

AUSTRIA WAGRAIN

**INFORMATION BROCHURE OF THE INTERNATIONAL SUMMER
CAMP "FRIENDSHIP"**

1. INTRODUCTION

Filling forms

Application form: To be filled in and sent by email to the following address:
info@iscf.at

Information form regarding arrival to the camp and departure. We ask you to fill in this form as clearly and accurately as possible and send it to us as soon as you have received a booking confirmation of your child's trip. If you do not require attendance services for your child during the trip, please fill in sections 1 and 4 only.

Confidential information (to be submitted at least 4 weeks prior to the start of the season in the camp)

Please fill out this form accurately and clearly since it contains important data on health and other information for the camp director and medical staff.

This form signed both by parents or guardians of a child is required to admit the child to the camp.

Sections "Parents' preferences" and "Child's preferences" are not mandatory, although we suggest that both parents and a child fill them in. The information provided by you will help the camp director and staff understand any special wish that you or your child may have.

PREPARING YOUR CHILD FOR THE CAMP

Passports and visas. If your child needs visa support, please indicate this in the application form and submit a copy of your child's passport.

We ask you to ensure your child has a valid passport and relevant visas. Typically, we do not reimburse costs in case your child is unable to start a season due to any delay in obtaining passport(s) or visa(s).

Passports and other travel documents are collected for storage upon arrival to the camp and are handed in back before departure. Please note that in order to comply with all local regulations every child should have passport or other identification document kept in the camp's office during the stay, even if parents bring their children to the camp personally.

CLOTHES AND LUGGAGE ITEMS RECOMMENDED FOR BRINGING TO THE CAMP - SUBJECT TO CHANGE IN CASE OF MORE EXTENDED STAY

Below is the list of clothes and things that we recommend your child to take to the camp. You may give your child a copy of the list to help him/her pack at the end of the season.

List

Comfortable trousers, 3

T-shirts 18

Sweaters/ 3 pullovers

Jacket 1

Underwear 14

Shorts 13

Pyjamas 12

Swimsuit/swim briefs 2

Footwear for various activities 1

Footwear 1 for gym

Footwear for trekking 1 /skiing

Sports sandals (e.g. Teva)/footwear for walks along a river bank

Indoor slippers 1

Washing kit (shower gel, soap, shampoo etc.)

Bath towel 1

Swimming towel 1

Weatherproof jacket in case of rain 1

Sun hat/1 baseball cap

Warm cap and gloves

Small backpack with about 20 litres capacity 1

Non-expensive sunglasses 1

Water-resistant sunscreen and lip balm (SPF 20+)

Water bottle (0.75 litre) 1

Every child receives the camp t-shirt with a possibility to buy extra t-shirts in the camp.

We recommend that you discuss with the child the importance of safeguarding his/her personal belongings. We also would like to remind you that expensive things are inappropriate in the camp. The camp bears no responsibility for loss or theft of things despite our best efforts to avoid this.

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POCKET MONEY

Your child will need pocket money to buy sweets and souvenirs. The “bank” operates in the camp and children may deposit their pocket money here upon arrival. The Camp “Friendship” bears no responsibility for money kept not in its “bank”.

Due to the exchange rates volatility, please make sure that your child will have enough local currency in small notes for easier daily withdrawal.

We advise that your child have the following sums for 2-week stay depending on his/her age:

50-110 euros (in small notes)

MEDICATIONS

According to the camp policy, all necessary medications should be submitted to our medical staff upon arrival; they will be stored in the first-aid room and distributed to your child as needed. If your child needs medications (either prescribed or not) please make sure that his/her name is clearly indicated on a drug package with clear written instructions as to the way of giving it. If your child needs any medications for personal use to be carried with him/her (e.g. inhaler in case of asthma), we ask you to provide a written confirmation issued by your family physician on this occasion.

RULES OF CONDUCT IN THE CAMP

There is a smoking and alcohol ban in the camp. If your child smokes or drinks alcohol in the camp, the camp director will immediately contact you to discuss measures suitable in such special circumstances. In case of drinking alcohol,

your child is usually sent home at your cost and as soon as possible. In case of smoking, the camp director admonishes the child, indicating that the second violation of this rule will inflict sending the child home, again, at your cost. In this case the camp director will need you to cooperate by clearly explaining the situation to your child during a phone call to avoid misunderstanding. It is essential that you explain these rules to your child before departure to the camp, so that he/she could feel fully responsible for the consequences of smoking or drinking alcohol in the camp.

