

General Terms and Conditions

familea holiday camps

1 About the organization

familea is a neutral, non-political and non-denominational organization based in Basel.

The organization works actively to promote and fund

- the empowerment of women, children and families
- balancing of family and career
- equal opportunities and integration

2 Holiday camps on offer

The holiday camps offer a varied weekly programme adapted to the age of the children and the season. The children are provided with healthy food and sufficient drinks. Lunch and two snacks are included in the price, as well as drinks and snacks on excursions.

3 Target group

Children aged 4 to 11 years.

4 Enrolment / Conclusion of contract

Registration can only be made via the online form at

<https://www.familea.ch/en/family-offers/vacation-camps/>

Registration is binding upon receipt of written confirmation from familea. Registrations are processed in the order in which they are received and are only finalised once payment has been received. In case of high demand, a waiting list will be maintained.

5 Costs

The cost per child and week (5 days of childcare) is CHF 540.00.

For employees of corporate partners, the cost per child and week is CHF 490.00. A sibling discount of 10 % is granted from the 2nd child onwards.

6 Cancellations

Cancellation is possible at any time before the start of the holiday camp; this must be made in writing. The following cancellation policy applies:

- a) For cancellations up to 30 calendar days before camp start, a handling fee of CHF 50.00 will be charged.
- b) In the event of cancellation 30 to 15 calendar days before the start date, 25% of the costs will be refunded.
- c) In the event of cancellation less than 15 calendar days before the start date, no refund will be given.
- d) In the event of illness or absence of the child, no refund will be made.

7 Cancellation by familea

The holiday camps will only take place if a minimum number of participants is reached. familea reserves the right to cancel the holiday camps and provide a full refund.

8 Illness/accident

Children with certain illnesses or existing injuries may not be able to participate in the holiday camp. This must be clarified with the camp management in each case.

If a child falls ill or has an accident during the holiday camp, the parents will be informed by telephone. In an emergency, the child will be taken directly to hospital and the parents will be informed immediately.

Children with mild illnesses and normal cold symptoms can remain at the holiday camp. The management may ask parents to pick up their child if they are no longer able to stay at the holiday camp and the management considers this to be necessary (e.g. vomiting, fever, sleepiness, etc.). Parents are obliged to pick up their child as soon as possible when asked to do so.

Children who are temporarily limited due to an accident (e.g., broken arm or leg) can be cared for as long as they are able to participate in everyday activities. The decision as to whether the child can be cared for remains fully at the responsibility of the management. familea cannot be held responsible for any delay in the healing process or for any resulting consequences.

9 Insurance and liability

Insurance is the responsibility of the parents. Children must be insured by their legal guardians against accidents and illness. If a child causes damage, the parents or their liability insurance will be held responsible.

familea accepts no liability for clothes, toys, jewellery or any other items belonging to the child or their family.

10 Data protection and confidentiality

The processing of personal data provided is required in connection with registration for a programme. We process personal data only to the extent necessary for the fulfilment of our activities. All data, information and incidents that our employees learn in the course of their work or that are entrusted to them are subject to a duty of confidentiality. Employees are required to treat all personal data and other information to which they have access in the course of their work as confidential and disclose it to third parties.

Our privacy policy with further information can be viewed on the familea website (www.familea.ch).

11 Image rights

By registering, parents/guardians agree that photos may be taken during the holiday camp and used on our website and social networks. Of course, only photos and videos that respect the children's privacy will be used. If parents/guardians do not agree to this, they must inform us in writing to angebote@familea.ch before the start of the holiday camp. Portraits or individual photos will only be used after consultation with the parents.

12 Terms of payment

Upon receipt of the payment request, it must be paid immediately via TWINT or IBAN. The booked place is only guaranteed after receipt of payment.

13 General

If a child is picked up late (after 5.30 pm), this childcare time will be charged at CHF 35.00 per 30 minutes or part thereof and must be paid immediately cash to the carers.

14 Place of jurisdiction

The exclusive place of jurisdiction is Basel-Stadt.

Basel, January 2026
familea
Management