

Registration Regulations - Summer Camps 2024

Cancellations, changes and refunds policy

1. The opening of a session depends on the number of registrants.
2. A camper is considered registered for camp only after the payment has been settled in full. It is not possible to arrive at the opening of the session before completing all payments, including special payments, such as transportation, special workshops, etc.
3. **Registration can be canceled with a full refund until March 20, 2024.**
4. Cancellation of registration between March 20 and 45 days before the start of the session for which the camper is registered involves a non-refundable cancellation fee of 700 NIS / \$200 / 190 Euro.
5. Cancellation of registration or not arriving to camp other than for health reasons, starting 45 days before the session which the camper registered involves a cancellation fee of 70% of the cost. It will be possible to receive a refund for the remaining 30% or it will be possible to keep the refund in full as a credit for future participation.
6. Cancellation of registration or not arriving to camp in case of a health condition, starting 45 days before the opening of the session for which the camper is registered, it will be possible to receive a full refund with the exception of the registration fee along with a medical certificate.
7. Apart from the conditions in these regulations, all the conditions attached to the various registration promotions will apply.
8. No refund or credit will be given for arriving late to the camp.
9. No refund or credit will be given for expulsion from camp. The camp management reserves the right to remove a camper from camp without refund, following a violation of the camp's rules of conduct.
10. If a camper is forced to leave camp early due to a medical reason at the direction of a medical staff member of the camp, or for any other reason, an amount equal to 40% of the unused relative period will be refunded from the rate paid for the session. Departure during the last five days of the session will not be eligible for any refund.
11. If a camper is forced to leave this week's camp (BIGI, BIG FEST) early for a medical reason under the direction of a medical staff member of the camp, or for any other reason, an amount equal to 40% of the unused relative period from the rate paid for the session will be refunded. Departure during the last three days of the session will not be eligible for any refund.
12. Refunds for workshop payments will be given for changes in the selection of workshops that are made up to 14 days before the start of the session. After that, a refund will only be given if another camper is found who wants to exchange workshops.
13. Requests for cancellations/refunds must be sent by email to service@bigidea.co.il and will be confirmed by us in a return message.
14. **Any refund will be made by the end of September after camp.**
15. In any case of cancellation of a session (or part of it) due to force majeure or the instructions of the relevant authorities, the payment paid will be kept for the next session of the year (if possible) or for use in the following years.

Services for an additional fee

1. **Transportation** - the registration prices do not include transportation to or from the camp and do not include the cost of a plane ticket. From time to time we offer a shuttle service based on demand, registration and payment for shuttles is done separately.
2. You can also order a personal pick-up or drop-off service from Ben Gurion Airport at an additional cost.
3. **Special workshops for an additional fee** - we offer unique workshops for an additional fee, it is recommended to follow the website or the mailing list. The full payment for workshops that involve an additional fee (such as surfing) will be made before arriving to camp.
4. **The camp store** - in the store we offer our campers soft drinks, snacks and souvenirs purchased with ePoints which are loaded in the personal area. After registering to camp, each camper opens a personal account on our website where ePoints can be loaded before and during the camp.
Please note: Unused ePoints cannot be refunded.

Insurance and health

1. The camper's parents undertake to inform BIG IDEA during registration of any special health or mental condition, allergies or disabilities.
2. The management of BIG IDEA reserves the right not to accept a camper to the camp in cases where it decides that it is not possible to meet the medical or mental needs and at its sole discretion.
3. A medical form and a complete and signed health declaration must arrive at the camp offices before the start of the camp. Any medication used by the camper must appear clearly on the medical form.
4. The participants are insured by the company with third party insurance during the entire period of their stay at the summer camp. For medical insurance issues for non-Israeli participants, please read the registration conditions in the English version.
5. The participants will deposit the health insurance card in the camp office upon arrival at the camp.
6. For Israelis: any payment for a visit to the clinic, a doctor's appointment or the purchase of medicine - will be collected by the camp office from the camper's parents.

Miscellaneous

1. The camper's participation in camp is subject to the code of conduct published in the parents' guide every year.
2. The company is not responsible for any damage that a participant causes to the property in the camp or to the property of any third party. If damage is caused by the apprentice, the customer will be charged according to the cost of the damage caused.
3. The camp administration is not responsible for the loss or damage of the campers' equipment.
4. We authorize BIG IDEA to use any photo, photograph, recording, product and the like of my children for the purposes of marketing and advertising the company's activities.
5. We authorize the management of the camp to send updates, requests, and messages to the camper via email, social networks on the Internet and/or mobile phone.