

# BEST Synkrolovers Camp 2019

*Colònia Sant Jordi - Mallorca*

**BEST** SWIM CENTRE  
*Pure Swimming*

SYNKROLOVERS



## WELCOME!

After over a decade of running highly successful Family Swim Holidays in Mallorca, we have collaborated with Synkrolovers, and are proud to present our new synchro holiday - **BEST Synkrolovers Camp**.

For one week this August, young synchro swimmers will have the unmissable opportunity to train in one of the worlds best swimming facilities, with Olympic Synchro star - **Andrea Fuentes and USA National Team Head Coach**.



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## Why BEST Synkrolovers Camp?

We believe training alongside likeminded athletes from across the world is a highly beneficial experience both in and out of the pool. In addition, training in our elite facilities which are frequently used by international stars, and above all, gaining first-hand knowledge from successful Olympic experienced coaches like Andrea, is an incomparable experience for young athletes.

*Our goal for each athlete is to have fun, learn, meet new friends, and take a great attitude about their sport back to his or her home club, while also learning to be independent.*

## INTRODUCTION

### About BEST Synkrolovers Camp

For one week only, Andrea will be passing on her invaluable experience and expertise both in and out of the pool to young, aspiring synchro stars.

The camp is open to girls and boys from two synchro categories: **13-15 year olds** (please note, the camp is open to 12 year old swimmers that will be in this category next year, and want to start training for the requirements of this category), and **Juniors (16-18 year olds)**, and is specifically designed for **intermediate** and **advanced** level athletes.

The camp will comprise of pool training, gym training, workshops, fun group activities, an end-of-the-week show, and even a Figure Competition to practice all your new skills and receive valuable feedback. Click [here](#) to view the full example itinerary.

In recognising that parents can't always accompany their children on training camps, we are offering **two camp options** to ensure nobody misses out on this fantastic opportunity!

### 1. FAMILY OPTION

Have a fabulous family holiday while the kids train alongside their likeminded synchro camp-mates, and gain invaluable skills and knowledge from Andrea.

### 2. RESIDENTIAL OPTION

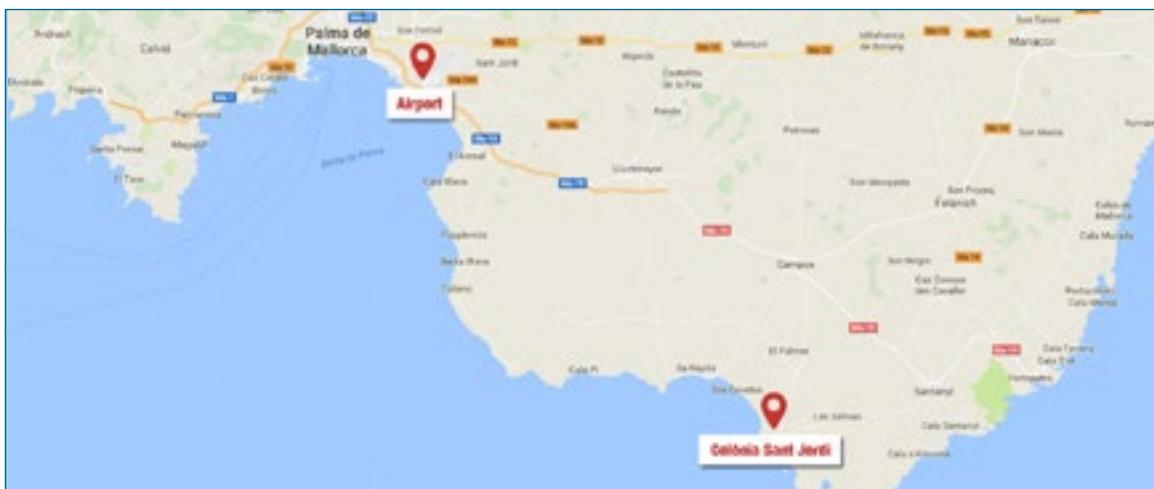
**Limited to 50 people!**

Send your child independently, and they will have an amazing time living in our residence with their likeminded synchro camp-mates, and our 24 hour experienced monitors.

# GENERAL

## Location

The BEST Centre is located in the south-east corner of Mallorca, in one of the islands most beautiful towns: Colònia Sant Jordi.

