



# **TERMS & CONDITIONS**

JUNIOR SUMMER CAMP 2024

# TERMS OF PAYMENT

Full payment must be made prior to the start of the course.

Courses are booked as a complete course and no refunds are made for any missed lessons. If you are unsure of what is included in your quotation, please contact a member of our team by email.

Acceptable payment types are Bank Transfer, via Transfermate or credit card. For bank transfers, all charges are to be paid by the client.

Alpine French School will not be responsible for charges imposed on you, by your bank. This also includes payment discrepancies caused by variations in exchange rates used by your bank.

All prices are in euros.

## • DEPOSIT

We take a deposit of 25% of the booking to secure your booking. For bookings to be confirmed, please make deposit payments within 48 hours of receipt of your quotation.

This amount is deducted from your balance which is payable, at latest, 6 weeks before the course start-date.

The agreement between Alpine French School and the client becomes legally binding upon payment of the deposit.

# CANCELLATION POLICY

8 weeks before course start date: 90% of total booking retained

6-8 weeks before course start date: 75% refund

4-6 weeks before course start date: 50% refund

2-4 weeks before course start date: 20% refund

0-2 weeks before course start date: no refund

Credit notes are issued at Alpine French School's discretion.

No reimbursements are made for late arrivals or early departures, regardless of the reasons.

Registration fees for all courses are non-refundable in the case of cancellation.

For private lessons cancelled less than 48 hours in advance, no refund will be given. With more than 48 hours notice, we will do our best to rearrange your lesson subject to availability.

In the event of a student's late arrival, of less than 15 minutes, to a private lesson, face-to-face or online, the lesson will finish at the due time. Upon the event of a student being late to a lesson, the teacher will wait for the first 15 minutes after the lesson start time. After this time, the teacher will no longer be available for the lesson.

In the unfortunate event that Alpine French School has to cancel a lesson, another lesson will be scheduled in replacement.

Activities are non-refundable.

# TRAVELLING FROM ABROAD

Prices do not include any travel.

Alpine French School can recommend a booking link for a transfer company in Morzine to and from Geneva Airport.

If you have booked an airport transfer through the booking link provided, Alpine French School is not liable for any cancellations, delays or issues surrounding your booking.

Clients must arrange their own formal travel documentation such as visas if required. For students in the EU or in countries in the Schengen area, a visa is not required for stays of under 90 days (3 months). Please see the following link for the list of countries: <http://vosdroits.service-public.fr/particuliers/F21921.xhtml>

Alpine French School takes no responsibility for the outcome of your application.

## • MEDICAL INSURANCE

Clients must ensure that both children and adults have comprehensive travel & medical insurance for their trip.

Our 3rd party activity providers are all insured and fully certified and have the relevant liability insurances.

# HEALTH AND SAFETY POLICY

- AFS is dedicated to providing the safest environment for your children.
- Hospitals are always within driving distance. In the rare event of illness or accident, parents are called at the first opportunity and updated with full information on what steps have been taken to assist your child.
- AFS ensures that its providers have the appropriate insurance and policy to ensure the safety of children in their care.
- AFS cannot accept any liability for the Health and Safety actions of its providers.
- AFS ensures the cleanliness and safety of the Summer Camp premises at all times.
- Through our providers, AFS ensures that each child taking part in water activities completes and passes a swim test at the start of the week.
- Any child that has not completed the swim test (test d'aisance aquatique) delivered by the swimming pool lifeguards will not be able to participate in water activities.
- AFS has a coherent fire safety plan, and puts into place fire drills at the beginning of each camp week.
- Children will always be supervised by an appropriate adult, however children are expected to behave in a sensible manner and listen to instruction when required.
- Upon the occasion of children being taken off the Summer Camp premises, children are required to be aware of basic road safety and follow the instructions of their supervisors at all times

## • MEDICAL RELEASE

AFS shall have full authority to take whatever action it deems necessary to safeguard the health and well-being of your child.

