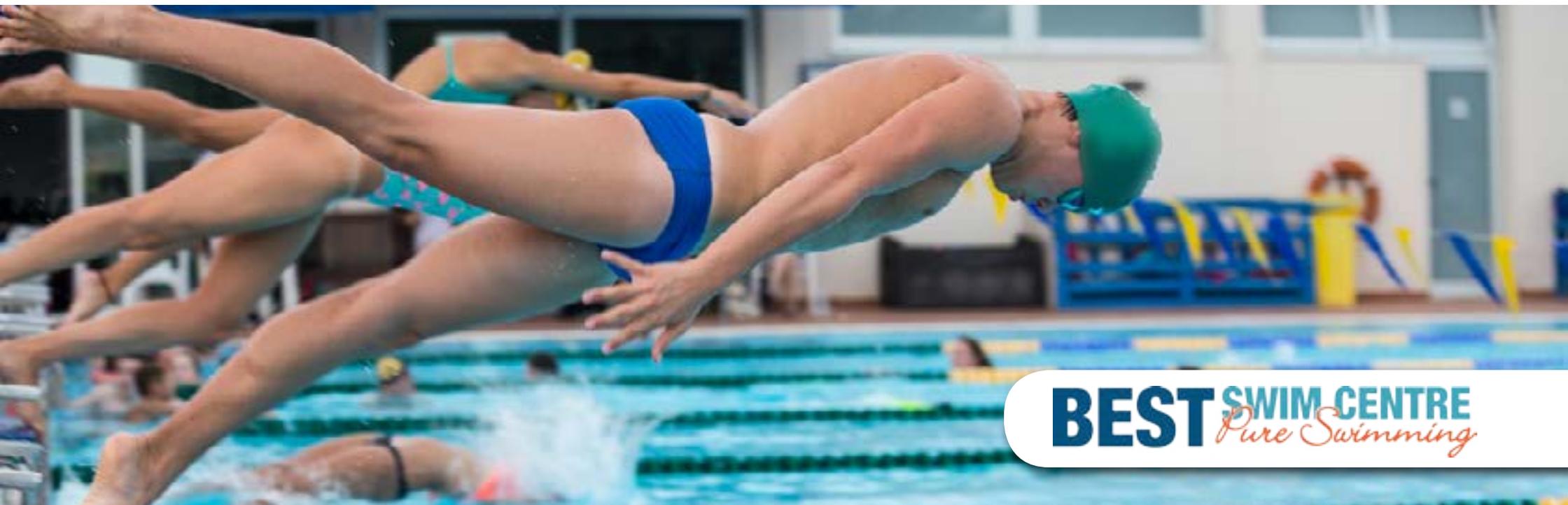


# CAMP *Mallorca*

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**SWIMMING CAMP - 2019**

*Colònia Sant Jordi - Mallorca*



**BEST SWIM CENTRE**  
*Pure Swimming*

## WELCOME!

After over a decade of running highly successful Family Swim Holidays in Mallorca, the BEST Centre is proud to present our new swim training camp - **CAMP Mallorca**.

Throughout the summer, young swimmers now have the opportunity to stay in the Bluewater Sports Hotel in the beautiful town of Colònia Sant Jordi just 5 minutes walk from one of the worlds best swimming facilities, **The BEST Centre**.



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**CAMP** *Mallorca*

**BEST SWIM CENTRE**  
*Pure Swimming*

## Why CAMP Mallorca?

We believe living and 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 international and Olympic experienced coaches is an incomparable experience for young swimmers.

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

**BEST SWIM CENTRE**  
*Pure Swimming*

## INTRODUCTION

### About CAMP Mallorca

Here at The BEST Centre, we believe training camps are very important for young swimmers. We have recognised that parents can't always accompany their children on training camps, so to ensure that these swimmers don't miss out, we are offering Camp Mallorca as the perfect solution. The camp has been designed for swimmers ages 12-18 of all levels, from club swimmers to international standard. Swimmers will to stay in a safe and healthy environment, practice the sport they love, and have a lot of fun along the way!

Although Camp Mallorca is focused towards children attending a training camp independently, parents are very welcome to visit Colònia and stay in a separate hotel. While you are more than welcome to watch your children swim, and take them out between sessions, you also have the freedom to focus on your own holiday.

**CAMP** *Mallorca*



# 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, we will be in contact regarding your flight information, and will then organise your airport transfers. This will cost 60 euros per trip. A monitor will be waiting at the airport to welcome the swimmers, and will also accompany them on their return back to the airport at the end of the camp.