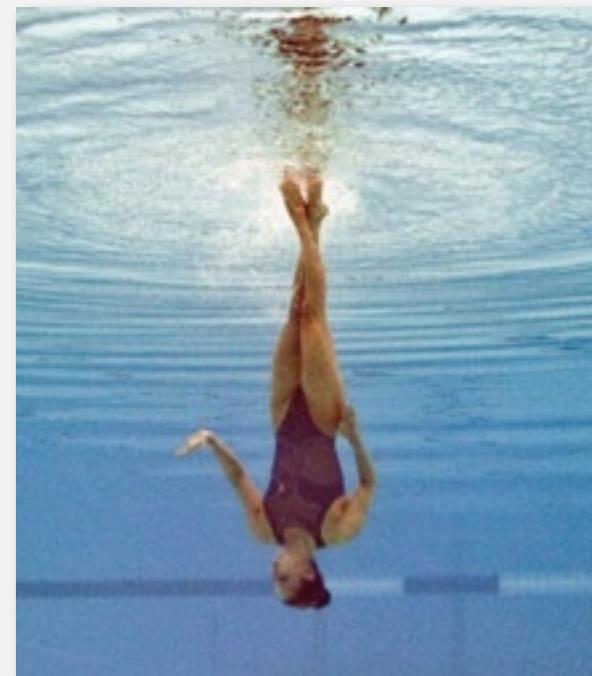


## Travel

Colònia is just 40 minutes away from the islands only airport – Palma de Mallorca. Once you have booked your flights, please send over your flight information. We will require this information in order to organise your airport transfers and know when the swimmers will be arriving and departing. Please see our [Frequently Asked Questions](#) regarding our transfer options and prices (page 15).

For athletes coming on the residential program, a monitor will be waiting at the airport to welcome your child, and will also accompany them on their return back to the airport at the end of the camp.

**Camp Dates**  
19<sup>th</sup> - 26<sup>th</sup> August.



## The BEST Centre • BEST Synkrolovers Camp Staff

### Matthew O'Connor

CAMP Director

Matthew is the co-founder and director of The BEST Centre and Bluewater Hotel.

#### Sporting history

He competed in the 1992 Barcelona Olympic Games and the 1990 and 1994 Commonwealth Games. He has over eight years in international swimming experience and obtained a degree in International Business Studies from the University of Georgia. Matthew grew up swimming at the City of Manchester and represented Great Britain at the junior and senior level.



### Lauren Freeman

Camp Coordinator

Lauren plays an incredibly important role 'behind the scenes' at The BEST Centre. She ensures everything runs as smoothly as possible, guaranteeing everyone visiting The BEST Centre has the best time possible.



### Andrea Fuentes

Camp Coach

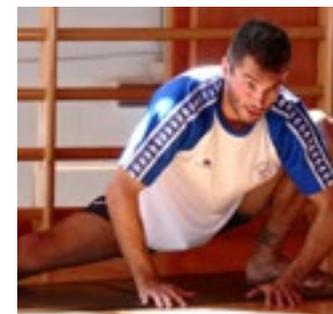
Andrea is a former Spanish national swimmer. She was a member of the national team from 2002 until 2012. She won a silver medal in London 2012 in a duet with Ona Carbonell. Nowadays, she is a very successful coach, offering group and private training around the world, and also at BEST Centre.



### Víctor Cano

Camp Gym Coach

Victor was a very successful Spanish artistic gymnast. He was an Olympic finalist in Sydney and Athens, and will be taking the group gym sessions.



### Additional Staff

For every 10 swimmers there will be an extra qualified coach to ensure that every swimmer gets sufficient individual attention. For those coming on the **residential option**, staff will include 24 hour, experienced camp monitors.

## The Pool

The centrepiece of The BEST Centre is our outdoor Olympic-sized training pool. The 10 lane, 50m pool (50m x 25m x 2m) is a free-standing pool from Astra, who supply the competition pools for the FINA world championships.



## The Gym

We know that a well equipped gym is essential for a successful training camp, so we have an on-site gym fully equipped and dedicated to swimming. We also have two large areas suitable for land work, and plenty of space around the pool for stretching.



Our state of the art facilities at The BEST Centre attract individuals and teams from across the world. More specifically, we have welcomed 1000s of different swimming, water polo, triathlon and synchronised swimming teams from 38 countries worldwide. The combination of our facilities and the peacefulness of Colònia make for the perfect training camp - good enough for the very BEST!

## ADDRESS

### BEST Centre

Carrer Roada, 35.  
07638 - Colònia de Sant Jordi.  
Mallorca.

- **Andrea Fuentes**, *Olympic, World and European Champion.*
- **Gemma Mengual**, *European Champion, Olympic and World Medalist.*
- **Ian Thorpe**, *5 time Olympic Gold medalist. World and Commonwealth Champion.*
- **Florent Manaudou**, *Olympic and World Champion*
- **James Guy**, *Olympic medalist and World Champion.*
- **Andreas Raelert**, *European Ironman Champion.*
- **Sandra Wallenhorst**, *European Ironman Champion.*
- **Liam Tancock**, *World and Commonwealth champion.*
- **Sarah Sjostrom**, *Olympic, World and European Champion.*
- **Ranomi Kromowidjojo**, *Olympic and World Champion.*
- **Mireia Belmonte**, *Olympic, World and European Champion.*
- **Ellie Simmonds**, *Paralympic and World Champion.*

This is just a short list of **top athletes** who have chosen **The BEST Centre** for their training camps, visit our website for more information and interviews with your favourite synchronised swimmers.

