

Terms and Conditions

Booking, Confirmation & Payment

A booking is binding for both parties as soon as you have booked via our online booking system.

We kindly ask you to fill in the digital form providing us with all relevant information about your child/ren. After completing the registration form you will receive a confirmation and an invoice.

Payments must be made free of expenses, or any outstanding expenses must be paid subsequently.

We cannot guarantee or hold a spot in our camps unless full payment is received prior to the start of the camp.

Although the fee covers all camp-related expenses (excluding laundry service), we recommend bringing some pocket money (ca. €40 per week) for extras, such as souvenirs.

Please be aware that once you have selected the language course and afternoon program, any changes will incur an additional fee. A charge of €30 per person will apply for any modifications in bookings.

If your child has any special needs, limitations, intolerances, allergies or restrictions, or requires specific care or medication, you are required to inform us in advance (at least four weeks prior to the start of the camp). Otherwise, we reserve the right to invoice any additional costs and expenses incurred due to special care requirements or to cancel the stay.

Terms of Cancellation

60 days preterm no cancellation fee

59 days up to 45 days preterm cancellation fee 25% of full amount

44 days up to 31 days preterm cancellation fee 50% of full amount

30 days up to 0 days preterm no refund

early leaving no refund

in case of „no show“, no refund

Please be aware that in the event of a booking cancellation from your side, any incurred expenses and fees will be deducted from the refund.

Cancellations must be made in writing (e.g., via email).

Minimum & Maximum Number of Participants

Auersperg-International Summer Camp / Auersperg Travels OG reserves the right of cancellation at any time.

If we are forced to call off the camp for whatever unforeseen reasons (e.g. if the minimum number of 15 participants is not reached, lack of staff, or force majeure etc), we are unable to provide neither substitute services nor compensation. However, in such cases you will receive all payments back. Up to 35 participants will be accepted per camp. Participants will be accepted on a first-come, first-served basis. You will be informed immediately if the camp is overbooked.

Arrival & Departure

Travel expenses are not covered.

Check-In / Check-Out Time

We kindly ask parents bringing their children to the camp in person to arrive between 3:00 and 5:00pm

Personal pick up from the camp on departure days is from 8:00-12:00am.

Early dismissal or discontinuance of a registered participant

No refund will be provided if a participant's stay is ended early or discontinued due to an accident, illness, or reasons beyond the control of Auersperg-International Summer Camp / Auersperg Travels OG, such as expulsion from camp for disciplinary reasons, homesickness, emergencies, or similar circumstances. The legal guardian is responsible for the costs and arrangements of the return journey. We recommend securing cancellation and travel insurance before the camp.

Limitations of Liability

We reserve the right to modify and/or substitute elements of the program content.

Under no circumstance can Auersperg-International Summer Camp / Auersperg Travels OG be responsible for any service not directly under the control of Auersperg-International Summer Camp / Auersperg Travels OG, e.g. weather conditions, world events, transportation companies, force majeure, etc. Auersperg-International Summer Camp / Auersperg Travels OG can not be held responsible for extra costs, damage, accidents, lateness or inconvenience as a result of an error by a company and/or third party during the activities and/or transportation of participants. Every booking is accepted subject to all the conditions imposed by such outside companies and all claims with respect to these matters must be made directly to the concerned party.

The costs for damages to the premises and the equipment and/or objects in the property of Auersperg-International Summer Camp / Auersperg Travels OG and/or its partners and contractors, which are proven to have been caused by the behavior of the participant, are to be paid by the participant or the legal guardian/representative, independent of negligence.

Claims for damages against Auersperg-International Summer Camp / Auersperg Travels OG for delay, impossibility of performance, positive breach of contract, tort or any other legal reason are excluded unless Auersperg-International Summer Camp / Auersperg Travels OG, his legal representatives have acted intentionally or with gross negligence. In addition, participant or his/her legal representative waives claims for damages and compensation for pain and suffering against the organizer, provided that the organizer, whose legal representatives or vicarious agents or other participants have not acted intentionally or with gross negligence.

Except in the case of intent and gross negligence, Auersperg-International Summer Camp / Auersperg Travels OG is not liable for items that participants bring with them. In this respect, participants are advised not to bring any items of significant value with them. You undertake to inform the participant in advance of the obligations during the stay.

Our camp counsellors and leaders are not held responsible for any illegal acts or prohibited substances in the possession of a camp participant.

In such cases, Auersperg-International Summer Camp / Auersperg Travels OG, along with its counselors and leaders, assumes no liability.

The adverse consequences are to be borne by the participant. No restitution of travel costs can be made as a result of the expulsion of a camp participant.

A participant may be excluded from the camp in cases of immoral behavior, criminal acts, or other actions for which the counsellors, leaders, or Auersperg-International Summer Camp / Auersperg Travels OG cannot assume responsibility. The decision to exclude a participant rests solely with us, and the parent or legal guardian will be notified immediately. Any resulting consequences, including costs, are the responsibility of the participant and/or legal guardian. No refunds for camp fees, travel costs, and/or additional expenses, etc. will be provided in the event of expulsion.

Health, Accident and Liability Insurance

Auersperg-International Summer Camp / Auersperg Travels OG does not offer insurance coverage for participants, this remains the sole responsibility of the parent/legal guardian. To ensure protection against the consequences of self-caused damages, injuries, and/or harm to third parties, each participant is required to have personal health, accident, and liability insurance.

AUERSPERG
International Summer Camp
Tyrol • Austria

Auersperg Travels OG

To ensure medical treatment can be provided in the event of illness and/or accident, the following guidelines apply:

- Children from Austria require an E-card or Social Security Card (SV).
- Children from EU states require a European Health Insurance Card (EHIC).

We advise children from other countries to secure appropriate medical insurance.
TBE/FSME - tick bite vaccination is recommended, please consult your doctor.

Medication and Treatments

Auersperg International Summer Camp / Auersperg Travels OG and its staff will take immediate action in the event of accidents, health issues, and emergencies. No medication will be given to children without prior parental consent. For minor injuries, illnesses, or homesickness, we use cool packs, herbal teas, herbal creams, and herbal drops.

Laundry

If your child requires laundry service, we offer a laundry service for 7,00 Euro per week.

Audiovisual Material

By making a booking, you consent to the use of audiovisual material and photos captured during the camp for advertising purposes and on social media.

Mobile Phones and Electronics

Electronic devices must be handed over to the camp staff at the start of the camp.

From the second day after arrival, children may use their phones to call parents and relatives.

For children without a cell phone, Auersperg International Summer Camp / Auersperg Travels OG will provide a phone for contacting parents. However, we recommend bringing at least a basic mobile phone to minimize waiting time.

Final Provisions

If there are single provisions in this general terms and conditions which are totally or partially not legally effective or for any reason lose their legal effectiveness, validity of these general terms and conditions is not effected in any way.

Unless inconsistent with mandatory legal provisions, the exclusive legal venue shall be Vienna, Austria.

Subject to change.

By completing a booking, the client confirms having read and agreed to the Terms & Conditions of Auersperg Travels OG.