Such authority shall include the right of AFS to take the action it deems necessary to secure medical treatment for the child at the parent's or guardian's expense.

Full medical information must be completed on the application form and parents will be asked to sign a separate medical release form which is a legal requirement in France.

# LIABILITY

It is not possible for Alpine French School to be held responsible for services not under our control.

Alpine French School will not, under any circumstances, 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 or the conveyance of any clients, unless caused by either the proven negligence of, or a proven lack of diligence by Alpine French School.

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.

## • PARENTS' RESPONSIBILITIES

Parents or guardians accept full financial responsibility for anyone they register in AFS (children or adults) for the following reasons:

- Damage caused, whether willful or not, to facilities, equipment, clothing or anything else belonging to or leased by AFS.
- Expenses for any child having to withdraw from camp due to illness, accident, misbehaviour or any other reason deemed valid by AFS.
- The client understands that any disciplinary actions are made at the discretion of the Alpine French School team and their professional judgement.



# PRIVACY POLICY

As part of your booking, we will ask for some personal data.

Your data is stored in our booking system which is compliant with GDPR.

We will never share your data with a third party. You have the right to have any personal data deleted at any time.

Remote payments are made via telephone or Transfermate which is an accredited and secure online payment system. No records of card details are visible to us via this system and no card details are stored.

AFS reserves the right to use any photographs, art work, etc, of the children on its website, in its advertising and in any of its future publications.



# ACCOMMODATION

Upon booking AFS managed accommodation, the client agrees to adhere to the following conditions:

- A basic standard of cleanliness is expected from all clients staying in our shared apartment. This includes the disposal of rubbish and the upkeep of the kitchen and communal areas.
- Clients are expected to follow the instructions on the AFS pre-departure email in order to ensure the apartment is in order prior to departure.
- Noise is expected to be kept to an appropriate level. The AFS apartment is designed to be shared amongst families, and clients must always be considerate of others and neighbouring properties.
- AFS requires clients to report any breakages/damages at the earliest opportunity.
- Clients make appropriate use of the AFS emergency phone number for genuine emergencies involving the AFS accommodation or services.
- Clients are of the understanding that issues raised on the emergency line that AFS does not deem to be urgent will be dealt with on the next working day.

AFS will provide each booking with keys for the accommodation which are located in a key box. AFS will make the client aware of the location of the key box and the code for the box prior to arrival via email.

Check-in is 4pm. In case of an early arrival, please let us know in advance so we can provide information on where you can leave luggage. There will not be access to the flat prior to 4pm.

Check out is 10am. AFS is happy to store luggage for clients on the last morning of their stay in the AFS premises. AFS cannot accept any liability for damage/ theft of luggage left on the premises and this is done so at the client's risk.

We take a 250€ deposit upon arrival (first day of your course) for the accommodation, this will be returned within 5 business days of your departure.



# ACTIVITIES

We reserve the right to modify the activity programme.

All programmes provided are provisional and are subject to change; in some cases this is necessary due to weather conditions, availability and unavoidable operational constrictions. Furthermore, if, in the opinion of AFS, conditions are hazardous due to adverse weather, activities may be curtailed or cancelled.

Students who enrol in activity programmes must be willing and engaged in activities, AFS cannot provide staffing for children who refuse to take part in the activities on the day. Whilst AFS accepts that new experiences may be different and can be intimidating for children, in the case that a child is not willing to participate in activities, AFS reserves the right to restrict their participation in the activity programme for the remainder of the stay.

AFS reserves the right to refuse children aged 5 for activity courses. AFS has no obligation to change this age limit, regardless of individual circumstances.

Parents must ensure that children are collected after activities, from the AFS Summer Camp premises, with the exception of parents who have given written consent for their child to make their own way home. Without signed consent, your child will not be allowed to leave the premises and you will have to come and collect them.

AFS are not held accountable for delays at the hands of activity providers. We apologise in advance if delays occur surrounding the pick up of children.