We believe the inspirational atmosphere created at The BEST Centre makes it the perfect place for a training camp. Why not book today and come and join The BEST Centre Family.



## ACCOMMODATION - Family option 1

### HOTEL ROMÁNTICA \*\*\*

Universal Hotel Romantica is a 3-star hotel, under 10 minutes walk from the Best Centre. As this hotel is situated on the boardwalk, it has extraordinary views of the Mediterranean Sea, along with beautiful views of the town. With two outdoor pools including one children's fun pool, and a sunbathing area on the sea front, the Romantica hotel is suitable for all the family.

#### Services and Facilities:

- » 24h Reception.
- » Medical Service.
- » Pool towels (charge).
- » WIFI (charge).
- » Internet corner (charge).
- » Parking nearby.
- » Laundry service (charge).
- » Conference room / TV.
- » Outdoor pool.

#### Reception Services:

- » Tour desk.
- » Currency exchange.
- » Luggage storage.
- » Reservation of loungers (with charge).
- » Late Chec-Out (with charge).

#### Entertainment and Family Services:

- » Evening entertainment.
- » Nightclub/DJ.
- » Entertainment staff.
- » Kids' club.
- » Children's playground.
- » Children's pool.
- » Guided hiking tours (in may).

[www.hotelromantica.com](http://www.hotelromantica.com)

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## ACCOMMODATION - Family option 2

### BLAU CLUB COLONIA RESORT & SPA \*\*\*\*

Club Colonia Blau Resort and Spa is a 4-star hotel, situated under 300m away from the BEST Centre, making it the closest hotel to the pool. As the Blau is a resort, it has everything you need for a perfect holiday in one place. With numerous pools, sports facilities, a luxurious spa, and the Blaudi children's club, the Blau is a great choice to satisfy the needs of all the family.

Discover and enjoy all facilities and services available in Blau Club Colonia Resort & Spa:

- » 1 Buffet Restaurant.
- » 1 Pizzeria Restaurant.
- » 2 Bars.
- » 1 Pool Bar.
- » 2 Outside Pool.
- » 1 Inside Pool in the Spa.
- » 1 Splash Pool for children.
- » Garden, Park and play zone for children.
- » Free access to spa.
- » Free access to sport facilities
- » Gym and fitness zone
- » Animation and activities during day and night.
- » Live music and shows.
- » Free wifi in all resort.
- » Pool towels (with deposit).
- » Free shuttle to the beach.

#### Sports facilities include:

- » 7 clay tennis courts.
- » Multi-purpose court for volleyball and five-a-side football.
- » Splash Pool.
- » Aerobics & Gymnastics and aqua aerobics with instructor.
- » Bowls.
- » Darts, archery and shooting.
- » Table tennis.
- » Fitness room with modern equipment.
- » Spinning facilities.



[www.blauhotels.com](http://www.blauhotels.com)



## ADDRESS

### BEST Centre Residencia

Av. Marqués del Palmer, 57  
07638 - Colònia Sant Jordi  
Mallorca



Please note that the Residence option has a 50 person limit, and this camp sold out in 2 weeks in 2018, so please **book now** to avoid disappointment.

## Accommodation - Residence option

### BEST Centre Residencia

The Residencia is located under 10 minutes walk away from the pool. It's dorm room style is perfect for training camps like this, as lifetime friendships are often formed.

#### Meals

All meals will be eaten at the residence in the spacious dining area and there will be choices for people with allergies and gluten free meals also.

We ensure that all athletes are well fed, and have healthy options at every meal. Water is included with every meal.

Athletes may bring snacks with them to keep in their rooms, however please be aware refrigerators are not available.

#### Food allergies

Let us know prior to your arrival if you have any allergies, so that we can cater for this. Please note that our monitors will be with the athletes at all meal times and will be happy to help them go through their food options.



## Prices - 7 days BEST Synkrolovers Camp

Prices are based on twin and triple rooms. See single room supplement price below.

August 19 <sup>th</sup> - 26 <sup>th</sup> , 2019	SWIMMER	NON-SWIMMER (under 16)	ADULT (16 and over)
<b>FAMILY OPTION</b>			
BLAU CLUB COLONIA HOTEL**** (Half Board)	990 €	800 €	850 €
HOTEL ROMANTICA *** (Half Board)	790 €	700 €	720 €
<b>RESIDENTIAL OPTION</b>			
BEST Centre Residencia (Full Board)	750 €	-----	-----
Children on the <i>Family Option</i> are able to eat lunch in the residence for 42 euros for the week. Please request when making your booking.			

