

Tick Tock English - General Terms & Conditions 2026

1. Operator Liability Tick Tock English Camps is not liable for any impairment or disruption in connection with services that are provided as external services only (e.g.: excursions and visits, additional offers, various sports programmes, train, air travel, etc.). We recommend private accident insurance to protect against the consequences of self-inflicted damages and such against third persons. 2. Minimum Number of Participants If we are forced to cancel the trip for unpredictable reasons (for example, by failing to reach the minimum number of participants), we can neither provide compensation nor damages. In this event, the customer will receive the amounts already paid to us. We claim a right of withdrawal up to 6 weeks before arrival. We reserve the right to change the location advertised in the catalogue and on all forms of social media up to 6 weeks before arrival and to organise the respective camp at an equivalent alternative location. 3. Limitation of Liability Our counsellors and leaders are not liable for any illegal, unauthorised individual actions of camp participants. In this event, liability is not assumed by the counsellor or leader. The exclusion of a participant may occur in the event that contagious or other serious illness as well as a handicap, which hinders participation in the daily programme, are concealed in the registration, in the event of immoral behaviour, punishable acts or other behaviour, for which the counsellor cannot be held responsible. In the event of exclusion, no refund of the travel price or costs for the return journey will be provided. 4. Registration and Confirmation The registration is binding as soon as we receive it online, by mail, e-mail or fax. A deposit of 20% of the total cost is due upon booking. The balance must be paid within 14 days after the booking confirmation. If the deposit is not received in time, we reserve the right to cancel the registration. All payments must be made to us free of charge. Transfer Fees are the responsibility of the customer. Re-booking requests of the customer will be considered for a fee of € 25,00. Deposits do not expire. For students coming from abroad, the travel documents (information about the supervised train trip, emergency card, suitcase packing list and additional offers) will be sent via email 2 weeks before the start of the camp. If the full payment has not been received by the start of the camp or if no bank receipt or payment advice note is available, we regret that we cannot allow your child to participate. 5. Exclusion Parents are responsible for explaining the program's code of conduct to their child/children. A participant may be excluded from the program if the health or safety of staff or any other children is put at risk through their actions. In the event of exclusion, the resulting costs are the responsibility of the parent or guardian.	6. Cancellations A cancellation fee of 100% will be charged if you do not arrive (No Show). Your cancellation must be communicated first by telephone followed by an e-mail confirmation. We recommend that you take out cancellation protection insurance and/or travel insurance where necessary. 9. Premature Termination of a Booked Service If a premature termination of the stay is necessary by a participant due to illness or for reasons beyond the control of Tick Tock English Camps, e.g. exclusion for disciplinary reasons or homesickness, no refund can be made. The travel home shall be at the expense and responsibility of the parent or guardian. 10. Health and Medical Issues If the situation requires it, we are free to take measures to protect the health of participants, counsellors and house staff. These can include but not limited to: mouth/nose protection, entry tests, regular on-site tests, etc. By booking a place at Tick Tock English Camps, the customer agrees to comply with the measures in force at the start of the camp or if changed during the camp. If there is sufficient suspicion of a contagious disease in a participant, this participant can be excluded from the camp prematurely. There are no claims for reimbursement and the journey home must be made at the expense and responsibility of the parent or guardian. Please understand that our on-site care team can only take care of a sick child (possibly with a contagious disease) up to a certain extent. With the participation of your child in Tick Tock English Camps, you agree that our care team can decide on site, without prior consultation, with you whether a visit to the doctor or hospital is necessary (in case of emergency or suspected illness). The parents or guardians will be informed immediately. In an emergency, first aid procedures will be initiated and followed. An injured child may be taken to a doctor, health care professional or hospital. The guardians will be notified immediately. Responsibility lies with the attending physician/doctor and the care team as to whether any further medical assistance is provided or medication administered. Picking up the child in case of illness should be natural and possible at any time. Please make arrangements for this. 11. Complaints If the participant does not agree with the services offered or is dissatisfied, immediate notification to the responsible counsellor is essential. Please inform your child of this. 12. Valuables The participant is responsible for any personal belongings that they do not leave in the care of the counsellor team during their stay. Tick Tock English Camps is not liable for any damage or loss of personal belongings in this case. We reserve the right to secure a participant's personal belongings if deemed necessary.	13. Imagery Throughout the duration of the camps, photos may be taken on site during various activities and used for advertising purposes. You can 'opt-out' on the Registration Form. We will not take responsibility for the participants' use of their photos that are taken and shared. Should a participant feel uncomfortable then they must immediately notify a member of the counselling team. 14. Persons with Reduced Mobility Our trips are generally appropriate for participants with unlimited mobility. If the booking is for participants with reduced mobility, we kindly ask you to inform us before booking the camp. 15. Passport, Visa and Health Regulations Tick Tock English Camps is not liable for the timely granting or timely receipt of visas from the respective diplomatic representation. The customer is responsible for adherence to all important regulations, which are important for the realisation of attendance. Due to this, all the disadvantages resulting from non-compliance with these regulations are at the expense of the customer. The responsible consulate can also provide information for customers who do not have Austrian citizenship. 16. Data Protection We process your data exclusively on the basis of the legal regulations required.
--	---	--