



Olimp Tour Ltd
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CAMPS BOOKING TERMS AND CONDITIONS

1. DEFINITIONS

Booking - The booking as detailed in the Booking Confirmation made by You and accepted by Us in accordance with these Conditions.

Booking Confirmation - Our written confirmation of the Booking (Invoice number).

Cancellation Charges - The cancellation charges payable by You in accordance with the provisions of clause 4

Child/Children - the child or children for whom the Booking is made.

Conditions - The terms and conditions set out in this document and any special terms and conditions agreed in writing between Us & You together with our Travel Rules.

Contract - the contract between Us and You for the Booking.

Travel Rules – the rules applying to all travel services provided as part of your Booking which can be provided in hard copy on request.

Travel Insurance - The insurance cover offered by Olimp Tour as arranged through Navigator and details of which are available on request.

Departure Date - The departure date specified in the Booking Confirmation or such other date as may be applicable by reference to these Conditions.

Deposit - The non-refutable holding deposit as specified in the Booking Confirmation payable by you in accordance with these Conditions.

Our/We/Us – Olimp Tour Ltd (a company incorporated in England & Wales under company number 09197511) whose registered address is at 26B Wimborne Road, London, N17 6HL, UK.

Payment Dates - Unless otherwise agreed in writing by Us:

The Deposit shall be payable within 24h upon confirmation of the booking by You or where the Booking is made less than 45 days prior to the Arrival Date, at the same time as payment of the balance of the Price.

Price - The price set out in the Booking Confirmation or as otherwise confirmed in writing by Us.

You/Your - The person firm or company whose Booking is accepted by Us in accordance with these Conditions.

2. CONDITIONS APPLICABLE

- a) These Conditions shall apply to the Contract to the exclusion of all other terms & conditions.
- b) No variation to these Conditions (including any special terms and conditions agreed between the parties) shall be binding unless agreed in writing between Us and You.

3. BOOKING PROCEDURE

- a) You enter into contract subject to these conditions once booking deposit is paid.
- b) Personal information requested during the booking process is held on computer and used by Us in connection with the Booking.
- c) A valid passport (or visa if specified by Camp country) is essential for travel the UK with an expiry date of at least 6 months beyond the end date of your visit. In addition each child must hold a valid EHIC Card. Please be aware that Polish ID's will not be allowed To enter UK.
- d) You must arrange suitable insurance before we will accept the Booking. We will add the cost of Travel Insurance to the Price unless You provide details of Your insurer when making a booking enquiry or submitting a booking form. Where you elect to arrange your own insurance you must ensure that the policy you have in place provides equivalent protection to that provided by Our Travel Insurance.
- e) In the event that child requires a visa or any other travel document, you take full responsibility for ensuring you obtain all paperwork. In the event that you do not obtain a visa or any other documentation needed it is deemed that you have cancelled your booking and your booking will be subject to clause 4.
- f) The balance of the Price shall be payable upon such date as specified in the Invoice or, where no such date has been specified in the invoice by no later than 45 days prior to the Arrival Date or, where the Booking is made less than 45 days prior to the Arrival Date, the full Price shall be payable immediately. We will not send payment reminders.
- g) Without prejudice to any other right or remedy available to Us We shall be entitled to cancel the Contract without any liability in the following circumstances:
 - if You do not pay the Price in full in accordance with the Payment Dates.
 - if You fail to provide any information requested by Us.
- h) Camper Pack must be completed and signed by parent/guardian and returned to Us within 30 days prior to departure. For any booking made within 14 days of departure, You must make sure that all documentations reach is immediately. Each child is must hold Camper Pack. We reserve a right to not take child on camp without proper documentation in place.
- i) If You wish to change Your Booking We will endeavor to make such changes as You may request but it may not always be possible to accommodate such requests. Any request for changes to the Booking may be made either in writing or by telephoning US. If We agree to Your request We will confirm the changes in writing. You are obliged to inform US about any change regarding child's name or address.
- j) You have a right cancel Your booking free of charge up to 7 days prior to departure, only when You will replace it with another child booking.
- k) Our detailed offer can be found on camps4kids.co.uk

