

Terms & Conditions

1. TREATMENT OF CONTRACT

With your registration, you acknowledge the general contract and travel conditions of friLingue GmbH ("friLingue"). The registration can be made in writing (via e-mail, chat), by telephone/orally or via our website. We will confirm your stay by e-mail within five days after receiving your registration. If the desired language courses are already booked, we will inform you immediately and suggest an alternative.

Flights: Flight booking is the responsibility of the participants. Please book the flights only after you have received the definitive registration confirmation and the flight datasheet.

2. PAYMENT TERMS

Upon receipt of your registration, you will receive a booking confirmation within five days, together with an invoice and QR payment slip for a deposit of CHF 500, which must be transferred to our account within ten days. The remaining amount must be paid no later than 30 days before the start of the camp. If registration is made less than 30 days before the start of the course, the full invoice amount is due on receipt of the invoice. By arrangement and under special circumstances we accept payment in installments, please contact us by phone or e-mail.

Discounts on agency bookings: Discounts and special offers apply exclusively to direct bookings. For bookings made through agencies or intermediaries, they do not apply, as the agreed commission is already included in the price.

3. EXPRESS FEE

If you register less than 5 days before the start of the camp or later, we reserve the right **to charge an express fee of CHF 50.**

4. CANCELLATIONS

The cancellation of the contract must be communicated to us as soon as possible by e-mail or registered letter. If you withdraw from the contract, the following cancellation fees will be charged:

- up to 30 days before the start of the course: CHF 500
- 29 to 14 days before the start of the course: 50% of the course price
- 13 to 7 days before the start of the course: 80 % of the course price
- 7 to 1 day(s) before the start of the course: 100 %

No refunds will be made from the first day of the stay or in the event of premature termination of the course. If the cancellation is made for demonstrably serious medical or family reasons, please contact info@frilingue.com immediately. These costs may be reimbursed by a cancellation insurance policy taken out in advance, which is the responsibility of the participant. Please note that the scope of benefits depends on the respective insurance and the conditions taken out.

Flights: Cancellations prior to departure are subject to cancellation fees. No-shows may incur charges of up to 100%.

ATTENTION: For stays abroad, the cancellation conditions of the respective local service provider apply. Cancellations can amount to up to 100% and will be charged in full.

5. BOOKINGS AND REQUESTS

Rebooking before the course starts

24-month guarantee: Enjoy maximum flexibility now! Every friLingue language camp in Switzerland can be postponed to any date within the next 24 months at no additional cost up to 10 days before the start of the camp. friLingue reserves the right to charge a **CHF 100** fee for administrative expenses if a booking is adjusted or rebooked more than once.

The offer is only valid for friLingue language camps in Switzerland and not for language stays abroad. For stays abroad, the cancellation conditions of the respective local service provider apply.

Abroad

For rebookings for language courses abroad and if organizationally possible, friLingue charges the rebooking fees incurred by the partner school. We reserve the right to charge an additional CHF 100 fee for administrative expenses. A rebooking to another school is considered a withdrawal from the contract (see point 4: Withdrawal by the customer).

Transfers after departure

No refunds will be made in the event of premature termination of the course or if the originally reserved program is shortened. In the event of changes of any kind (accommodation, course, etc...), please inform our camp management / school management (abroad) immediately of your wishes.

Complaints (especially abroad)

If you are not satisfied with the service, please inform the camp management / school management (abroad) of your complaint immediately. If the situation is not resolved to your satisfaction, please inform us in writing at info@frilingue.com or by telephone. If the problem is not resolved despite friLingue's intervention, please inform us no later than 30 days after the end of your language stay in order to assert your claims. Please note that complaints about which friLingue is informed for the first time after the end of the language stay can no longer be considered and any claims are excluded.

6. INSURANCE

Travel insurance - Partner Hanse Merkur

Travel insurance for cancellation costs can be taken out with us together with your registration. In the event of sudden incapacity to travel before departure (illness, accident, death of a relative, loss of employment, employment, theft of passport, etc.), this insurance covers you against any cancellation costs. For an additional premium, you can also cover yourself against further losses with assistance services (early return journey, transportation to hospital, repatriation, etc.). By choosing this insurance with our partner Hanse Merkur, you agree to the insurance conditions of our provider when you register.