[CLICK HERE TO SEE OUR NEW DEALS AND DISCOUNTS!](#)

## Camp Dates

- **Week 1:** 2<sup>nd</sup> - 9<sup>th</sup> July - *Residence option only.*
- **Week 2:** 9<sup>th</sup> - 19<sup>th</sup> July - *Residence option only.*
- **Week 3:** 19<sup>th</sup> - 26<sup>th</sup> July - *Residence option only.*
- **Week 4:** 26<sup>th</sup> July - 2<sup>nd</sup> Aug. - *Residence option only.*
- **Week 5:** 3<sup>rd</sup> - 10<sup>th</sup> August - *Residence option only.*
- **Week 6:** 10<sup>th</sup> - 17<sup>th</sup> August - *Residence option only.*
- **Week 6:** 20<sup>th</sup> - 30<sup>th</sup> August - *Hotel option only.*

Please note that other than by special request there are no swim sessions on both arrival and departure days.

Fancy doing more than one 7 or 10-day camp? Why not stay for longer! As you can see, our camps are all back-to-back, making the transition from one camp to the next as smooth as possible.

Also, if you book two or more camps, you will receive a **5% discount** for any additional camp.



## The BEST Centre CAMP Mallorca Staff

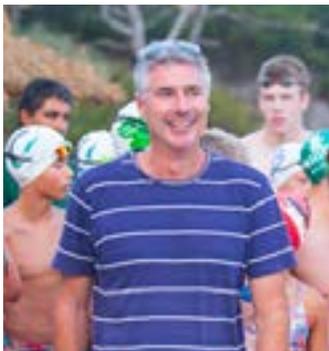
### Matthew O'Connor

CAMP Mallorca 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.



*All training sessions throughout the camp will be coached by British Olympic swimmers and former British record holders as well as ASA qualified coaches.*

### Lauren Freeman

Camp Mallorca Coordinator

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

#### Sporting history

She competed at English Nationals from the age of 11-18. Lauren became the Biathlon and modern triathlon National Champion in 2009 and 2012. Alongside working at the BEST Centre, Lauren is currently training as a triathlete and has had huge success in the last few years across Mallorca.



**CAMP** *Mallorca*



## 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 Rolda, 35.  
07638 - Colònia de Sant Jordi.  
Mallorca.

- 
- **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 athletes.

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.

**CAMP** Mallorca

## ADDRESS

### BEST Centre Residencia

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



**BEST** SWIM CENTRE  
*Pure Swimming*

## Accommodation - Residential 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.



## ADDRESS

### Bluewater Hotel

Passeig de la Rosa, 14  
07638 – Colònia Sant Jordi  
Mallorca



**BEST SWIM CENTRE**  
*Pure Swimming*

## Hotel accommodation (DATES August 20<sup>th</sup> - 30<sup>th</sup> only)

### Bluewater Hotel

Swimmers will stay in the 3-star Bluewater sport hotel, which is owned by the BEST Centre and is located just 5 minutes walk from the pool. The hotel often accommodates for different teams and national teams attending swimming camps at The BEST Centre.

### Meals

The swimmers will be eating breakfast, lunch and dinner in the hotel every day. We ensure that all swimmers are fed well, and have healthy options at every meal. Water is included with every meal, and other drinks are available at an additional cost.

We have a wide variety of dishes, with international cuisine and a variety of dishes typical of Mallorca. The buffet style restaurant ensures that the tastes of our most demanding customers are catered for and satisfied.

Swimmers 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 swimmers at all meal times and will be happy to help them go through their food options.



# Itinerary

---

## Training schedule

The camp will comprise of 9 x 2 or 13 x 2 hour swimming sessions for 7 or 10 day holidays. Before each afternoon session there will be dry land stretching exercises.

The sessions will focus on:

- Technique work.
- Kicking.
- Starts and turns.
- Breakouts.
- And having the most fun you can possibly have in a week of swimming!

## Extra curricular activities included

Although training is the most important aspect, CAMP Mallorca offers so much more! Outside of training we have a fun filled schedule with lots of fun activities including;

- Kayaking.
- Beach games.
- Table tennis tournament.
- Football tournament.
- A camp quiz.
- The world famous BEST Centre Biathlon.
- And an awards ceremony and talent show on the final night.

