel specific activities. Where reasonably possible, suitable alternative activities will be provided. Such modifications shall not entitle the client to a refund.

2.7 Specialist Programme Changes

VC reserves the right to cancel or modify specialist programmes due to insufficient enrolment or exceptional circumstances beyond its control. In such cases, affected clients will be offered either:

- an alternative programme of comparable value, or
- a full refund of all monies paid for the affected programme.

This clause applies solely to the cancelled programme and not to the camp as a whole.

2.8 Payment Methods

Payments may be made by bank transfer or credit card. Credit card payments may be subject to transaction fees.

2.9 Credit Notes

Credit Notes are valid only for the named camper and may be applied to the same or an alternative VC programme of equal value, subject to availability. Exchange rates shall be applied reasonably by VC.

Bookings using Credit Notes require an additional confirmation deposit of CHF 300 or EUR 200, payable by January 10th of the relevant year. If the requested programme is unavailable, the client may request a refund.

3. LIABILITY

- 3.1 VC shall not be liable for the acts or omissions of third-party service providers, including transport providers, accommodation partners, or activity suppliers.
- 3.2 Nothing in these conditions shall exclude or limit VC's liability for death, personal injury, gross negligence, or wilful misconduct, in accordance with Swiss law.
- 3.3 Any claims relating to third-party services must be made directly against the relevant provider. VC will provide reasonable assistance in supplying relevant information.

4. PARENTS' FINANCIAL RESPONSIBILITY

Parents or legal guardians accept full financial responsibility for:

- a) damage caused by the camper to property, facilities, or equipment
- b) repatriation or early return costs due to illness, injury, misconduct, or other justified reasons
- c) personal purchases made on behalf of the camper
- d) rental or replacement of essential equipment where required

5. CHILDREN'S BEHAVIOUR

VC reserves the right, acting reasonably and in the interests of safety and welfare, to require the early departure of any camper whose behaviour significantly disrupts the camp or endangers others. All associated costs shall be borne by the parents or guardians. No refund shall be payable.

6. THIRD-PARTY PUBLIC LIABILITY INSURANCE

VC maintains third-party public liability insurance with coverage of CHF 10,000,000 per incident, except in Canada.

7. MEDICAL AUTHORISATION

Parents or legal guardians authorise VC to obtain medical treatment for the camper where immediate action is reasonably required. All associated costs shall be borne by the parents or guardians.

8. PROMOTIONAL MATERIALS

VC may use photographs and video recordings taken during camp activities for promotional purposes, based on legitimate interest. Parents or legal guardians may object to such use in writing at any time. Campers' names shall not be used without explicit consent.

9. PRIVACY AND DATA PROTECTION

VC processes personal data in accordance with Swiss data protection law and the General Data Protection Regulation (GDPR). Data is collected solely for legitimate purposes, stored securely, and not sold or disclosed to third parties except where required for service delivery or legal compliance. Full details are available in VC's Privacy Policy.