

# Frequently Asked Questions

## Meals:

- **What's included in the price?** The price includes four meals a day for the children from Monday to Friday: breakfast, lunch, dinner, and a mid-morning/afternoon snack. On Sunday, dinner is included and on Saturday the breakfast before departures.
- **Do you offer dietary options?** Yes, we can provide dietary options if needed. We kindly ask the parents to contact our staff via email to discuss these beforehand.

## Allergies and Sensitivities:

- **How do you handle allergies and sensitivities?** Please notify us in advance of any allergies or sensitivities. We can accommodate dietary sensitivities that we know of 24 hours before each session starts.
- **What allergies can you help with?** It's important to note that the kitchen is not strictly gluten-free/dairy-free. However, we can provide gluten-free and dairy-free options, and we take other allergies seriously.

## Accommodation:

- **Where will the children stay?** All our accommodations are near or within nature, in clean, well maintained establishments.
- **What amenities do the accommodations have?** All locations offer rooms with bathrooms, common areas, playgrounds, and sports fields.
- **How many children will be at each location?** The capacity of each accommodation is between 18-26 children.
- **What happens if the weather is bad?** Each location has covered areas where children can play and participate in activities during bad weather. We have activities prepared for all circumstances.

## Staff:

- **How many staff members look after the children?** The number of mentors varies depending on the camp type. Groups of 4-10 children will always have several English-speaking young adults.
- **Do all staff members speak good English?** We aim our camps to be as intercultural as possible, but we make sure that all our staff members speak English fluently, and are easy to understand for young learners.

## Daily Schedule:

- **What's the daily schedule like?** The schedule is adapted based on the weather, the children's age, and the specific group. The goal is for the children to speak English as much as possible.
- **How do the children go swimming?** We take the children to the local beach, where lifeguards and first-aid are available. Each group goes to the beach with its own team of supervisors, and as a strict rule, they can only enter the water together as a group. (In Portugal, the children swim at the pool at the camp.)

## Arrival and Departure:

- **When do children arrive and leave the camp?** Camps run from Sunday to Saturday. Day campers are also welcome on these days.
- **Can families travel together or request accompaniment for arrival?** Yes, we'd be happy to connect families who can help each other organize travel arrangements.

## Cell Phone Policy:

- **How do you handle cell phones?**

At the beginning of the camp, the children place their phones in a basket and entrust them to our members. They can take them out of the basket for a short time each day to let their loved ones know they are well and to check in with others. For older children, we initiate games and tasks where they need to use English-language websites to solve problems. In these cases, we also distribute the phones back. Unfortunately, we are not able to return the phones to the children in the evening or at night as it takes away from the camp environment and relationship building. The children can be reached in urgent cases on the phone numbers of our colleagues, and of course we also allow them to contact their parents during the day if they need to.

## Additional Costs:

- **What additional costs should I expect besides the full price of the camp?** The camp price includes all costs, including beach entrance fees and the cost of other programs. Children usually spend money on sweets and small items at the beach and at the local store.

## Booking Conditions and Cancellation/Refund Policy:

- **Booking Conditions:**
  - Booking is confirmed upon receipt of the deposit, as specified in the booking details. (10% of the booking)
  - Upon confirmation, you will receive a booking confirmation email containing details of your reservation and further payment plan.
  - All payments must be made prior to the camp's starting date.
- **What happens if my child gets sick or is unable to attend the camp for another reason?** Our refund policy is the following.

### Cancellations Initiated by You (the Camper's Parent/Guardian):

- **Before June 1st:** You will receive a full refund, minus the non-refundable deposit.
- **Between June 1st and July 1st:** You will receive a 50% refund of the total camp fees.
- **After July 1st:** No refunds will be issued.

### Cancellations Initiated by the Camp:

- In the event that the camp is canceled due to unforeseen circumstances (e.g., natural disaster, public health emergency), you will receive a full refund of all camp fees paid.
- If the camp is shortened due to unforeseen circumstances, you will receive a prorated refund for the unused portion of the camp.

### Other Important Notes:

- Refunds will be processed within 14 business days of the cancellation request.
- Refunds will be issued to the original form of payment.
- This policy applies to all camp fees, including registration fees and program fees.

- Early departures or late arrivals do not qualify for a refund unless due to a documented medical emergency.

### **Registration and Payment:**

- **Where can I apply and how can I pay?** You can apply on our website by filling out the online registration form. You will receive information about the payment by e-mail after submitting the online application. The camp fee must be paid in two to four installments by bank transfer at the latest by the start of the camp.