Health and accident insurance

Insurance is the responsibility of the participant. In order to be covered in the event of a course withdrawal, we recommend that you take out cancellation insurance.

Abroad

You must be insured against illness and accident risks abroad. It is also necessary to inform your health insurance / social insurance (or supplementary insurance) of your departure abroad. Please find out in advance whether you have the necessary health insurance cover in your destination country. If not, we strongly advise you to take out additional travel insurance.

7. ENTRY REQUIREMENTS/VISAS

You are responsible for making the necessary travel arrangements yourself. This includes entry documents, possible visas, vaccinations and the like. Take particular care to comply with the entry, visa, foreign exchange, customs, vaccination and insurance regulations of the respective countries. We accept no responsibility for incorrect or insufficient entry documents and exclude any liability. A refund for unused services or claims for damages are excluded in such cases.

8. CANCELLATION BY FRILINGUE

frilingue Camps Switzerland: In the unlikely event that a friLingue camp / camp week / language study abroad has to be canceled, we will immediately offer you an alternative or refund any payments already made as soon as possible.

9. LIABILITY

friLingue accepts no further liability than is required by law. friLingue is only liable for damages directly related to our services and only up to the amount paid to us. The liability period is limited to the duration of the language stay and does not include arrival and departure.

In the event of any breach of the rules (alcohol or drug consumption, non-compliance with the rules of conduct and times, non-compliance with the instructions of the supervisory staff, ...) friLingue declines all liability in the event of an accident.

We do not accept any liability for valuables that have not been deposited or have gone missing. friLingue is not obliged to locate forgotten items and return them to the owner by post. We recommend that you do not bring expensive or valuable items to camp.

No liability is accepted for program changes due to delays or strikes. In particular, friLingue is not liable for changes to the program due to force majeure, official measures or delays by third parties.

10. RIGHTS OF THE ORGANISER

We reserve the right to exclude course participants from the program who endanger other course participants or staff in any way, bully, repeatedly violate the rules, consume alcohol or drugs or hinder the proper running of the course, without any right to a refund in this case.

11. PHOTOS, VIDEOS AND REFERENCES

We may use photos, videos and references that we take and receive during our activities for our website, our brochures or other promotional activities. Parents who do not agree to this are welcome to contact us in writing.

12. SUPERVISION

Full supervision of participants is guaranteed and our staff are available on site around the clock. friLingue does not, however, guarantee 24-hour supervision of young people. In particular, any liability in connection with non-compliance with the rules and times communicated in advance is rejected. This includes, for example, secretly leaving the camp, alcohol and/or drug consumption and running away on excursions.

Abroad, the rules and times of the partner school apply. Here too, no liability is accepted in connection with non-compliance with the rules and times communicated in advance.

13. CLASS SIZE

In order to be able to respond to pupils as individually as possible, we guarantee a class size of between four and a maximum of seven young people. Average: 5.2 young people per class (2024)

Important: This information only applies to our friLingue language camps in Switzerland. For the camps abroad, the rules of the respective partner schools apply. Class sizes may be larger there.

14. CORRECTNESS OF THE SERVICES OFFERED

Although the information on our website regarding prices and services of the camps / language schools is continuously updated and checked, it may happen that certain information is not correct. In this case, you cannot rely on the information on the friLingue website. However, we will inform you of any changes before you definitively book the language course.

15. DATA PROTECTION

The protection of your personal data is important to us. All personal data is treated confidentially in accordance with the Swiss Federal Act on Data Protection (FADP) and other relevant data protection regulations. We only collect, process and use your data to process your booking(s), to maintain the customer relationship, for administration and for our own marketing purposes. Your data will only be passed on to third parties if this is necessary for the fulfillment of the contract or if we are legally obliged to do so.

16. JURISDICTION AND OMBUDSMAN

This contract and all legal relationships are subject exclusively to Swiss law. The place of jurisdiction is Fribourg.

If, contrary to expectations, a dispute should arise, you can take your concerns to the independent ombudsman of the Swiss travel industry -www.ombudsmann-touristik.ch.

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