

## **GENERAL TERMS AND CONDITIONS TO CONTRACT FOR SUMMER CAMP SERVICES**

1.1. Enrollment is completed by filing the Application Form and Payment in accordance with the Contract for Summer Camp Services within 3 (say: three) working days from the date of receiving confirmation by the SERVICE PROVIDER for recording and signing the same contract, an addendum to which are these General Terms and Conditions.

1.2. SERVICE PROVIDER confirmation of enrollment shall be received within 3 (say: three) working days following the inquiry made.

### **II. FEES**

2.1. The package prices and related fees for the organized trip are published on the website - campgoldengate.com. Where changes in prices and conditions of the travel occur before accepting enrollment, the SERVICE PROVIDER shall be liable to submit an offer with the changed fees and conditions which shall be considered as final before confirming the enrollment, except for prices provided by agencies, schools or other affiliates with which the SERVICE PROVIDER has contractual partnerships.

2.2. Once the enrollment is confirmed the fees shall not be subject to change. 2.3. All prices and fees are payable in EUR.

### **III. CONDITIONS AND TERMS OF PAYMENT**

3.1 Payment in accordance with the Contract for Summer Camp Services within 3 (say: three) working days The full amount of the package price for the organized travel shall be paid within 3 (say: three) working days following confirmation from the SERVICE PROVIDER for enrollment.

3.2. Failure to comply with deadlines shall cause enrollment cancellation without any liability for SERVICE PROVIDER.

3.3. In the event that the CLIENT shall wish to extend his stay after the departure date, the extension fees shall be due no later than one week before the first day of extension.

### **IV. NECESSARY DOCUMENTS.**

4.1. The following travel documents shall be necessary to produce:

A. For nationals of countries which are not members of the EU - a valid passport for not less than six months before departure date;

B. For nationals of countries which are members of the EU - an ID card;

C. For children under the age of 18 (eighteen) traveling alone or with one parent - a parental notarized declaration in copy and in original, as well as a copy of the child's birth certificate;

D. Compulsory medical insurance Medical Costs for Tourist Illness or Accident for the period of stay in the Republic of Bulgaria or international health insurance card for nationals of EU member states.

4.2. Regarding the countries with which Bulgaria has a visa regime, the SERVICE PROVIDER shall assist the user with information concerning the documents required by the relevant visa departments as well as the terms and conditions for obtaining visas. In case of visa refusal the fees paid by CLIENT shall not be reimbursed.

4.3. When minors shall travel abroad the SERVICE PROVIDER shall provide parent, guardian or custodian information that enables direct contact with the juvenile or the person responsible in place of residence.

## **V. CANCELLATIONS**

5.1. CLIENT shall be entitled to being able to cancel organized travel only in writing.

5.2. CLIENT shall be entitled to cancel organized travel by May 01, 2024, without penalty for cancellation only if the cancellation reason shall be of medical nature evidenced with document duly issued by a doctor.

5.3. In any other case CLIENT cancellation of the organized travel by May 01, 2024 shall result of refunding 50% of the package price paid.

5.4. In cases where CLIENT cancels organized travel after May 01, 2024 for reason of medical nature evidenced with duly issued by a doctor document, CLIENT shall be refunded 75% of the package price paid.

5.3. In any other case CLIENT cancellation of the organized travel after May 01, 2024 shall result in refunding 30% of the package price paid.

5.6. In case of organized travel cancellation 21 (say: twenty-one) days before departure date CLIENT shall not be entitled to any refund.

5.7. Any failure to pay the package price due within the contracted terms shall be considered as travel cancellation as well.

5.8 Upon cancellation due to force majeure and similar, all fees paid shall be refundable, except for costs incurred to date for airfare, insurance, and for countries that require a visa - the costs for preparing documents for visa and similar.

5.9 If a camper needs to cancel due to COVID-19 circumstances, and is unable to travel to the camp due to the closure of borders or for health reasons, a full refund will be issued. This refund

might be paid into settlements; 50% refund will be paid within 45 days of the cancellation and the other 50% refund will be paid by or before June 30, 2025.

## **VI. CLAIMS**

6.1. Claims shall be addressed to a representative of the SERVICE PROVIDER, and the latter shall be liable to take any necessary action and measures to eliminate the causes. Where the claim shall not be resolved on the spot, a protocol shall be drafted and signed by the CLIENT and the SERVICE PROVIDER representative.

6.2. The claims included in the protocol drafted in accordance with the previous clause shall be filed in front of the SERVICE PROVIDER up to 5 (say: five) days following the end of the trip. Otherwise, the claims shall not be accepted.