STORAGE OR USE OF DRUGS

If your child keeps or uses drugs in the camp for reasons beyond medical prescriptions, the police will be immediately informed thereabout with initiation, as a rule, of a criminal case.

RULES OF USING MOBILE PHONES

We prefer that children leave their mobile phones at home to get fully immersed in the camp life. However if a child insists on taking his/her mobile phone to the camp, we ask you to explain to the child that the device will be kept in the office to ensure safety, and the child will be able to use it only during free time in the evening since 17:00-18:00 local time. More details are available in our rules regarding phone calls on page...

PROPERTY DAMAGE
It is important that children treat the property of the Camp "Friendship" and its vendors very gently and carefully. Any damage inflicted by careless use, even spontaneous, shall be charged to the parents or guardians who, among other rules of booking, must accept this condition as well.

If personal responsibility cannot be estimated precisely, the damage shall be evenly divided between the guilty parties and charged to the parents accordingly.

FREE TIME

Each day in the camp is scheduled by hour and is very busy, offering a wide choice of events. For this reason we believe that granting free time during the day is beneficial for the staff as well as for children. In this free time your child may get engaged in various activities, while the tutors will be supervising your child wherever he/she is.

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RULES OF CONDUCT DURING EXCURSIONS

Time and place of meeting shall be set in advance and shown to a child. Maximum time between meetings shall be set as 90 minutes. The older students of the camp may get longer time between meetings.

In some places of excursions children are given "free time" to buy souvenirs, have a snack and etc. in a specified controlled area. At this point of time, not every child is attended by a tutor. The following rules explain our policy of conduct during excursions: - Children under age of 12 are always attended by a

tutor

- Children of 13 years or older are not always attended by tutors, but must always move in groups of at least three children. - Every child is given a list of phone numbers for emergency purposes. - Time and meeting points are set in advance and shown to children. Maximum time between meetings shall be set as 90 minutes.

- Tutors are located in various places within the indicated area.

If your child is 13 years or older, but you prefer them to be constantly attended by a tutor on excursions and visits of local villages etc., please let us know thereof in writing prior to the camp season. In case we fail to receive your written notice instructing us otherwise, we will consider that you accept the abovementioned children supervision rules.

COMMUNICATION WITH A CHILD

Arrival notice
If your child is arriving to the camp with our attendance, we will immediately inform you thereof. Please note that our phone lines are overloaded in a day of arrival to the camp, therefore your attempts at reaching us by phone in order to learn if your child has arrived, may end up in “busy” tone. Usually it is better to wait till the camp staff contacts you.

Homesickness

If you receive a letter, fax or phone call from your child expressing doubts or strong homesick feelings, you should call to the camp and discuss the situation with the camp director. If your child has problems adjusting to the life in the camp, his/her tutor will immediately pay him/her special attention trying to make sure that the child makes new friends, plays with others and takes part in events. The camp director will ask you to respond to such message in positive key. Please let your child understand that you share these feelings, but believe in him/her. Communication by letter or fax is preferable than phone calls since a child hearing his/her parents' voices may dramatize the situation. We advise you to ask specific questions to help him/her focus on an answer.

In very rare cases returning home is the only way to help a child who feels homesick. You should discuss it with the camp director, but you should never offer this to your child before decision is taken. If you show doubt, your child may also feel this till the season's end, he/she may lose confidence and even give up trying if the child feels there is a way out like getting back home.

RULES OF USING THE PHONE

Children in our camp are always busy, there's always a timetable from wake-up to bed time. That's why the phone calls may do no good to your child, whereas

to a child who feels homesick phone calls to parents are seldom beneficial. Actually, it worsens the situation when a child hears the parents' voices. Besides, a child in permanent phone contact with parents may even make other children, in particular his/her room mates, feel forgotten and homesick, which wouldn't have happened otherwise.

We do not allow children to make phone calls in the camp exactly for these reasons, and tutors actively discourage children from calling home. One of the main motives of sending a child to the camp is approval of his/her independence while talking to parents may spoil this experience.

5 Should you desire to receive information on what success your child is making in the camp, you can get in touch with the camp during usual working hours in order to agree on the time most suitable for talking with either the camp director or the tutor of your child.