- l) We reserve the right to change the prices of any camp if the total amount is higher than the 2% of the tour only due to an increase: exchange rates, transport costs, taxes and Price raised of the above mentioned can be increased no less than 30 days before the departure date.
- m) Itineraries, schedules and transportation services are subject to alteration due to weather or operational factors beyond Our control and We reserve the right to substitute alternative accommodation or other facilities or services of reasonably equal or better standard without prior notice or liability and without any alteration to the Price.

4. FORCE MAJURE

We shall not be liable for any delay in performing or failure to perform any obligation (including actioning any alteration or cancellation) due to any cause beyond Our reasonable control including strikes, lock-outs, Covid-19, labor disputes, act of God, war, threats to safety, compliance with any law or governmental order, fire, flood, storm in connection with the performance of this Agreement. In case if not having minimum of 35 children. We reserve the right to cancel camp within 14 days prior to departure.

5. CANCELLATIONS AND REFUND POLICY

Your holiday will be confirmed after we receive your booking form and the appropriate deposit. Please note that payment of the deposit is regarded as your acceptance of the booking conditions and is non-refundable. If you wish to cancel the booking or any part thereof (including COVID-19 reasons) you must notify us immediately in writing. Until written confirmation is received we will continue to hold your reservation. All cancellations will be acknowledged. To cover the cost of processing your cancellation, and to compensate us for the risk that we may not be able to resell your travel arrangements, we'll make a cancellation charge on the scale shown below. You are responsible for paying this charge.

Cancellations incur the following charges on the total booking value:

- More than 70 days before camp starts: loss of deposit £150
- 69 - 57 days: 30%
- 56 - 36 days: 50%
- 35 - 22 days: 70%
- 21 - 15 days: 90%
- 14 - 0 days: 100%

On or after the holiday starts: 100% of the total holiday price.

Once your booking has been cancelled you can expect to receive a cancellation invoice within 14 days. If you don't please contact Us.

- a) Olimp Tour does not take any responsibility for changes and cancellations made by airlines during the booking. Information about possible changes in the Customer's reservation will be sent by an office to the e-mail address indicated in the booking form or by phone to the indicated contact number.
- b) Any claims arising from cancellation or modification, including the delay of the airline's connection, the Customer should refer to the airline. Airlines are liable under the Convention Terms and Conditions.

- c) Any claims by Clients arising from the cancellation or change of connection as well as for delays directed to Olimp Tour will be rejected.
- d) Olimp Tour does not refund a purchased flight ticket. This lays under the Cancellation Terms and Conditions of the specific airline.

