

OliOli® Winter Camps Terms & Conditions

Ages: i. Children need to be at least 4 years of age prior to the start of the camp. Kindly note that we do not have the resources to be able to make exceptions in this respect. ii. When booking, please choose the relevant age group according to the child's age: 4-6 years old or 7-10 years old. This is subject to verification and/or re-arrangement from our team to best suit the needs of the children. iii. Siblings in different age groups will NOT be placed together to ensure children are engaged in activities appropriate for their age & development.

Bookings and payments: Advanced booking is mandatory i. Online, phone or direct bookings will only be confirmed once a payment is received. ii. Guests must pay within three (3) days after the booking has been made, either at the venue or through bank transfer (our bank details can be shared when requested). iii. Unpaid bookings will be automatically cancelled after the three (3) day period.

Applicable discounts: i. Sibling's discount offered as 10% discount on the camp fees for every second and subsequent sibling - to be disbursed on the start of camp. ii. Multi-week rates are available for each second and additional week – to be disbursed on the start of camp. These discounts cannot be used in conjunction with any other discounts.

Drop offs: i. Adults cannot accompany their children. ii. Please arrive no earlier than 10 minutes before the start of your camp. iii. For safety reasons, the camper is required to sign in and out with OliOli® reception every camp day.

Food: i. Campers need to bring their own food (lunch and snacks). Please note that we will not be providing meals during their time at the camp. ii. There will be a dedicated 30-minute snack break every day. iii. Kindly do not pack food that may need refrigeration or heating, as we cannot provide that service due to Qatar Municipality food health & safety regulations.

Pick up: i. Kindly arrive on time to pick up your child at the end of the camp. ii. The camper(s) can only be picked up by a designated caretaker. You will need to provide their details while registering the child. iii. OliOli® needs to be notified a minimum of 24 hours in advance (via email to reception@olioli.ae) of any changes in the designated caretaker for the camper(s). Kindly share the name and Qatari ID of the person who will be picking up the camper(s) – and please ensure that the person is carrying their Qatari ID at the time of the pick-up.

Illness: i. OliOli® reserves the right to refuse entry for children who are showing any flu symptoms. ii. You are kindly requested to please keep the child(ren) at home (a) if they have a fever, skin rash, flu symptoms, or any other communicable illness; they may return to camp once they are free of symptoms for at least 24 hours and/or a doctor has cleared them (with a doctor's note as appropriate) iii. In the event of an emergency or if your attendee becomes ill at camp, we will notify you immediately. For the comfort and wellness of your attendee, we request you to pick the attendee as soon as possible post our notification. iv. In case of a medical emergency, you give the in-house nurse authorization to administer the attendee with necessary medication until the parent and/or ambulance arrive.

Personal Items: i. Campers are not allowed to bring in personal items (electronic or otherwise). They will be gainfully engaged and occupied during the camp and should not need such items. OliOli® will not be responsible if any personal items are damaged or misplaced. ii. We don't recommend for campers to carry money as they will not need it; however, if they choose to do so, OliOli® will not be responsible for any misplacement.

Other: i. Please make sure that campers bring socks daily. ii. Please ensure that campers bring a change of clothes in case they get wet in the water gallery. iii. Please notify us of any allergies, accessibility concerns, behavioral or emotional conditions, or any other special needs as soon as possible to accommodate you better. iv. The safety of campers and guests is our priority. We reserve the right to ask anyone to leave the camp if they do not follow the rules or act in an unsafe manner to themselves or other guests. A member of the OliOli® team will call a parent to discuss alternate options. If the behavior continues, the camper will be asked to stay home.

Cancellations and refunds: i. Once the camp starts, tickets cannot be cancelled, assigned, or refunded. ii. Missing one or more days of the camp does not entitle the guest to any refunds on the camp fees. iii. Cancellations made less than one week (7 calendar days) prior to the start of the camp will not be eligible for a refund.

I understand and agree to the OliOli® waiver and the T&Cs of the OliOli® Winter Camps.