Below are two example itineraries for a typical 7-day, and 10-day camp. These example itineraries are just to give you a feel for what you can expect, they are not finalised, and the order of swimming sessions and other activities may be subject to change.

As well as these activities, we also offer a trip to Aqualand and language lessons, each at an additional cost.

## Aqualand

We offer an optional trip to Aqualand: One of Europe's biggest waterparks, ideal for all ages. The price will be confirmed closer to the time.

## Language lessons

Would you like to learn or improve your English, German or Spanish?

We offer two different packages of language courses;

• **Standard course:**

- 5 x 1 hour lessons in 5 days: 150 euros.

• **Intensive course:**

- 5 x 2 hour lessons in 5 days: 275 euros.



**CAMP** Mallorca

# Itinerary

## Example itinerary for a typical 7-day camp:

	Arrival day	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Departure day
Morning	Check-in	2 hour swim session	Biathlon	Check-out				
Afternoon		2 hour swim session	Football tournament	2 hour swim session	Aqualand	2 hour swim session	2 hour swim session	
Evening	Welcome meeting		Camp Quiz				Award ceremony & talent show	

## Example itinerary for a typical 10-day camp:

	Arrival Day	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9	Departure day
Morning	Check-in	2 hour swim session	Biathlon	Check-out							
Afternoon		2 hour swim session	Beach games	2 hour swim session	Football tournament	2 hour swim session	Aqualand	2 hour swim session		2 hour swim session	
Evening	Welcome meeting		Camp Quiz							Award ceremony & talent show	

As noted above, as these are example itineraries they are subject to change.

As you can see, we ensure that swimmers have plenty of free time after dinner to relax, socialise and contact home. There is also an evening trip to the delicious local ice-cream shop included!



## Swimming equipment needed

- Hat, goggles and swimsuits.
- Fins.
- Snorkel.
- Water bottle.

Feel free to bring your own, or buy any of the above here at **The BEST Centre** on arrival. We sell Finis Zoomers or Z2, Finis snorkels, a range of mirrored and tinted goggles, and BEST Centre hats, swimsuits and bottles!

We have plenty of kick boards and pull buoys so there is no need to bring them, but **don't forget to bring high protection, waterproof sun cream** (we recommend factor 50!)



# CAMP Mallorca

## Dates and Prices

### CAMP Mallorca DATES 2019

- **7 days** - July, 2<sup>nd</sup> - 9<sup>th</sup>.
- **10 days** - July, 9<sup>th</sup> - 19<sup>th</sup>.
- **7 days** - July, 19<sup>th</sup> - 26<sup>th</sup>.
- **7 days** - July, 26<sup>th</sup> - 2<sup>nd</sup> August.
- **7 days** - August, 3<sup>rd</sup> - 10<sup>th</sup>.
- **7 days** - August, 10<sup>th</sup> - 17<sup>th</sup>.
- **10 days** - August, 20<sup>th</sup> - 30<sup>th</sup>.

### What these prices include:

- 18 or 26 hours of swimming in the BEST Centre pool.
- 7 or 10 nights full board accommodation.
- 24 hours on site monitors.
- BEST Centre T-shirt, hat and bottle.
- BEST Centre Certificate.
- All activities (except language lessons and Aqualand).

### Don't forget!

You will receive a **5% discount** for every additional camp you book, so why not stay for longer.

### CAMP Mallorca PRICES 2019

- **7 days camp / per person.**
  - Residencia accommodation: 750 €.
  - Early Bird Price\*: 710 €.
- **10 days camp / per person (July, 9<sup>th</sup> - 19<sup>th</sup>).**
  - Residencia accommodation: 980 €.
  - Early Bird price\*: 940 €.
- **10 days camp / per person (Aug., 20<sup>th</sup> - 30<sup>th</sup>).**
  - Hotel accommodation: 1.250 €.
  - Early Bird price\*: 1.190 €

*\*For deposits received before December 31st, 2018.*

### New deals and discounts!

#### Calling all groups!

- 5% off** for a group of 5 swimmers
- 10% off** for a group of 10 swimmers.
- 15% off** for a group of 15 swimmers.

#### Calling all CAMP Mallorca returners!

Not only will you receive **15€ off** the total cost, but bring 1 friend and get an extra **50€ off**, 2 friends for **100€ off**, or bring 3 friends for **150€ off** your total cost!