# LESSONS

Parents are expected to ensure their child/children arrive at camp on time and any private lessons promptly. Lateness presents a safety risk and also inhibits a child's full enjoyment of camp, whilst disrupting the classroom learning environment.

Throughout lesson times, children are expected to follow the AFS Summer Camp Code of Conduct. This includes ensuring respect towards teachers, staff and their fellow classmates. Any behaviour that is not deemed appropriate during lesson times will be dealt with according to AFS protocol. AFS reserves the right to remove a student from a classroom or camp entirely.

AFS organises educational morning outings throughout the week for children. Whilst AFS understands this can be a source of excitement for children, AFS reminds parents and children that the Health and Safety policy needs to be followed at all times. During outings, the purchase of items listed as forbidden in the Code of Conduct is prohibited. This includes the purchase of pyrotechnics and knives.

## • MODIFICATION OF PROGRAMMES

Alpine French School reserves the right to modify courses and activities subject to outside circumstances, cancellations, weather etc.

Alpine French School reserves the right to modify any programme or programmes listed in our brochure because of an insufficient number of participants or for any other reason beyond its control.

In the rare event that AFS is forced to cancel a programme, AFS will provide full refund of any monies paid, unless an alternative camp programme can be provided, however different from the original planned programme.

If AFS or its activity providers deem that your child is unable to take part in the booked activities, we reserve the right to change activity group and offer a refund of price difference. This is completely at AFS and the activity providers' discretion.

# CODE OF CONDUCT

Every Summer Camp student agrees to adhere to these rules in both Morning lessons and Afternoon Activities throughout their camp experience.

- Make an effort to communicate in French where and when possible.
- Ensure that they have understood, and to ask for help or for the speaker to repeat, explain and translate if necessary.
- Respect the timetable of the Summer Camp, lesson or activities.
- Respect the staff, the teachers and activity leaders and their fellow classmates.
- Respect the environment (buildings, equipment and materials).
- Behave in a polite and courteous manner with people from outside the centre.
- Respect all safety regulations at all times.
- Use electronic devices (mobile phone) reasonably during free time and according to the instructions of our Staff.
- Swearing / Offensive language and inappropriate behaviour will not be tolerated
- Bullying will not be tolerated

## • Legal Requirements

The following are strictly forbidden by law:

- The consumption of alcohol, smoking or using banned substances.
- Bringing the above products onto any of the Alpine French School's premises.
- Visit websites not suitable for under 18s.
- Violence, sexual harassment, racism and all other forms of discrimination.

# PROTOCOL IN THE EVENT OF A BREACH OF THE CODE OF CONDUCT

- 1 - The Camp Management Team will evaluate the situation.
- 2 - The Camp Management Team will take the necessary measures to resolve the situation. In some cases, we withhold the right to exclude students for example: when a situation or behavior impacts other students or staff member
- 3 - In the event of an exclusion, all costs forthwith, are at the expense of the parents or guardians of the Junior.

## PHONE USAGE

We have a strict policy concerning the use of mobile phones at our camp which is a carefully considered policy to ensure the well-being of all students and their enjoyment of the camp

Students must only use mobile phones during lessons when given permission by a teacher. Mobile phones are allowed at break times and lunch times within reason. Camp Staff reserve the right to ask children to not use their phone if we feel the use is becoming excessive or isolating them.

Phones are not allowed during activities for safety reasons.

Tablets and laptops are not permitted at camp.

# COMPLAINTS

In the event of any complaints during your child's course, please ensure that contact is made with AFS, as soon as an issue occurs.

We will be happy to discuss the issue with you and we will do everything in our power to remedy the situation.

Any complaints should be made with a reasonable timeframe to ensure AFS has the capacity to provide a solution. Any complaints after departure will not be considered. Complaints should be made to an appropriate member of the AFS team, not the teaching staff.

Complaints cannot be accepted for weather conditions or resort opening times/dates as such things are beyond our control.

All complaints should be made in consideration of staff members and any lack of courtesy, abusive/disrespectful communication will not be tolerated.