MAIL IN THE CAMP (REGULAR POST, FAX, EMAIL)

Having received a positive and supporting letter from home upon their arrival to the camp or during the first days may help your child feel that he/she is remembered and loved. A good letter from home is positive and joyful, bringing good news and helping your child make sure that all is well at home, you may also ask the child on how he/she spends his/her time. The purpose of such letter is to be an encouragement and help your child in obtaining independence. You should avoid mentioning sad things or bringing bad news. Do your best to let the child know that you miss him/her because this is normal when you are parted with your loved ones, but do not evoke pity for yourselves and don't make an impression that you cannot deal with it.

Since sending a letter by international post is extended in time, many parents prefer sending fax or email letters to their children. The mail is distributed every day, but children are every day busy so don't be surprised if your child does not receive your message immediately. Don't be surprised too if you do not receive an answer to your email sent to the camp. All in all, it means that your child is very busy, so he/she does not have time for responding. Parents should also bear in mind that a permanent contact with home may incur persistent and obsessive thoughts about home. Permanent monitoring of new messages will not help a child in getting used to life in the camp and will not aid bringing up independence.

For easier mail distribution, we ask you to write the child's name on the correspondence clearly. As for the email, we ask you to indicate the child's name in the subject field. Please note that we can provide only the service of incoming mail, and the child will not have the opportunity of responding directly to your emails.

VISITING CHILD

We welcome parents or guardians to visit children in the camp, but please give credit to how it will affect your child's getting used to life in the camp. The parents visiting a child who feels homesick may be worse than a phone call and may hinder the child's growing independence. If you would like to visit your child, please call to the camp director to discuss the time suitable for the child as well as for the camp.

For obvious security reasons, we usually allow visits by only those parents and guardians who are mentioned in the application form. If you would like that other family members or friends visit your child, please submit a prior written notice to the camp director. Furthermore, please make sure that the camp administration is aware that your child is on temporary leave from the camp in case you want to temporarily take him/her from there.

FORMS TO BE FILLED

Information that you provide in the attached Form of arrival/departure information will be used by us to meet your child at the airport, railway station where he/she will be arriving and transfer him/her to our camp. Therefore, this form should be filled clearly and accurately and submitted to us as least four weeks prior to the start of the camp season.

SERVICES OF TRANSFER FROM OTHER AIRPORTS OR RAILWAY STATIONS

The periods of the availability are also indicated for the transfer services listed below. We ask you to study this information while planning your child's flight or travel. The comprehensive information on availability and prices is provided via the Informational form for arrival and departure.

Location	Arrival time	Departure time
Airport of Vienna	08:00-11:00	from 18:00-20:00

6 Your child will be in a group of children arriving to the airport or station and being transferred to the camp. Therefore, you should realize that your child will

probably be waiting at the airport or station for up to two hours before the trip to the camp, because other children's flights may be delayed.

Upon arrival to the airport or station, your child will be met by a representative of the camp "Friendship" with the camp's sign. We also inform parents about this representative's name and phone number for the child to be able to contact him/her.

RULES OF BOOKING

The tour price per one child shall be EUR1450 (flight, transfer, attendance and medical insurance costs not included)

- 1. Fill in the form and send it via email: info@iscf.at**
- 3. If you have already planned your child's (children's) trip(s), or if you don't need attendance or transfer services, please send us the Arrival/Departure Information Form and your Application Form, and we will get back with final cost calculations and confirm your booking.**
- 4. For the purposes of accurate invoicing, if you need your child to be met and transferred by our staff, please send us the Arrival/Departure Form immediately upon the receipt of the booking confirmation.**
- 5. We will confirm your booking and send you an invoice.**
- 6. The final payment is to be paid within 7 business days, not later than May 15th of the current year. Seven (7) business days from date of invoice.**
- 7. Along with an application form, you need to fill in the confidential information form. You can find this form on our website www.iscf.at**
- 8. All bank fees shall be paid by the sender.**
- 9. A booking received after May 15 should be supported by full payment.**

The prices are in euros.

Extra days

Children arriving a day before or leaving a day after may also get additional allowance. In this case a surcharge of 200 euros for a child per day will be added to your invoice.

T-shirts of the camp "Friendship". 20 euros each. Any child included into any of our programs will receive free camp's t-shirts. Additional t-shirts can be bought during the stay in the summer camp.

The final payment of the camp costs including any additional expenses (insurance, transfer services etc.) should be settled within 7 business days from the invoice date and not later than on May 15th of the current year.

