

TERMS & CONDITIONS – LOOLA CAMPS

Booking

Our LooLa Camps are designed for children aged 9-14. For any other children, please contact us before booking to discuss suitability, or your booking may not be honoured. A non refundable deposit of \$250 is taken at the time of booking, which will be used, in part, to purchase travel insurance for your child. By proceeding with your booking, you confirm that you accept the terms and conditions of Camp. Please ensure that you have read and understood all of the terms and conditions before confirmation and payment for your booking.

Waiver and Liability

I, the parent/guardian, hereby declare the following:

I am aware that LooLa Adventure Resort has run many trips for schools and (young) children since the year 2000; that its programs are specifically designed to be child-friendly and safe; and that there have, to date, been no major accidents. I understand that it is in LooLa's own best interest to continue this good track record. I also understand, however, that nobody, including LooLa resort, can provide certainty that no accidents will ever happen. I expect that Centaurs and resort staff exercise professional and responsible oversight of the children, the equipment and the activities, but I do not expect things that parents do not provide themselves, such as 24-hour monitoring of every single action of my child. I know that equipment could in theory fail, despite the best of professional care, and I accept to not hold the resort responsible for accidents (unless, of course, professional negligence is evident). I accept that my child will be expected to behave responsibly and will adhere to instructions from the Centaurs and LooLa staff. (Although this has never happened so far) I accept that the resort has the right, at its complete discretion, to send my child back to Singapore earlier if they feel that discipline issues pose a serious problem, and that no refunds will be given in such case. Should medical treatment be necessary, I accept that Centaurs' first action might be to call the insurance company and rely on their advice for further action. Centaurs will then attempt to contact the contact persons named above via call/SMS. I declare that I have read the conditions of the insurance on <http://loola.net/insurance>, and am aware of the limitations of the medical coverage upon repatriation to Singapore.

Payment, Refunds and Cancellations

a) The balance of the camp will be invoiced to you one month prior to the camp start date and must be paid within 7 days to secure your child's place on camp.

b) The balance of the camp will be waived or refunded (if already paid) if written withdrawal is received at least 28 days before the commencement of the Camp.

Alternatively, we would be happy to give you a full credit to be used against a future LooLa Camp (excluding Multisports Camps and NZ Rugby Experience), within 12 months of the date of issuance. No refunds will be given for cancellations received within 28 days of the commencement of the camp.

c) If the child is unable to attend Camp due to sickness or injury (in either case, supported by a medical certificate) we will assist you in making a claim through the travel insurance bought for your child.

d) If a child becomes sick after the commencement of camp and misses part of the camp, we will assist you in making a claim through the travel insurance bought for your child. In the event of sickness, we may ask you to collect your child and you will be responsible for collecting your child from LooLa within 24 hours of being notified by us. The cost of your ferry ticket and any changes to your child's ferry ticket, will be borne by you.

e) We reserve the right to cancel any Camp due to insufficient numbers. Parents will be notified at least 7 days prior to the commencement of the Camp and a full refund of the camp fee will be provided.

f) We make every effort to ensure that the children have a great time on Camp and we receive many happy testimonials. From time to time, however, a child is withdrawn from the Camp by their parents because they are not enjoying the Camp or the Camp does not meet the expectations of the parents. Please talk to us if this is the case and we will try our best to resolve any issues. However, no refunds will be made if a parent willingly withdraws a child from Camp early, except in the case of a medical necessity, as outlined above.

g) There are no refunds for campers expelled for inappropriate behaviour. Inappropriate behaviour includes fighting, bullying, aggressive behaviour towards either the coaches or another camper, vandalism, stealing, repeatedly displaying an uncooperative attitude or disrespect for others, running away from the coaches and/or any other action that in the Camp Director's opinion threatens the health, safety, or well-being of any person, or the smooth operation of the Camp. Under some circumstances, campers and their parents will be warned if their behaviour is unacceptable, and will be given a chance to improve and change. However, if the behaviour is, in the opinion of the Camp Director, too severe, they will be removed from the Camp immediately and you will be responsible for collecting your child from LooLa within 24 hours of being notified by us. The cost of your ferry ticket and any changes to your child's ferry ticket, will be borne by you.

Drop off and Pick Up

a) Drop off time on the Monday morning will be notified to you at least one week before the camp. Please make sure you arrive promptly, as we will have factored in travel time and the amount of time needed for check in at Tanah Merah ferry terminal, when setting the meeting time. If you are going to be late, please contact the Camp Director to advise your estimated arrival time. However, in order to ensure that the other campers do not miss their ferry, we reserve the right to depart if you are more than 15 minutes late, in which case we will expect you to meet us directly at Tanah Merah ferry terminal.

b) Pick up time will be notified to you at least one week before the Camp and will be updated, if necessary, on the day (in the event of unexpected delays). Please make sure that you arrive promptly to pick up. If you are going to be late, please contact the Camp Director. If you are more than 20 minutes late for pick up, we reserve the right to charge a late fee of \$50 for the first 20 minutes and for every 20 minutes thereafter, to cover the overtime fee of our coaches.

c) Campers Going Home Alone:

We will not release your child from our drop off point at the end of Camp, except to a person who you have confirmed will collect your child. If you have told us that your child will make their own way home, by taxi or any other means, you agree to the following:

I authorize and give consent to Centaurs Group to release my child from Camp without parental/ guardian supervision and hereby consent, acknowledge and allow my child to go home from Camp without parental / guardian supervision.

