

TERMS AND CONDITIONS

We have a number of policies in place to assure the quality of our programmes, their administration and the safety of the children and staff who take part in them. Please take a moment to review our policies and guidelines below.

1. Camps Administration

Applications

1.1 Places are allocated on a first-come-first-served basis.

1.2 You are asked to inform the office in writing should you wish to make any changes after the application is submitted. Please see below for our policies on withdrawals.

1.3 Please check time, date and venue carefully as outlined on the schedule. No further reminder will be made, but you will always be notified of any changes in a camp schedule or location.

1.4 Participants need to leave at least one emergency contact with local jurisdiction phone number. We use email in case of an emergency, to communicate with parents. If you are not receiving our email, please check your junk mail (email) and make sure that we have your updated contact details so that you receive communications from us. We cannot be held responsible for any missed camps due to unread emails or our email landing in your spam inbox. If you are uncertain which contact details you provided us with, please write to us through email info@aisloutdoor.com, and we will update your email address and your telephone number. It is very important that we have your correct contact details in accordance with our Child Protection Policy. Please also keep in mind that if you opt out of email communication, you may miss important information related to the programmes your child attends.

1.5 We have the right to exclude children from camps for the non-payment of fees.

2. Withdrawals, Absences, Changes & Cancellations

2.1 Students who successfully enrol in a camp and withdraw from it before the camp commences may receive a refund. The request for withdrawal must be made in writing to info@aisloutdoor.com.

Withdrawal request is submitted to us Percentage (%) of Camp Fee Refund

- on or before 15 April 2023 80%

- on or before 15 May 2023 60%

- after 15 May 2023 40%

Refund will be made within 30 days after review and confirmation, subject to the sole decision of AISL OUTDOOR.

2.2 No refund or credit will be provided for participants withdrawing after a camp commences.

2.3 Students can apply to join another camp within one year, subject to the full payment of

any price difference between the new reorganised camp selected and the original camp, in case of sickness of a minimum of three weeks supported by a doctor's note. Requests and documentation should be submitted within seven (7) days of the absence. Each case of extended sickness will be considered individually. Our decision is final.

2.4 We reserve the right to change camp times, venues and dates at our discretion. Parents will be notified of any changes in advance whenever possible.

2.5 Where there are changes to our schedule, we will notify the parent/guardian by email or by telephone if there is no available email. If the change happens with less than 7 days' notice, we will telephone the parent/guardian. If the participant is not able to join a reorganised camp which may be held in a different timeslot or in a different location than he/she originally applied for, the participant has the right to change to another camp within one year.

2.6 In the event of school closure according to government orders or policies e.g. to deal with COVID-19 situation, or due to inclement weather (to ensure safety of students in the venues where our programmes are conducted), camps will be postponed and participant have right to change to another camp within one year. No refund will be made.

3. Payment for a Camp

3.1 Camp fees need to be fully paid upon enrolment.

4. Parent and Guardian Responsibilities

4.1 Parents and/or guardians are responsible for the transportation arrangement of the participants to and from the programme venue.

4.2 Camps will finish on time. Please ensure you pick up your child promptly at the end of the camp.

5. Safety

5.1 Participants are expected to abide by the regulations of the facility. This will be strictly enforced, and we reserve the right to ask anyone who does not abide by the rules or behaves unreasonably to leave immediately. No refund or credit will be available under such circumstances.

5.2. AISL OUTDOOR, our coaches and our teachers are not responsible for any injury to participants, or damages or loss of property as a result of participation in our camps.

5.3. In case of a medical emergency, your child will be transferred to the nearest hospital using the local Government Emergency Medical Unit.

6. Information Policy

6.1 Information provided by you on your application form will be used for the purposes of processing your application for admission; and administration after admission.

6.2 The data we collect will be kept confidential. You have the right to obtain access to and request correction of any information concerning you and your child held by us. Requests for

such access should be made in writing.

6.3 We reserve the right to amend our policies from time to time.

6.4 Read our full [Personal Information Collection Statement \(PICS\)](#)

7. Child Protection Policy

AISL OUTDOOR have a duty of care towards children in their charge and ensure always that the safety and protection of the child comes first – whether presented with an actual hazard, or in relation to any form of abuse. Each coach and teacher comply with AISL OUTDOOR’s safeguarding requirements. Any matters of child protection or safety should be raised with us by email (info@aisloutdoor.com).

8. Code of Conduct

We value the relationship we have with our parents and students, and strive to treat one another with respect and dignity, and offer support where needed. In turn we have an expectation that parents and care-givers of children attending any of our programmes follow the same principles.

All parties should

Respect

- treat one another with respect
- respect the confidentiality of the situation and the privacy of individuals involved
- respect the beliefs, cultures and opinions of others even if you disagree

Support

- follow the procedures and practices of the programme and if you disagree with something, talk to the coach/teacher first

Ethical Communication

- use appropriate communication skills
- stay calm and relaxed
- use non-judgmental, respectful language
- seek advice whenever appropriate

We ask that parents and caregivers and participants please

Ethical Conduct

- don’t smoke anywhere on school premises
- don’t possess, use or be under the influence of alcohol or illegal drugs on school premises
- don’t harass or abuse any person or use profanity on school premises or sports facility
- do not take any photographs or video/audio recordings without AISL OUTDOOR’s permission.

Participants should

- Follow the rules in the camp
- behave and dress appropriately

9. Photos / Videos Guidelines

AISL OUTDOOR taking photographs or videos

9.1 AISL OUTDOOR coaches and teachers and staff may occasionally use cameras and take videos during sessions and camps for use in promotional publications and on our website.

9.2 These images/videos will not be passed onto third parties.

9.3 If parents do not wish us to use photos that include their child, please advise us on the application form or, in writing.

10. Inclement Weather Policy

Any camp of the Programme shall be postponed if it is not allowed to be held as scheduled according to the applicable rules, regulations and policies on bad weather arrangement. There is no cancellation under this ground and no refund will be made.

11. COVID-19 pandemic

Any camp of the Programme shall be postponed if it is not allowed to be held as scheduled according to any government policies, orders or instructions relating to COVID-19 pandemic. There is no cancellation under this ground and no refund will be made.