



Terms and Conditions

English Camp World - Summer Camp 2017

English Camp World offers a summer camp for students between 11 and 17 years old from different European countries. The dates of the camp are from Saturday 12th August – Friday 25th August 2017.

Price and Services Included

The price of the English Camp World program is £1,400 per student. This price includes the following services:

- Transfer from Manchester Airport to the Camp and back on arrival and departure days
- Accommodation in twin rooms with shower, WC, TV and towels and a weekly change of bed linen in the Camp Hotel at Yarnfield Park, Staffordshire, England
- Full board with breakfast, lunch and dinner and packed lunches on full-day excursion days
- 24 hour on camp support from the English Camp World Team
- 2 x 90 minutes English Tuition on 8 mornings, including level testing
- 4 full-day excursions
- 5 half-day excursions
- All entrance fees to theme-parks, attractions and sights as advertised.
- Afternoon and evening entertainment at camp
- All costs of teaching materials, sports equipment and entertainment
- An English Camp World T-Shirt and Baseball Cap
- An English Camp World Certificate of Camp Participation
- All taxes

There are no hidden costs. The camp price is all-inclusive.

Confirmation and Payments

After receiving your online registration English Camp World will send you a confirmation, together with our bank account details. In order to secure the booking we require a down payment of £350 – payable by bank transfer only. Please note: We do not accept payments by bank or credit card.

The rest payment for the camp is due no later than 10 weeks before the start of the camp, on June 3rd 2017. With your registration you agree to complete payments for the camp no later than June 3rd 2017 (or if registering on a date after this, no later than 5 working days after your registration date).

Cancellation

Cancellations must be made in writing and sent per Email to: info@englishcampworld.com

Cancellation fees are as follows:

- up to 10 weeks before camp start: £350
- between 10 and 8 weeks before camp start: 50% of the camp price
- between 8 and 6 weeks before camp start: 75% of the camp price
- between 6 and 4 weeks before camp start: 90% of the camp price
- less than 4 weeks before camp start: 100% of the camp price

In the unlikely event of less than 20 student registrations, English Camp World reserves the right to cancel the camp at any time up until 10 weeks before camp start. In this case English Camp World will reimburse all payments made for the camp. English Camp World will not reimburse cancellation fees for flights. We recommend the purchase of comprehensive cancellation fee insurance, which covers these cancellation costs if for any unexpected reason you are obliged to cancel your child's participation.

Services not used

English Camp World will not reimburse any costs for services not used by a student, for example if a student does not make use of our airport transfer service or a student leaves camp early for whatever reason.

Liabilities

English Camp World is not liable for damages by third parties or loss of students' property, unless this was a direct result of negligence by a member of the Camp staff. Students receive a key card for their hotel bedrooms, which are locked in their absence. We recommend you insure all valuable items your child intends to bring to camp, for example cell-phones, tablets, notebooks etc.

Parents/guardians are liable for any damages caused by their child at camp to the Camp Hotel facilities or English Camp World equipment and materials.

Illness and Accidents

In the event of sickness or accidents, our Camp Team will take your child to see a doctor or to hospital. We will inform you immediately. EU Nationals and participants from Iceland, Lichtenstein, Norway and Switzerland must apply for and bring an EHIC (European Health Insurance Card), in order for the costs of doctors' consultation fees and treatments for injuries to be covered by the British NHS (National Health Services). Any costs for medication must, however, be paid for by the students. Non EU Nationals must acquire medical insurance for the duration of the camp.

Camp Program

English Camp World will endeavour to provide all of the services advertised. Should it not be possible to run one of the programs because of circumstances beyond our control (for example bad weather) we reserve the right to run a different program in its place.

Student's General Welfare

The welfare of your child is of paramount importance to us. We pledge to look after your child with the utmost care, by

- treating all children as individuals and with respect, irrespective of age, gender, race, religion, beliefs or identity
- valuing and listening to your child's opinions
- practising child protection according to procedures outlined by the NSPCC (National Society for the Prevention of Cruelty to Children)
- making sure all camp staff have clean background checks
- requiring references from all camp staff
- ensuring all camp staff have up-to-date first aid certification
- taking a first aid kit on all excursions
- taking a fair, firm and responsible stance on issues such as discipline or bullying and resolving these in a pedagogically satisfactory manner

Customer Satisfaction

It is our wish that your child enjoys his or her stay at English Camp World and has a fantastic, fun and fulfilling learning experience. If your child is unhappy or dissatisfied about anything at all during the camp, he or she should approach a member of our experienced camp team. We will do everything possible to ensure that problems are dealt with as quickly as possible, so that your child is safe and happy.

English Camp World Data Protection Policy

The UK Data Protection Act of 1998 ensures that English Camp World will comply to the following.

Data will be

- fairly and legally processed
- be relevant to the camp program
- not be unnecessarily excessive in detail
- be accurately maintained
- not be kept for longer than necessary
- only be used in accordance with the individuals rights unless there is a child protection issue where information will be used on a need to know basis with agencies such as doctors, police or social workers
- be safely stored