6.3. The TOUR OPERATOR shall be liable to provide a written statement on the claims filed within 30 (say: thirty) days from date of receiving.

## **VII. ADDITIONAL TERMS AND CONDITIONS FOR PARTICIPANTS IN INTERNATIONAL CHILDREN CAMP**

7.1. Children of age from 10 (say: ten) to 18 (say: eighteen) years shall be allowed to participate in International Children Camp.

7.2. In the event that a child shall have a pronounced allergy to certain foods, medicines, etc., and if it requires a special diet detailed, information shall be provided at the time of enrolling.

7.3. In the event where no contact with a child's parents is not possible in an emergency, the parents shall provide their consent, by accepting these General Terms and Conditions, of their child's hospitalization and conduct of proper treatment by a medical professional selected by the Camp Director.

7.4. The participant in the International Children Camp shall be obliged to attend all classes regularly and on time according to the established camp program. In the event that a child is regularly absent or late for classes, he or she shall be denied a certificate at the closing ceremony for camp graduation.

7.5. During classes participants shall not be allowed to use any electronic devices, including: mobile phones, computers, video games, and alike, unless required by the curriculum.

7.6. The SERVICE PROVIDER shall not be responsible for the participant's personal belongings.

7.7. Camp participants shall be required to comply with all instructions and directions by teachers, the Head of camp, or other staff in the camp responsible for children's safety during the length of the camp.

7.8. Participants in the camp shall be required to follow the rules of the International Children Camp, including the restrictions on leaving the campgrounds.

7.9. For each visit by relatives or friends the parents shall be liable to inform the SERVICE PROVIDER representative.

7.10. The SERVICE PROVIDER shall reserve the right to cancel a child's participation in the International Children Camp without due refund of any fees where this particular child's conduct shall be contrary to the laws of the Republic of Bulgaria and the generally accepted norms of behavior, or where they violate internal Camp Rules. The costs concerning early termination of a child's participation in the camp shall be entirely at the expense of the parents, or respectively, the person completing the child's enrollment.

7.11. The parents, or respectively, the person completing the child's enrollment shall be responsible for all damages, losses, and missing items caused by the child during his stay and shall, within 3 (say: three) business days of notification submit the amount due. The SERVICE PROVIDER shall send notification of the amounts payable in writing no later than two weeks after the end of camp.

7.12. By accepting these General Terms and Conditions parents shall consent their child to be photographed and included in the marketing campaign of the International Children Camp.

7.13. The SERVICE PROVIDER shall assume the settlement of airline tickets without surcharge and shall purchase a ticket on behalf of the CLIENT and in his name, according to the current rates and conditions of the carrier. The SERVICE PROVIDER shall commit themselves to providing information on opportunities for air travel and deliver the ticket in cases where it is expressly ordered by parents at the time of the child's enrollment.

7.14. In the event of a refusal of a flight or change of date, the purchased airline tickets shall be returned only if the Terms and Conditions of the carrier permit it.

7.15. In the event where it is not possible to buy a ticket for the specific dates of arrival and departure referred to in the program due to a lack of convenient flights or seats, it may be compulsory to arrive earlier or leave after the camp closing date and such additional nights and transfers exceeding the program fixed hours shall be paid additionally.

7.16. If the participant does not wish to use the services of a travel agent for travel arrangements, he or she shall have to state this in writing and be informed of the restrictions on the hours and place of arrival and departure and to provide him/her with ticket information accordingly. In such case the SERVICE PROVIDER shall not be responsible for erroneously purchased tickets and for tickets purchased before confirmation with the Camp.

## **VIII. LIABILITY**

8.1 The SERVICE PROVIDER shall not be liable for any canceled travel, delay or loss of baggage due to carrier fault.

8.2 The SERVICE PROVIDER shall not be liable in cases where the relevant authorities for issuing a visa deny it, or border authorities do not allow the Client's entry, or where Client violates the legislation and the regulations of a country, whether the latter is familiar with them or not.

8.3 The SERVICE PROVIDER shall not be liable for damages caused by the failure or improper performance of the Contract due to the Client's behavior; actions of a third party unrelated to the Contract, which cannot be predicted or avoided; force majeure or an event that

cannot be foreseen or avoided by the Organizer or its subcontractors where they perform their duties in good faith.

8.4 The SERVICE PROVIDER liability for damages to the Client due to failure to perform the contract shall not exceed the amount of the package price paid by the Client for the travel.

## **IX. FINAL PROVISIONS**

9.1. The present General Terms and Conditions shall consist integral part of the Contract for Organized Travel.