### EXTRA NIGHT PRICES

August 19 <sup>th</sup> - 26 <sup>th</sup> , 2019	BLAU CLUB COLONIA HOTEL
2 people in a twin half board	95 euros*
2 people in a Junior Suite half board	114 euros*
3 people in a triple half board	94 euros*
3 people in a Junior Suite half board	110 euros*
4 people in a Junior Suite half board	105 euros*
	<b>HOTEL ROMANTICA</b>
2 people in a twin room half board	70 euros*
3 people in a triple room half board	66 euros*
	<b>BEST Centre Residencia</b>
Extra night in BEST Centre Residencia	55 euros*

### Rooming allocations and supplements

August 19 <sup>th</sup> - 26 <sup>th</sup> , 2019	BLAU CLUB COLONIA HOTEL
Family of 2      A twin room. Or alternatively a Junior Suite (bedroom and living room with bed) for an additional supplement of	24 euros*
Family of 3      3rd bed in a large twin room (triple room). Or alternatively a Junior Suite (bedroom and living room with bed) for a supplement of	50 euros PER ROOM per night
Single Room Supplement Price:	H. ROMANTICA: 20 € / night      BLAU C.C.: 25 € / night

## What the price includes:

- 23 hours synchronised swimming training in the BEST Centre pool.
- 10 hours gym.
- 3 workshops.
- 7 nights full-board accommodation (Residential Option) or 7 nights half-board accommodation (Family Option).
- BEST centre hat and t-shirt.
- BEST centre certificate.
- Synkrolovers gifts.
- 24 hour on site monitors (Residential option).



## Itinerary

### The camp will comprise of:

- **23 hours of pool training.**
- **10 hours of land training:** 5 hours of gym with Former Olympic Gymnast Victor Cano, focusing on balance, core, acrobatics and general strength, and 5 hours of Rhythmics Gymnastics training and Ballet.
- **Three workshops:**
  1. Individual Extra Work at Home: This workshop is all about finding a way to work on your weakness. Andrea will provide athletes with exercises to do independently at home to improve performance.
  2. How to Compete Better: Athletes can bring their own computers or ipads, or take notes whilst looking on to Andrea's computer.
  3. Q&A: This workshop will provide athletes with the perfect opportunity to make the most out of Andrea's experience as a high level performance athlete. Athletes will be able to ask any questions they have, or raise any of their fears, and get advice from Andrea.
- **End of the week show:** The group will have the chance to show off all of their new skills when they perform for everyone at the pool.
- **Figures Competition:** Throughout the week, Andrea will talk to the group about competition issues, mental training and tips to solve any problems they may have. The group will be able to put this into practice during the competition, and get valuable feedback from Andrea - who will be acting as a judge.

### Synchro equipment needed

- Hat, goggles and swimsuits.
- Noseclips.
- Hairclips.
- Black swimming suit (for the Figure Competition).
- Water bottle.

We sell noseclips, a wide range of mirrored goggles, and BEST Centre hats, swimsuits, bottles and towels on site.

**Don't forget to bring high protection, waterproof sun cream** (we recommend factor 50!).



# Itinerary

## Training Sessions will focus on:

- **Artistic swimming technique improvement:** Improvement of the technique of all figures and elements of all categories. Basic technique to eradicate learning biases and finding new ways to do specific exercises.
- **Routine execution:** To increase the difficulty and punctuation of the execution of routines in general, as well as acrobatics.
- **Choreography:** Creating a routine from scratch or perfecting an already done one. Learning to add a personal and unique touch to the choreography. We analyse individual style to develop it and experiment with new movements.
- **Artistic expression:** essential in synchronised swimming. The corporal expression makes is what makes a good swimmer stand out, and facial expression has a very strong influence in judges' punctuation. We often do not know how to express; breaking that barrier is one of the most successful specialties of Andrea Fuentes.
- **Physical preparation:** once choreographies have been prepared, is time to adapt the body for the correct execution of the routine; a proper body preparation is key for a high performance and injury prevention. We will do a personalised physical preparation planning to achieve this in competitions.

Below is an example itinerary for the 7-day camp. This example itinerary is just to give you a feel for what you can expect, it is not finalised, and the order and timing of training sessions may be subject to change.

