



# TERMS AND CONDITIONS

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## 01 | Information

These Terms and Conditions set forth obligations applicable to both parents as well as children attending Camps organised by St. George's International School, (referred herein as "St. George's") addressed Chemin de St-Georges 19, 1815 Clarens, Switzerland

Phone number: +41 21 964 34 11

Any activities outside of the St. George's facilities will be indicated on the dedicated program.

## 02 | Acceptance of the General Conditions

These General Conditions are binding for customers and St. George's and drafted under Swiss regulations. The present General Conditions, signed by the contracting parties, will be incorporated into all contracts of St. George's Camp Activities Program, the object of which are the programs contained in the information sheets and that are binding on the parties, together with the particular conditions agreed in the contract and those which may be established in each Program.

## 03 | Registration, Price and Payment

- If you sign up but change your mind, notify us within 24 hours and there is no charge.
- If cancellation occurs more than 45 days prior to the arrival a refund of 50 % will be given.
- If cancellation occurs within 45 days from the start or during the camp no refund can be given.

**Registration:** In order to register for the chosen program, you must complete the application form from St. George's with the corresponding reservation. There are some programs with different requirements or forms that must be added to the general conditions mentioned above for the participant to complete and sign.

Any request for enrolment in any of our programs must be accompanied by a payment for administrative expenses to the value of 300CHF for non-residential and residential courses. The amount paid on account will be deducted from the total price of the Program.

No program registration will be processed unless accompanied by proof of payment. The balance of the price of the contracted Program must be paid within 30 days upon receipt of the invoice. Any failure to pay, both in time and method, will be considered as a waiver of the pupil to attend the course.

Registrations made less than thirty (30) days prior to the Program start date must pay the full amount of the chosen program at the time of registration. Registrations are personal and non-transferable.

**Price:** The price for the chosen Camp Program will be specified in the corresponding service registration documents. It will include: Scheduled activities, entertainment and excursions; Accommodation and meals; Language course and teaching material; Assistance, supervision and instruction of monitors and teachers; Laundry; Use of facilities, computers and Wi-Fi; Transportation; Accident and civil liability insurance.

The price does not include transport to and from home city to airport/ train station, airport/ train station pick-up/ drop off, pocket money for personal expenses, health and medical expenses, travel insurance and recorded delivery of VISA letter.

St. George's will supply the visa letter for the child(ren) application. Visa applications must be obtained in enough time to coincide with our cancellation policy in the terms exposed in the following section.

## 04 | Cancellation, No Presentation and/or Abandonment of the Program by the Customer

In the event that the customer decides to cancel the contracted Camp Program, it must be notified in written to St. George's. For reimbursement, refer to point 3.

Deposit is Non refundable.

Full payment is expected thirty (30) days upon receipt of the invoice;

No refund within 45 days of start date.

There will be no right to full refund of the price when:

-The participant abandons the course, of his own free will (or being minors, of his parents or guardians), once it has started, also being understood as withdrawal;

- In the event of the expulsion of the participant from the program due to non-compliance with the disciplinary rules provided in section 8 of these Terms and Conditions, or due to personal circumstances (health, physical or mental problems, for example) that disturb coexistence or good development of the program and that have not been previously communicated by the parents and/or guardians or participants at the time of formalising the registration.

In these cases, the costs of transfer to the airport, plane tickets and any other cost generated by the repatriation of the account will be the responsibility of the client.

## 05 | COVID Peace of Mind

At St. George's Camps, we are committed to ensuring everyone's safety and comfort, from our campers and staff to the communities and countries that host our camps. You can book a Camp safe in the knowledge that we have worked with local authorities and implemented policies and procedures to ensure our camps provide the safest environment for your child. In addition to being confident that our camps meet strict government standards for safety and increased hygiene, we also offer you the security of being able to cancel your camp booking if COVID19 prevents travel.

In this case, we will transfer your registration to 2025 or offer a full refund of the camp fees in these circumstances: Participant cannot travel to camp due to contracting Covid19; Student is unable to travel to Camp due to travel restrictions or quarantine caused by Covid19; Camp registrations do not reach the minimum number required. Proof of positive test or quarantine may be required.

With our COVID Peace of Mind Policy you can book with confidence, and we can all look forward to a safe full of adventure.

## 06 | Force Majeure

In the event that due to circumstances beyond the control of St. George's, including any urgent government instruction, or cause of force majeure (natural disaster, war, health emergency including the pandemic and any outbreak of a pandemic) arising after the signing of this Agreement, If it becomes necessary to establish additional hygiene, mobility restriction, health, sanitary or safety measures that may force the suspension of the activity, St. George's will provide the option to transfer your registration to offer a full refund of the camp fees in these circumstances.

## 07 | Alterations and Occurrences in the Program

Regarding airport pick up services: the flight information (date, hour and flight number) must be confirmed in writing to St. George's at least seven (7) working days prior arrival. The airport transfer service operates between 08.00 and 18.00 local time. In case of flight changes without previous notification, St. George's will not be held responsible for collecting the participant at the airport.

St. George's undertakes to provide customers with all contracted services contained within the program, with the stipulated conditions and characteristics.

All programs are subject to a minimum number of participants, and parents will be told of any cancellation or provided an alternative option.

St. George's reserves the right to change activities within the program to adjust for any changes with providers, weather or conditions required.

In this case, if we need to significantly adjust the program price or dates, you will be informed and given the option to accept the changes or given a refund minus any unavoidable charges.

