

CAMP *Mallorca*

TRIATHLON CAMP - 2020

Colònia Sant Jordi Mallorca

BEST SWIM CENTRE
Pure Swimming

See our
**Unmissable
discounts**
on page 11



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Welcome!

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

Throughout the summer, young athletes now have the opportunity to stay in the BEST Centre Residencia, in the beautiful town of Colònia Sant Jordi, just 5 minutes walk from one of the worlds best swimming and triathlon facilities, the **BEST Centre**.

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 triathletes.

INTRODUCTION

About CAMP Mallorca

Here at The BEST Centre, we believe training camps are very important for young athletes. We have recognised that parents can't always accompany their children on training camps, so to ensure that these triathletes don't miss out, we are offering **CAMP Mallorca** as the perfect solution. The camp has been designed for triathletes ages 12-18 of all levels, from club athletes to international standard. Triathletes 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 train, and take them out between sessions, you also have the freedom to focus on your own holiday.

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

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Pure Swimming



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 and triathlon. 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, triathlon, water polo, and synchronised swimming teams from 38 countries worldwide. The combination of our facilities and the peacefulness of Colònia Sant Jordi make for the perfect training camp - good enough for the very BEST!

BEST Centre Residencia

Address

Av. Marqués del Palmer, 57
07638 - Colònia 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

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.



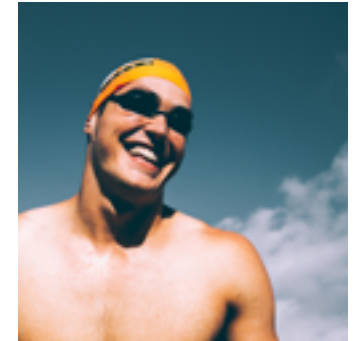
All training sessions throughout the camp will be coached by British Olympic swimmers, former British record holders as well as ASA qualified coaches and international triathletes.

Ally Camp Mallorca Coordinator

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

Sporting history

As a junior, Ally represented the Scottish Junior Open Water Team. In his senior years, he placed fourth at the 2017 British Swimming Championships in the 50m Butterfly, becoming the third fastest 50m Butterfly swimmer in Scottish history. Ally completed his swimming career at Loughborough University, representing the University at the British University Championships on numerous occasions whilst obtaining a first class degree in International Business.



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. We will be in contact for your flight information, to then organise your airport transfers. A monitor will be waiting at the airport to welcome the triathletes, and will also accompany them on their return back to the airport at the end of the camp.

Getting Here

If booking a transfer through us, the prices are as follows:

- 1-4 people - 60 euros one-way.
- 5-7 people - 110 euros one-way.
- If you are a family of 8 or more people, please contact us for the price of a transfer.
- Price per bike: 8 euros one-way.

There is also the option of car hire at the airport. Here are directions to get to the BEST Centre if you chose this option:

1. Exit the airport following signs to Playa de Palma. This will take you over the motorway and loop you round so you are heading east on the Ma-19 towards Lluçmajor.
2. As you approach Lluçmajor, stay on the Ma-19 and follow the signs to Campos.
3. As you enter Campos you will pick up signs to Colònia Sant Jordi and you will veer towards the right, past an Eroski supermarket (which is on your left) and around the south side of Campos, following signs to Colònia Sant Jordi.
4. The signs will take you to a petrol station as you enter Colònia Sant Jordi. Keep going straight on, passing the petrol station on your left, until you reach the hotel Isla Cabrera after 100 m or so. Take the right hand turn after the hotel, Calle de Roda and this will take you to the BEST Centre.



ADDRESS

BEST Centre

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



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What to expect

Training schedule

The camp will comprise of 10 sessions between 1:30h and 2:30h for 7 day holidays.

Before each afternoon session there will be dry land stretching exercises.

The sessions will focus on:

- Technique work.
- Swim/bike/run and brick sessions.
- Dry land exercises.
- And having the most fun you can possibly have in a week of training!

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

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.
- A camp quiz.
- The world famous BEST Centre Biathlon.
- Nutrition talk, cooking lesson and team meal.
- And an awards ceremony and talent show on the final night.

Below are two example itineraries for a typical 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 of training 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.