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# Itinerary

## Example itinerary for a typical 7-day camp

Monday 19 <sup>th</sup>	Tuesday 20 <sup>th</sup>		Wednesday 21 <sup>st</sup>		Thursday 22 <sup>nd</sup>		Friday 23 <sup>th</sup>	Saturday 24 <sup>th</sup>		Sunday 25 <sup>th</sup>		Monday 26 <sup>th</sup>
Arrivals and Check-in	Breakfast		Breakfast		Breakfast		Rest	Breakfast		Breakfast		Breakfast
	Acro Gym	Rythmics	Acro Gym	Rythmics	Acro Gym	Rythmics	Breakfast	Acro Gym	Rythmics	Acro Gym	Rythmics	Check-out
	Rythmics	Acro Gym	Rythmics	Acro Gym	Rythmics	Acro Gym	3 hours Pool	Rythmics	Acro Gym	Rythmics	Acro Gym	CAMP IS FINISHED!
	2 hours Pool		2 hours Pool		2 hours Pool		Lunch	2 hours Pool		Figure competition		
	Lunch		Lunch		Lunch		Afternoon Off BEACH	Lunch		Lunch		
	Rest		Rest		Rest			Rest		Rest		
	3 hours Pool		3 hours Pool		3 hours Pool		3 hours Pool		Show			
Dinner	Dinner		Dinner		Dinner		Dinner	Dinner		Dinner		
Camp intro	45 min. Activity		Home-Workshop		45 min. Activity		45 min. Activity	Music Workshop		Q & A Workshop		
Bed	Bed		Bed		Bed		Bed	Bed		Bed		

As you can see, there is time each evening for fun group activities, and also down-time for athletes to relax.

As noted above, as it is an example itinerary it is subject to change.

## About Colònia Sant Jordi

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### The Town

**Colònia Sant Jordi** is one of the most beautiful places on the island and boasts some of the best beaches in Europe. It is a great place for strolling, cycling, fishing and kayaking, as well as numerous other outdoor activities. We will include plenty of fun activities away from the pool to make this a really memorable holiday.

Colònia Sant Jordi is where the locals and those in the know take their holidays and weekends away. The small town of Colònia Sant Jordi, nestling in the south east corner of the island in the municipality of Ses Salinas, is renowned for its golden sand, crystal water and peaceful setting. Surrounded entirely by national park the town opens out onto some of the best beaches in the mediterranean. This is an amazing location to be!

Colònia Sant Jordi has everything you need to make your camp a success. The town is neither too large nor too small, and a short walk from the training centre you will find plenty of cafes, bars and restaurants, among them, according to the national press, the best paella not just on the island but in all of Spain!

### Surrounding Area

**The beauty of Colònia Sant Jordi is that the surrounding area is all protected woodland. This means there will be no high-rise hotels, traffic and crowds, just peace and tranquility.**

For most people on a swim training camp, a walk in the woods is not their idea of relaxing between sessions, but for other family members, chaperones and team staff, there is plenty to do outside the regular activities and excursions.

We can supply you with walking, hiking and biking trails that take you through the hinterland and coastline of Ses Salines. There is also sailing, fishing, kayaking, kite surfing, windsurfing, snorkelling, golf, tennis, horse riding, water aerobics, yoga, pilates, massage, spa treatments... you get the idea!



## TESTIMONIALS

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*"Excellent – would come back in a flash!"*

**Easton/Lawrence family**

*"Isis simply loves it here! Again huge thank you – you have simply thought of everything for the kids to swim competitively and for them to make lasting friendships."*

**Ciurleo family**

*"The worst part of this every year is going back to coaches who simply aren't anything like as good as here!"*

**Andrews family**

*"Fabulous again. \* \* \* \* \* FIVE STARS."*

**Robertson family**

*"Whilst this is a five-star holiday, training was fun, hard work, and great preparation for the new season."*

**Hewitt family**

*"Thank you very much for giving the girls a great week. The camp worked really well. We would definitely recommend it."*

**Sheffield family**

*"Fabulous. Inspirational."* **Mason Family**

*"Matthew, thank you very much for looking after Emma this past week. She had a wonderful time and I love seeing her so happy."*

**Green family**

*"Fantastic, Super and wonderful. My daughter Ava is already asking can she come back next year. Definitely worth every penny spent!"*

**Roberson family**

*"My daughter truly enjoyed camp. She tells me Andrea Fuentes was a terrific coach. She was engaged, committed, and provided detailed feedback that will be useful to my daughter's development as an athlete."* **Fortuño Family**

*"The coaches were fantastic and throughout training, we learnt a lot."*

**Lesturel Family.**



# FREQUENTLY ASKED QUESTIONS

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## General questions about BEST Synkrolovers Camp

### 1. Who can attend this camp?

The camp is open to girls and boys from two synchro categories: 13-15 year olds\*, and Juniors (16-18 year olds), and is specifically designed for intermediate and advanced level athletes.

Please note, this is an international camp, so we welcome swimmers from all over the world. Andrea speaks English, Spanish and French!