## 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!



**CAMP** Mallorca



## TESTIMONIALS

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*"I didn't recognize my son from across the pool because his freestyle was so much better!"*

**King Family**

*"The girls come back for good quality coaching, and Matthew and Charlotte are the best they have ever had. Structured sessions with great progression and constructive feedback."*

**Norman family**

*"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**

*"SUPERB – the kids enjoyed new drills even after eleven billion hours of training at home."*

**Littlefield 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**

*"Thank you for looking after Charley last week - he had an amazing time and has recommended it to all his swimming pals. He was really inspired by working with your coaches and meeting some great people."*

**Langford 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**

*"Now the summer is drawing to an end, we felt we must email you and say thank you. Benjamin had a brilliant time at the camp, Danielle & Lauren were marvellous chaperones. The camp cured his fear of the sea and some of his lazy swimming habits, as well as giving him experience of being away from home. Please pass on our thanks to the coaches."*

**Wright family**

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

**Roberson family**

**CAMP** *Mallorca*



# FREQUENTLY ASKED QUESTIONS

## General questions about Camp Mallorca

### 1. Who can attend Camp Mallorca?

Competitive swimmers of all levels from ages 12 – 18.

### 2. What other activities will my children do?

We have beach games (on our 10-day camp) an excursion, kayaking, football, table tennis, quiz and the world famous BEST Centre biathlon as well as things like the 100s challenge set, the last day relays and the almost world famous Med Ball throw!

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

Yes. Swimmers 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 same hotel as 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, swimmers only need money for additional drinks, snacks and presents.

### 6. Will my kids have fun?

We guarantee it!

## Training

### 7. What type of training will my children be doing?

Within the sessions we have a focus on technique and drills that young swimmers are sometimes missing from their club environments. There will be plenty of time to focus also on individual needs as well as challenging sets.

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

All our coaches are former international or Olympic swimmers and qualified coaches.

### 9. 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!

### 10. How are the groups of athletes organised?

We primarily organise groups by age and then after the first one or two sessions we organise the groups by standard and needs.

### 11. How many swimmers will there be in each lane?

This really depends on the numbers of swimmers. Typically, there are around 6 swimmers in each 50m lane.

### 12. What is the ratio of swimmers to coaches/monitors?

We pride ourselves on the low ratio of swimmers to coaches and monitors. We feel that individual attention is a necessity and is vital for a positive experience. This also facilitates an interactive teaching environment with a lot of feedback given to each swimmer. The ratio is approximately 10 swimmers or less.

### 13. Can my child get a private 1-2-1 sessions?

Depending on time constraints, it is possible for athletes to have 1-2-1 sessions with our coaches. Please book these with us on arrival at the BEST Centre, we are not able to book them beforehand.

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

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

**Book your CAMP MALLORCA NOW!**

To book your place, please complete the form you will find clicking here.



## FREQUENTLY ASKED QUESTIONS

### Payment

#### 15. Are there any discounts?

There is a sibling discount of 50 euros discount for those families who book with two or more immediate family participants. (Cousins do not qualify). The first participant pays full price and all other siblings receive the 50. There is also a discount for additional camps. If you book two or more camps you will receive a 5 percent discount on the cost of your additional camps.

#### 16. Can I pay by cheque?

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

#### 17. 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

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

The weather is typically hot!

#### 19. How far is the BEST Centre from the airport and how does my swimmer get to Bluewater hotel?

The BEST Centre is 40 minutes from the airport. We are able to organise transfers if you wish. Please note the transfers to and from the airport are NOT included in the holiday prices. One of our monitors will meet the swimmers at the airport and also supervise them back to the airport on their departure day.

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

The hotel is within a 5-minute walk of the pool.

#### 21. Do you organise flights?

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

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

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

### Accommodation

#### 23. Can I request a roommate?

Yes. When registering online, simply indicate the preferred roommate in the appropriate space provided and we will do our very best to accommodate everyone, but please understand that we cannot 100% guarantee it. Both swimmers must make requests at the time of registration. No last minute additions/changes can be honoured.

#### 24. What if I lose my room key during camp?

There is a 20 euro fee for a key lost during camp.

### Contact, emergency and medical questions.

#### 25. 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.

#### 26. Will my child have a telephone in their room?

No there will not be a telephone in the room, although swimmers are allowed their mobile phones.

#### 27. 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.

#### 28. 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.

**Book your CAMP MALLORCA NOW!**

To book your place, please complete the form you will find clicking here.



# 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).  
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.