6. LIABILITIES AND COMPLAINTS

- a) Except in respect of death or personal injury caused by Our negligence or that of Our employees or agents We shall not be liable to You by reason of any representation or any implied warranty condition or other term or any duty at common law or under the express terms of the Contract for any consequential loss or damage, (whether for loss of profit or otherwise) costs, expenses, or other claims for consequential compensation whatsoever (and whether caused by Our negligence or that of Olimp Tour employees or agents or otherwise) which arise out of or in connection with the Booking except as expressly provided in the Conditions.
- b) We accept no liability for loss or damage to valuable, baggage or personal property unless such loss or damage is proven to be due to Our negligence or that of Our employees or agents.
- c) We reserve the right to decline to accept or to cancel any Booking or exclude any Child at any time between the Arrival date and the Departure Date if in Our reasonable opinion the behavior of that Child is or may be disruptive, dangerous, inappropriate or incompatible with the general enjoyment of other visitors. Where we exercise Our rights under this clause You must arrange for Your Child to be collected within 24 hours of Our notifying You. Any additional costs so incurred shall be entirely Your responsibility and You shall reimburse any costs reasonably incurred by Us in connection with the exclusion of Your Child (to include costs of arranging alternative care and/or transportation).
- d) We shall not compensate You if for any reason arising from Your neglect (ie. Missing departure, cancellation during camp).
- e) If any problem is experienced between the Arrival date and the Departure Date the matter should be immediately reported to the camp manager to allow Us the opportunity to rectify any problem raised. If it is not resolved You should write to Us within 30 days of the Departure Date and We will endeavor to find a satisfactory solution.
- f) We are obliged to pay You a full or partial compensation within 30 days of Your cancellation or complain accepted by Us.
- g) The Contract shall be governed by the laws of England and subject to the jurisdiction of the English courts.
- h) It is Your responsibility to inform Us at the time of Booking or as soon as You become aware of any actual or anticipated disabilities, social or behavioral problems or circumstances (including details of past experiences) affecting Your Child where such problems or circumstances may affect Your Child's stay (including the provision of any transportation services), the stay of other visitors and the ability of Our staff to support Your Child appropriately. We reserve the right to exclude any Child or cancel the Booking for any Child at any time prior to the Arrival Date or between the Arrival Date and the Departure

Date if We in Our absolute discretion have reason to believe that important information has not been provided to Us. In such circumstances Cancellation Charges shall be payable as set out at clause 5.0.

- i) We will provide each child with all-inclusive holidays as stated at www.camps4kids.co.uk offer. However first day at camp begins with dinner and last day finishes with breakfast. Also at day trips each child will be provided with packed lunch.

Your Child shall abide by the Travel Rules. Failure to do so may result in our declining to provide transportation services for your Child or You covering all expenses for damages done by Your Child.

7. GENERAL

- a) You agree as follow:

- Participation of Your Child in all activities included in camp offer.
- Use by Us alcohol or drug test in the case of reasonable suspicion that Your Child consumed alcohol, took drugs or any substances with similar effect. We will get in touch with You before we carry on any test.

- b) To ensure that our marketing materials give an accurate and honest impression of our camps We use images of children attending previous camps in our marketing. If You do not wish images of Your Child to appear in our future marketing materials please inform us of this in writing prior to the Arrival Date so that We can ensure that Your Child is not included within any photographs which may later be used for marketing purposes.

- c) Your Child luggage should contain (Coach):

- Main luggage which should not exceed 25kg
- Handbag, backpack or small bag weighing up to 5kg
- In case of Winter Camps helmet and all extra winter equipment should be put into signed covers. We accept the right to refuse any additional baggage regarding coach space.

- d) If You wish to pick up Your Child before the end of the camp, You are obliged to inform Us by phone or email at least one day before. If you wish Your child to be picked up by third party, please submit a written authorization to Our office. It needs to include ID details of person picking up and child details. Authorization must be received by Us no later than one day before the end of the camp. In addition the authorized person must show their ID when taking child away.

- e) If you or any family member wish to visits your child, please make sure to arrange that with Camp Manager, also this can only be carried off-site.

- f) Pocket money can be deposit with Your Child carrier. We are not liable for any money, which are not deposited.

- g) Olimp Tour, registered in England no. 09197511. Regulated by the Package Travel & Linked Travel Arrangements Regulations 2018. In accordance with the act it requires travel companies to provide security for the monies that consumers pay for certain types and combinations of travel arrangements

booked with them and for consumers' repatriation in the event of their insolvency. We provide 100% financial security for our customers by being a member of Protected Trust Services (PTS)

- h) The client agrees to the processing of his personal data for the purposes of the contract by the organizer's office Olimp Tour Ltd in accordance with GDPR (The General Data Protection Regulation) - regulation in EU law on data protection and privacy for all individuals. The client was informed about the right to check, withdraw, change or delete the personal data at any time.
- i) The Contract shall be governed by the laws of England and subject to the jurisdiction of the English courts.