I, individually and on behalf of my child, hereby release and hold Centaurs Group and their officers, trustees, employees, directors, volunteers, and/or others acting on their behalf harmless from any and all claims that I or my child may have arising from going home from Camp by him/herself.

Food and Drink

LooLa provide a selection of food at each meal. They try to introduce the children to some Indonesian food, whilst balancing this with some Western “comfort food”. Whilst our coaches will encourage your children to try the foods, including fruit and vegetables, we cannot force the children to eat.

Please ensure that your child has two large (1 litre) bottles of water each day. Whilst we will have regular water breaks and our coaches will encourage the children to drink plenty of water, our coaches cannot force a child who refuses to drink and we accept no liability for cases of dehydration, save in the event of gross negligence of our staff.

Belongings

We ask that you do not send large amounts of money or valuable items with your child. Centaurs Group accepts no responsibility for lost or damaged property.

Our Coaches

We provide trained coaches with at least one with a first aid qualification. We expect to be made aware of any relevant health or ability issues of your child, so that we can cater our activities and communication accordingly.

We expect our coaches and Camp Director to be treated with respect and authority by parents and children alike. Abusive behaviour or language towards our staff will not be tolerated and will be dealt with in an appropriate manner.

In the event of a serious accident that may require immediate medical attention, you will be notified immediately and our coaches and/or Camp Director may call an ambulance to take your child to the nearest clinic or hospital. By enrolling your child on our Camp, you have given us consent to do so.

Accommodating Children with Special Needs

Centaurs Group strives to be an inclusive organisation and we will do our best to accommodate all children on our camps. The needs of each child varies, however, therefore decisions of whether a child is able to join a Camp will be made on a case-by-case basis, depending on the level of support each individual child requires to enable him/her to fully participate in and enjoy activities at Camp. We request that parents of children with special needs contact our Camp Director, prior to booking, to discuss how we can best accommodate their children and consider whether any special arrangements need to be made. Any additional cost in implementing such arrangements shall be borne by the parents. We reserve the right to remove a child from Camp, without refund, if we have not received information prior to the camp that subsequently comes to light during the camp. In this event, you will be responsible for collecting your child from LooLa within 24 hours of being notified by us. The cost of your ferry ticket and any changes to your child's ferry ticket, will be borne by you.

Weather

For storms, we have a “15-minutes-since-last-strike” policy with thunder and lightning. Outdoor activities will be suspended until the storm has passed, but we will entertain the campers under cover. We are unable to offer refunds in the case of bad weather.

We ask the children to reapply sunscreen regularly throughout the day and give them time to do so, before starting the next activity. It is your child’s responsibility to listen to our coaches and apply sunscreen when asked. For safeguarding reasons, our coaches will not apply sunscreen on the campers and Centaurs Group cannot be held responsible for a child who fails to follow the coaches’ instructions.

We have a “no hat no play” policy. Please ensure that your child brings a hat, to avoid disappointment. No refunds will be issued if a child is unable to join in activities due to not having a hat.

Use of Photos

By booking a camp, the guardian or parent of the child (the “booker”) agrees to the following:

“I permit any photos, taken at the Centaurs or LooLa facility, to be used by Centaurs Group for promotional purposes unless word is received in writing explicitly stating that I do not consent.

This includes photographs or digital images, audio visual, sound or digital recordings of the child(ren) participating in the Camp for media or promotional releases or articles, including newspapers, radio, television or printed publication relating to Centaurs Kids or its activities, electronic publications and communications such as the Centaurs websites, newsletters, or social media pages including Facebook, Instagram and LinkedIn.”

To protect the privacy of the children, we will not name or “tag” children in captions on media online.

Privacy Policy

Download the Centaurs Group Privacy Policy Document

Centaurs Registration Waiver

Download the Centaurs Group Registration Disclaimer

Information

Your child will be away from you for five days. It is imperative that you provide us with all information that could be relevant for the Camp, such as sleep walking, bed wetting, likely homesickness, special needs, behavioural difficulties, allergies, etc. This is so that we can ensure that we have appropriately trained staff assigned to the Camp and that we are confident that we can ensure that both your child and the other campers are safe and have a positive experience on Camp.

We are happy to discuss your child's needs over the phone, in writing or in person. If you feel your child would benefit from meeting the Camp Director before Camp, please contact us. Any information that you give us in connection with your child will be treated in the strictest of confidence, save that we reserve the right to share this information with such LooLa or Centaurs staff members as we feel necessary to ensure the smooth running of the Camp.

By booking the LooLa Camps, you confirm that all information provided in the online form is accurate and complete and that there is no missing information regarding your child which could affect the smooth running of the Camp.