# AUERSPERG International Summer Camp Tyrol• Austria

Auersperg Travels OG

## **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.

## AUERSPERG International Summer Camp Tyrol • Austria

Auersperg Travels OG

#### **Accompanied Transfer Service**

We provide an accompanied transfer service to and from VIENNA Airport, VIENNA Main Station, SALZBURG Main Station, and INNSBRUCK Main Station, which can be arranged for an additional charge.

#### **Accompanied Transfer: Fee**

From/to Vienna Airport and Main Station 90,00 Euro one way 180,00 Euro round trip From/to Salzburg Main Station: 50,00 Euro one way 100,00 Euro round trip From/to Innsbruck Main Station: 70,00 Euro one way 140,00 Euro round trip From/to Wörgl train station: 20,00 Euro one way 40,00 Euro round trip

The accompanied transfer service operates on set dates:

Arrival Camp: Monday, 30<sup>th</sup> June and Sunday, 06<sup>th</sup> July Departure Camp: Saturday, 05<sup>th</sup> July and Saturday, 12<sup>th</sup> July

Please consult prices for accompanied transfer service on other dates.

### Accompanied Transfer: Pick-up and Drop-off Procedure

- -Participants flying into VIENNA airport will be met personally by our staff and travel by train to Wörgl Main Station. From there, they will be driven to the camp by van.
- -Participants coming from SALZBURG Main Station board the train from Vienna and travel to Wörgl Main Station, where they will be driven to the camp by van.
- -Participants coming from INNSBRUCK Main Station will be accompanied by train to Wörgl Main Station, where they will be driven to the camp.
- -Participants arriving at WÖRGL Train Station will be picked up by our staff and driven directly to the camp.

Children will be accompanied from/to the airport or railway station by our staff.

Arrival, departure, and flight details must be provided by June 1st, 2025.

If arrival and departure details are provided late, parents will be responsible for organizing transportation themselves. We can not guarantee a place in our accompanied transfer service for later notifications.

### **Nearby Airports**

Innsbruck: 1h Salzburg: 1,5h Munich: 2h Vienna: 3,5h

#### **Arrival & Departure Time By Plane**

Please confirm your flight times with us **PRIOR** to booking the flight. We can only arrange the airport pick-up and drop off if the arrival and departure times are coordinated with us beforehand.

Vienna Airport Arrival: between 10:00am – 01:00pm

Vienna Airport Departure: within EU: between 01:00pm – 03:00pm

outside EU: between 03:00pm - 05:00pm

## Accompanied Transfer: Meeting Point at airport or railway station

A meeting point can also be arranged at Vienna Airport or the Main Station, Salzburg Main Station or Innsbruck Main Station for parents, relatives, or friends.

The person picking up or dropping off must be punctual. In the event of a delay, a waiting fee of €40 per hour will be charged after the first 30 minutes.

## AUERSPERG International Summer Camp Tyrol• Austria

Auersperg Travels OG

### 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.

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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.