



SAMA Navitas d.o.o., Lopaca 30, 3262 Prevorje

## GENERAL PROVISIONS

### CHANGE OR CANCELLATION OF REGISTRATION FOR A SUMMER CAMP OR EXCURSION BY A PARTICIPANT (a child or adult)

If a parent wants to cancel his/her child's registration for a summer camp, or if a person wants to cancel his /her registration for an excursion, a notice of cancellation has to be written. Cancellation is effective on the date that SAMA Navitas receives written notification. The organiser has a right to make a cancellation charge. The size of the charge depends on when the notification is received and is a percentage of the total cost:

- **cancellation up to 40 days prior to the start of a camp or excursion: 20% of the total price**
- **cancellation from 39 to 15 days prior to the start of a camp or excursion: 45% of the total price**
- **cancellation from 14 to 8 days prior to the start of a camp or excursion: 80% of the total price**
- **cancellation from 7 to 0 days prior to the start of a camp or excursion: 100% of the total price**

If a child does not attend the first day of a camp, or if a person does not arrive at the meeting point of an excursion, or if the cancellation is made on the first day of a camp or an excursion, or later, the total price is charged.

In case a participant cannot take part in a camp or excursion, he/she can find a replacement for him/her within 10 working days prior to the start of a camp or excursion. The organiser has to agree with the change. In this case the participant will be charged an administrative cost of €10.

€10 per registration is charged for any changes of a paid camp or excursion reservation if changes are still possible.

A registration form which has been submitted online is not reservation confirmation and therefore it is not subject to the above-mentioned cancellation charges.

In case of the change of the camp or excursion date by a participant, or due to force majeure, when there is no justifiable reason for the programme change due to badly performed service by SAMA Navitas, a participant of a camp or excursion does not have any right to demand restitution or a partial refund of the sum paid. Furthermore, there are no partial or full refunds for participants who voluntarily withdraw a camp or excursion.

In case of cancellation of a camp or an excursion due to medical reasons by providing a doctor's note, or due to force majeure, 8 days prior to the start of a camp or an excursion, the total price is refunded. Later, 80% of the total price is refunded.

In case of cancellation of an already confirmed and paid camp or excursion reservation, cancellation charges of the payment are made.