*\* Please note, the camp is open to 12 year old swimmers that will be in this category next year, and want to start training for the requirements of this category.*

### 2. Will my kids have fun?

We guarantee it!

## Specific questions for those coming on the Residential Option:

### 3. Will my child be supervised at all times?

Yes. Athletes will be in a group with a monitor who is accountable for them at all times.

### 4. Can parents come?

Yes, parents are welcome to stay in the town or in another part of the island. They will not be able to stay in the Residencia with the rest of the camp. Please email us if you would like to know hotel offers and ideas for your stay in the beautiful island of Mallorca.

### 5. How much spending money should I send with my swimmer?

As all meals and water are included in the price, athletes only need money for additional drinks, snacks and presents.

## Training

### 6. Who will be coaching my children?

Your children will be coached by Spanish synchronised swimming Champion, Andrea Fuentes. She is a 4 times Olympic medalist, and over 30 times World and European Medalist.

### 7. Do they have to train every session?

The sessions are not obligatory; however we do think that most athletes will come to all sessions because they're so much fun!

### 8. What equipment do they need to bring?

Please see the Itinerary section of the brochure for a list of equipment needed.

### 9. Is there swimming on the arrival and departure days?

There are no sessions planned for those days, however if there is space in the pool swimmers on the holiday are welcome to use the pool but without a coach.

## Payment

### 10. Can I pay by cheque?

If you have a euro account, you can pay by cheque in euros.

### 11. What is the easiest and cheapest way to pay in euros?

We have partner foreign exchange companies you can use to make the payment to us, which guarantee better rates than the banks.

## Colonia Sant Jordi and travel

### 12. What's the weather like in Mallorca during the swim holidays?

The weather is typically hot!

## FREQUENTLY ASKED QUESTIONS

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### 13. How far is the BEST Centre from the airport and how do I get to my hotel/ Residencia?

The BEST Centre is 40 minutes from the airport. Transfers to and from the airport are NOT included in the holiday prices.

Hotel option: We arrange 3 free coach transfers on the arrival and departure days to help. The times of each transfer are arranged to best suit the most number of people possible. If the time of the transfer is not convenient for you or you arrive or leave on a different day than the arrival and departure day, then we can arrange a transfer for you. This will cost 25 euros per person per way.

Residencia option: We can arrange transfers to and from the airport for you. Transfers will cost 25 euros per person per trip.

### 14. How far is the pool from the hotel?

The *Blau* is approximately 300 m away from the pool. Both the *Romántica* and the Residencia are under 10 minutes walk from the pool.

### 15. Do you organise flights?

No, we are not a flight agency so we do not book flights.

### 16. How many airports are there in Mallorca?

Only one, Palma de Mallorca airport (Son Sant Joan, PMI).

## Contact, emergency and medical questions.

### 17. Does the camp have insurance and medical staff?

You need to arrange your own travel and medical insurance and a copy must be shown on arrival. We have our own medical staff on call 24 hours a day. EU residents also must have a European Health Card as well as insurance.

### 18. Who can I contact in case of an emergency?

In case of emergency you can contact BEST Centre at (00) +34 971656560 or the Bluewater hotel on (00) +34 971655347.

### 19. Medicine and Medical Personnel.

We will have a certified physio and medic on call during the camp. If your swimmer is on medication, please contact us before camp starts so we are aware. Controlled substances will be maintained by staff and dispensed as indicated. You must provide a medical release for administering of medicine.

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# CAMP MALLORCA BOOKING CONDITIONS

The receipt of your deposit is considered acceptance of the following standard booking conditions, which are set out by the Association of British Travel Agents and recommended in the Guidelines for Tour Operators.

## Blue Water Elite Swim Training Centre S.L. Terms & Conditions of Booking:

All bookings are made with **Blue Water Elite Swim Training Centre S.L.** The payment of the deposit will be taken as you and your party's acceptance of the following conditions. The expression "client" may be used in these conditions not only to apply to you but to all other members of your party on whose behalf you have booked. Reading the booking conditions and information form part of your contract with us.