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BOOKING TERMS

1. Make a booking

A. A signed Application form shall be considered as the Contract

B. A person signing the Application form shall guarantee to camp “Friendship” that he/she has been properly authorised with regard to each camp member (and if a camp member is under the age of 18, authorised as a parent or legal guardian) to sign an agreement with Camp “Friendship” on behalf of every such member on the basis of these terms, and agrees that these terms are binding on him/her.

C. The present Contract shall be governed by the law of Austria and any disputes shall be settled by the court of the city of Vienna only.

D. These Terms are not subject to any supplements, cancellations, amendments or promises except for corrections made in writing by an officer or the head of camp “Friendship”.

Payments, cancellations and refund policies

Full payment under the Contract for the holidays including extra services shall be received within seven (7) business days from the date of invoicing and not later than May 15th of the current year.

No money shall be refunded whatever the reason is.

No refund shall be available for any reasons of late arrival or early departure whatsoever.

4.

Responsibility

The Camp “Friendship” shall bear full responsibility for organisation; however, Camp “Friendship” shall not be deemed responsible for any services beyond direct control of the Camp “Friendship” including, without limitations, alpine skiing lifts, hotels, airlines, and transport companies. Therefore, the

Camp “Friendship” would like to clarify that it under no circumstances shall bear any responsibility for additional costs, indisposition, dissatisfaction, loss, damage, injury, accident, delay, inconvenience or inconsistencies incurred for reasons or ascribed to the actions or errors by any business, firm or persons in relation to fulfilling such agreements or booking or transportation of any client unless this was due to a personal carelessness or proved absence of proper caution by the Camp “Friendship” staff. Every booking shall be accepted on terms specified by these third parties or agencies and any claims regarding such matters shall be addressed to the relevant principal.

5. Parents’ responsibility

Parents or guardians shall bear full financial responsibility for everyone they register in Camp “Friendship” (children or adults) for the following reasons: A. Damage, whether by free will or against it, inflicted to the premises, equipment, clothes or any property in possession of or rent by the Camp “Friendship”.

B. Expenses on repatriation of anybody who must be sent home or to a specified location for reasons of health disorder, improper conduct or else as confirmed by the Camp “Friendship”.

C. Any pocket money or other personal possessions of a child as to anything not obviously included in the holiday package.

D. Renting or buying any equipment considered important to enable a child enjoy their holiday in case their own equipment turned improper for use, hazardous for health, or is absent.

Child behaviour.
Children, although fully supervised by the staff of the Camp “Friendship”, must follow every rule. The Camp “Friendship” reserves the right of sending home during the holiday any child whose behaviour is believed by the Camp “Friendship” to be inconsistent with normal life in the camp due to violation of rules and regulations by the child. In such cases, any relevant travel costs shall be a part of a parent’s or a guardian’s responsibility with no refund of the stay in the camp.

Bad weather conditions.

The Camp “Friendship” can bear no responsibility for weather conditions affecting a child’s ability to participate in any events offered under any

program of the Camp “Friendship”. Further, if the RIS Society’s Camp “Friendship” believes that conditions are becoming dangerous due to bad weather, events must be wrapped up or cancelled. In the event of cancellation of the announced event, the Camp “Friendship” will do its best to find alternative for its clients.

Commercial materials
The Camp “Friendship” reserves the right to use any photographs, painting works etc. made by children, on its website and in any further publications.

Medical assistance
The Camp “Friendship” shall be fully authorised to take any measures considered essential for protection of a child’s health and well-being. Such authorities shall include:

the right of taking measures by the Camp “Friendship” that it may find necessary for providing safe medical services to a child at the expense of parents or guardians. Children who are not residents of Austria (with no Austrian insurance policies) shall be subject to the following rule: in the event of ambulatory medical treatment, the society will pay for such treatment against the invoices issued and then re-invoices the relevant costs to parents. Such invoices for ambulatory treatment shall be subject for payment by parents within five (5) business days since the date of invoice. Inpatient treatment: in the event of admission to hospital, Camp shall contact an insurance company. Should an insurance company bear expenses for treatment, re-invoicing does not occur. Should an insurance company refuse to pay for treatment, the parents shall be liable to pay for the treatment in full against the invoices issued by the Camp. The payments against the invoices shall be settled within five (5) business days from the date of the invoice.