Once obtained the relevant documentation, would, in turn, have a period of one (1) month to reply to the customer's complaint. If the solution proposed by St. George's were not satisfactory, the customer is entitled to initiate any corresponding actions.

## 08 | Practices and Mandatory Standards during the Progress of the Program

The participant agrees to respect and abide by the course discipline and behavior rules, both during their stay in the facilities where the Camp activities are developed, and outside of them, in particular, in relation to opening times of the Organisation, the obligation of getting involved in the activities and / or class attendance, meals, comply with schedules and rules of coexistence and behavior with teachers, classmates, and staff employed by the Organisation and St. George's in addition to the prohibition of consumption and possession of tobacco, alcohol and drugs, possession and / or use of weapons, explosives and any other conduct that is illegal.

Failure to comply with these requirements by the participant will entitle those responsible for the Organisation and St.

George's to take the legal and disciplinary measures they deem appropriate, as well as inform the parents or guardians of the participant's misbehavior, leaving the participant out of any activity or excursion or even expelled from the whole Program. In these cases, the cost of early return to their home being borne by the client. The customer will not have the right to reimbursement of the fees.

The customer shall be liable for any and all costs, charges, expenses and liabilities that might arise in respect of damage to any of our property where the participant (acting alone or with others) has caused loss or damage to our property or the property of any other person (fair wear and tear excluded).

## 09 | Medical, Pharmacological and/or Surgical Treatment

The participant shall inform St. George's, if they are undergoing any medical and/or pharmacological treatment during the period covered by the chosen program. It is understood that, at the time of beginning the program, the participant is in correct physical and mental health to participate in the program and that the medical information accompanying the program dossier is true and complete. Otherwise, the company St. George's is exempt from any type of liability arising from the falseness of the information.

In the event that a pupil of minor age is in a situation needing medical treatment and/or being admitted to hospital and/or in need of surgical intervention and it has not been possible to locate their parents or guardians, St. George's is hereby authorised to take the measures it deems most appropriate for the participant's health.

## 10 | Electronics Devices and other Participant's Properties

St. George's is not responsible for the loss and/or deterioration of any electronic devices, jewelry and other valuables that the participant may bring to the chosen program.

If any of these valuables have been lost, St. George's may dispose of any such property if not claimed and collected by the participant within 7 days of the end of the Camp.

## 11 | Documentation

All participants who contract the programs of St. George's must carry the necessary personal

documentation (passport, VISA card, travel insurance, ID card, health insurance card, medical report or medication) in accordance with the laws of the country where the arranged program will occur. St. George's will not accept responsibility for any and all liability or expenses arising from failure to comply on the part of the participant, their parents or guardians.

## 12 | Insurance

Participants who enroll in the programs of St. George's receive accident insurance. We recommend families to take out travel and cancellation insurance when coming from abroad.

Customers may contract another policy of their choice. In this case, they should make this circumstance known to St. George's.

## 13 | Personal Data Protection and Image Processing

**Regulations:** The personal data provided will be processed under the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the Protection of Individuals with regard to the Processing of Personal Data (GDPR). Our Data Protection Officer can be contacted by email at the address [dpo@stgeorges.ch](mailto:dpo@stgeorges.ch) if you have any queries regarding the processing of your personal data.

**Purpose:** The purpose of the data processing is attending your queries, performance of the contract as well as other legal obligations that may derive from it. We may also process your data to send you commercial communications and the participant's image for marketing campaigns.

**Legal basis:** The legal basis for processing your information is your express consent and the execution of these Terms and Conditions. If you do not consent to the processing of your / the participant data, the participant will not be able to enroll in the program. In the case of the sending of commercial communications about our educational services and the use of your image for marketing purposes we will be acting under our legitimate interest in addition to your express consent.

Type of personal data processed: Identification and contact information, language, location, image, family, preferences, educational and sensitive data related to health and behavior, bank and insurance details.

## 15 | Validity

The validity of these general conditions will be from January 1, 2023.

**Transfer of data:** Your personal data will be transferred to Inspired Education Group Marketing department when necessary for the provision of the services.

**Period of retention:** The data provided will be kept for the time necessary to comply with the purposes expressed herein or until your consent is withdrawn. After such period, your information will be erased under the corresponding security measures.

**Security measures:** The controller has implemented the necessary technical and organisational security measures that guarantee the security of your personal data.

**Exercise of Rights:** You can exercise the rights to access, rectification, erasure, object, limitation of processing, portability and consent withdrawal by sending us a written request to [dpo@stgeorges.ch](mailto:dpo@stgeorges.ch)

**Use of image:** The use of the participant's image will be used if expressed consent of parents / legal guardians or participants if they are over 13 will be always required. The purpose of taking images is the use and / or dissemination, during a limited period of time, for promotional purposes in St. George's and Inspired Education Group global media such as press material, newsletters, websites, social networks (Instagram, Twitter, Facebook, YouTube) and / or other similar media on the Internet (all of them owned and used exclusively by St. George's and Inspired Education Group ) and its use and / or dissemination is prohibited by other means or third parties not authorised and outside both. In any case, the participant or their legal representatives may withdraw their consent at any time and free of charge in accordance with the provisions of current legislation.

**Minors:** St. George's will not process any data from minors (individuals under 14). The authorisation of their parent or guardian, which will be duly accredited, will be always required. In this regard, St. George's will take all appropriate measures to proceed with the effective verification of the child's age.

You can find more information about our privacy policy at: <https://www.stgeorges.ch/privacy-notice>

## 14 | Resolution of Conflicts

Any conflict related to the programs will be resolved by the competent jurisdictional bodies according to the applicable legislation.