1. **Booking** Provisional bookings should be made by email or telephone to ensure that the training facilities, accommodation and transport, if needed, are available on the dates required. After receipt of your deposit a binding contract comes into effect between you, the client, and us.
2. **Payment of the balance** The balance of the cost of the training camp must be paid at least 8 weeks before departure. If the balance is not paid in time we reserve the right to cancel your camp, retain the deposit and apply the cancellation charges set out below. For bookings made within 8 weeks of departure, you will be required to pay the full cost of the camp at the time of booking.
3. **Changes by you** In the event of your wishing to change the details of a confirmed booking, you will be charged an amendment, if any, in the cost of the revised arrangements. Where a change is made within 8 weeks of departure we will treat such changes as a cancellation of the original booking. Any costs incurred by us will be passed on and may be as high as 100% of the cost of the holiday. All amendments must be in writing. No refund will be made for unused accommodation or services due to voluntary variation of a holiday.
4. **Cancellation by you** You, or any member of your party, may cancel your holiday at any time providing that the cancellation is made by the person making the booking, and is communicated to us in writing. If this incurs administrative costs we shall retain the deposit of the client that cancelled and in addition may apply cancellation charges of the remaining balance up to the maximum below. Period before departure and cancellation charges shown as a cancellation is the percentage of the remaining balance of the holiday price: 56 days or more Deposit only 55-29 Days 20% 28-8 Days 75% 7- 4 Days 90% 3 days or less to departure 100% If cancellation is caused by illness or certain unavoidable causes, your own insurance policy may apply.
5. **Travel Insurance** It is a requirement, when booking your camp, that you hold a policy to cover the group. In the event of an emergency, should you not have adequate insurance cover, although we will offer all reasonable assistance, it must be understood that you will be responsible for any costs involved as a result of your failure to take out adequate cover. Please read your policy details carefully. It is your responsibility to ensure that the insurance cover you purchase is adequate for the particular needs of you and your party. We do not check alternative insurance policies.
6. **Alteration by us** We plan your camp arrangements many months in advance and although it is unlikely that we shall have to make any changes to confirmed arrangements, it does occasionally happen. Most changes are of a minor nature and we will advise you at the earliest possible date. If a major change occurs, we shall inform you as soon as is reasonably possible. A major change is where we offer you accommodation of a lower standard, or training facilities that are not available. In such cases you have the choice of either accepting the revised arrangements as notified to you, or cancelling your camp with full refund of money paid. For all these alternatives we will pay compensation on the scale shown below (plus full refund of all money paid if you choose to cancel). Period before departure date Cancellation per person that notification is given: Within 2 Weeks 40.00 euros Within 4 Weeks 30.00 euros Within 6 Weeks 20.00 euros Within 8 Weeks 10.00 euros More than 8 Weeks NIL Important note Compensation will not be payable if we are forced to cancel, or in any way change your camp due to war, threat of war, riot, civil strife, industrial dispute, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions or other events outside our control. Neither will it be payable in case of flight delays that should be covered separately by your Holiday insurance.
7. **Cancellation by us** We reserve the right in any circumstances to cancel your camp and all camps are subject to a minimum number of participants. We will not cancel your camp within 8 weeks of departure unless caused by events beyond our control or failure on your part to pay the final balance. In circumstances where we are unable to provide the camp booked, we will offer to you an alternative camp of comparable standard of, if this is unacceptable, we will return to you all monies paid.
8. **Our responsibility for your camp** We accept responsibility for ensuring that all component parts of your camp are supplied to you as confirmed by us on your confirmation, and that the services offered reach a reasonable standard. If any such part is not provided, we will pay you an appropriate compensation if this has affected the enjoyment of your camp (see important note above). We have taken all reasonable and proper care to ensure that proper arrangements have been made for all our camps and that the suppliers of the various services provided to you as part of your camp are efficient, safe and reputable and comply with the local and National Law and regulation of the country in which they provide those services. However we do not have direct control over the provision of services to clients by suppliers, and we cannot be held responsible or liable for injury or death or illness caused to clients unless through negligence of our employees. We shall give every assistance we can to a client who through mishap suffers illness, personal injury or death during the period of the camp arising out of an activity which neither forms part of the camp arrangements nor forms part of an excursion offered through us, provided we are advised of the incident within 90 days of its occurrence. Nothing in condition 8 shall apply to anything arising during or out of carriage by air, sea or land and will be subject to the condition of carriage of the carrier operating these services.
9. **Your responsibility to us** It is your responsibility to ensure that you arrive in good time to board all flights or other method of transport. If you miss a flight or other transportation we will try to arrange alternative transportation, but reserve the right to recover from you any costs we incur in making such arrangements. Payment may be required from you before boarding.
10. **Price Guarantees** As per Association of British Travel Agents rules. The price of your camp is subject to surcharges only on the following items: Governmental action, currency, aircraft

## CAMP MALLORCA BOOKING CONDITIONS

fuel, over flying charges, airport charges and increases in scheduled air fares. Even in this case, we will absorb an amount equivalent to 2% of the holiday price which excludes insurance premiums and amendment charges. If this means paying more than 10% of the holiday price, you will be entitled to cancel your holiday with a full refund. Should you decide to cancel because of this, you must exercise your right to do so within 14 days from the issue date printed on the invoice. In return for this guarantee there will be no refund in the event of favourable costs or currency movements. We reserve the right to revise prices for new bookings in the event of any change.

11. **Website Description** The website contains statements representing our honest belief that the facts shown are correct. Every reasonable effort has been made to describe as fully and honestly the accommodation and services offered and every reasonable attempt will be made to supply what has been described. All bookings are made and accepted on the basis of the descriptions contained in the website. We cannot guarantee the accuracy of any other, website, brochure or leaflet which is not published by us but may be supplied as an additional service to the client.
12. **Flights** When travelling with the carrier, the conditions of carriage of that carrier apply, some of which may limit liability.
13. **Complaints and Arbitration** In the unlikely event of any problems occurring during your camp, it must be reported to either the hotel manager or us, thereby giving them the opportunity to remedy the problem. If the problem cannot be resolved with their assistance you should without delay notify us. Reasonable telephone and fax charges will be reimbursed by ourselves. If the problem cannot be completely solved in the destination, you must write to us within 28 days of your return giving full details of your complaint. If you do not follow this simple procedure it may affect your right to claim against us. Disputes arising out of, or in connection with this contract, which cannot be amicably settled may (if the customer so wishes) be referred to arbitration under a Special Scheme which, though devised by arrangement with the Association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details of which will be supplied by ABTA on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in the event of costs. The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £15,000 per booking. Neither does it apply to claims which are solely in respect of physical injury or illness or their consequences. The Scheme can however deal with compensation claims which include an element of minor injury or illness subject to a limit of £1,000 on the amount the arbitrator can award per person in respect of this element. The application for arbitration and Statement of Claim must be received by the Chartered Institute of Arbitrators within nine months of the date of return from the holiday. Outside this time limit the Scheme may still be available if the company agrees, but the ABTA Code of Conduct does not require such an agreement.
14. **Indemnity** When you book a camp with us you accept responsibility for the proper conduct of yourself and your party while away. We reserve the right to terminate your holiday or that of any member of your party due to misconduct. If your actions or those of any member of your party cause damage to the accommodation or facilities in which you are staying, or cause delay or diversion to any flight or other means of transportation, you agree to fully indemnify us against any claim (including legal costs) made against us by, or on behalf of, the owners of such accommodation or facilities, or the operator of such flight or other means of transportation.
15. **Passports, Visas and Health Requirements** – All clients should refer to the detailed requirements contained in the Destination Information for each country. A full British passport presently takes 4/6 weeks to obtain. If you or any member of your party is not a British citizen or holds a non-British passport you must check passport and visa requirements with the Embassy or Consulate of the countries through which you are intending to travel. Information on health is contained in the Department of Health leaflet available from most post offices. It is your responsibility to ensure that you and all members of your party are in possession of all necessary travel and health documents before departure and all costs incurred in obtaining these items must be paid by you.
16. **Travel Advice** The Foreign & Commonwealth office may have issued information about your holiday destination. You are advised to check this information on the Internet under the address <http://www.fco.gov.uk/> Alternatively you can contact the ABTA Information Department on 0891 202520 (calls charged at 50p per minute).
17. **Data Protection** In order to process your booking and to ensure that your camp arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, and special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels, transport companies etc. The information may also be provided to security companies, public authorities such as customs/immigration if required by them, or as required by law. You are entitled to a copy of your information held by us. If you would like to see this please contact us. We will make a small charge for providing this to you. We will hold your information, where collected by us, and may use it to inform you of offers in the future or to send you information. If you do not wish to receive such approaches in the future, please let us know.
18. **Jurisdiction** This contract is made on the terms of these booking conditions which are governed by English Law and both parties shall submit to the jurisdiction of English Courts at all times.
19. If the booking is for a sporting competition, in the unlikely event of the cancellation of the competition for whatsoever reason, Blue Water Elite Swim Training Centre SL cannot be held responsible in any way for any monetary loss, inconvenience or any other circumstances.
20. All our camp descriptions are advised in good faith and every care is taken to ensure their accuracy. However, since the camps can be prepared up to 12 months in advance, there may be occasions when an advertised facility or is not available during your camp. Certain facilities (e.g. tennis courts and swimming pools) require maintenance and sometimes have to be temporarily withdrawn from use for such work to be done. Outdoor activities, beach services and water sports for example may not operate for reasons such as unstable weather conditions or lack of support, or golf courses, bowling greens, etc. may be closed for maintenance or private competitions. Similarly, there may be occasions, especially during the low season, when certain advertised schedules, entertainment or amenities are changed, cancelled or curtailed. Further, the operation of certain amenities and facilities may be subject to local licensing laws or religious holidays. Government or local authority restrictions may also dictate that an hotel or apartment limits certain facilities e.g. air-conditioning or water supply, in the cause of conservation. We will take all reasonable measures to provide alternatives in this case but cannot be held responsible for monetary loss or inconvenience in these cases.