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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	Bike session	Swim session	Bike + run session	Swim session	Bike session	Biathlon	Check-out
Afternoon		Swim session	Core + run session	Swim session	Aqualand	Swim session	Run + transitions	
Evening	Welcome meeting	Boardwalk and ice-cream trip	Camp Quiz	Beach Ultimate Frisbee	Nutrition talk, cooking class and team meal	Kayaking	Award ceremony & talent show	

As noted above, as this is an example itinerary it is 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!

Fancy doing more than one 7-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.

Camp Dates

- **Week 1:** 19th - 26th July.
- **Week 2:** 26th July - 2nd August.

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

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on page 11



ADDRESS

BEST Centre Residencia

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Mallorca



BEST SWIM CENTRE
Pure Swimming

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.

Dates

- **Week 1:** 19th - 26th July.
- **Week 2:** 26th July - 2nd August.

See our
**Unmissable
discounts**
on page 11





Dates and Prices

The costs for CAMP Mallorca are detailed below and include the following:

- Around 18 hours of training in the BEST Centre pool and surroundings of Colònia Sant Jordi.
- 7 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).

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discounts**
on page 11

A 150 euros per person deposit confirms your place on the camp, with the balance due 6 weeks prior to the holiday start date. Upon receipt of the booking request, participants will receive confirmation of their place in the camp. Once we receive your deposit, additional information will be sent to you concerning the camp. The BEST Centre reserves the right to change the hotel and training times in case of unforeseen circumstances.

CAMP Mallorca PRICES 2020 / 7 days camp per person

- **Residencia accommodation:** 775 €.
- Early Bird Price*: 735 €.

**For deposits received before December 31st, 2019.*

The first day is arrival day and the last day is departure day. **Please note that there is no training on either of these days.** For example 19th – 26th July holiday, the training sessions will run 20th – 25th July so you can arrive and depart whenever suits you on the 19th and the 26th.

CAMP Mallorca

NEW DEALS AND DISCOUNTS

Unmissable discounts!

Calling all groups!

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

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** your total cost!
- » 2 friends for **100€ off** your total cost!
- » 3 friends for **150€ off** your total cost!

SIBLING DISCOUNT of 50 Euros

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 euros**.

Don't forget!

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

CAMP *Mallorca*

Book your CAMP MALLORCA NOW!

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



CAMP *Mallorca*

Additional information

Training equipment needed

- Hat, goggles and swimsuits, fins, snorkel for swimming.
- Bring your own bicycle or you can rent one from our partners Team DoubleJ.
- Running shoes, shorts and a T-shirt. Bring a Tri top if you have one.
- Water bottle.

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!).

CANCELLATIONS: Any cancellations up to March 6th 2020 will incur a 30 percent loss of deposit. Cancellations after April 6th 2020 will incur a 100 percent loss of deposit.

ADDITIONAL HOLIDAYS: If you book two or more holidays you will receive a 5 percent discount on the cost of your second holiday.

INSURANCE: All participants will need to book their own insurance and show proof of insurance prior to the holiday start date.

Book your CAMP MALLORCA NOW!

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



TESTIMONIALS

"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

©JamesMitchel



FREQUENTLY ASKED QUESTIONS

General questions about Camp Mallorca

1. What age and standard do my children have to be for CAMP Mallorca?

We cater for triathletes from ages 12 – 18 years old. Who are used to training regularly with a swim or triathlon team, (please email us if you have any questions). The holiday will cater for all levels of triathletes from club triathlete to international standard.

2. What other activities will my children do?

We have kayaking, football, table tennis, a quiz, a nutrition talk, cooking lesson and team meal, 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! There will also be additional monitor-led activities and an optional excursion available.

3. Will my child be supervised at all times?

Yes. Triathletes 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. 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 child?

As all meals and water for the meals are included in the price, athletes only need money for additional drinks (water can be purchased for training at the pool for 1 euro for a 1.5l bottle), snacks and presents.

6. Will my kids have fun?

We guarantee it!

7. Are the triathletes allowed to go out or to the beach/supermarket by themselves?

Yes, but at the discretion of the monitors. If they go out by themselves they need to ensure they have their mobile with them.

8. What day should I arrive and depart?

There is no training on the arrival (first) day nor the departure (last) day. If you are staying for just one holiday these are the best days to arrive and leave. We typically have an arrival meeting on the evening of the arrival day. For example 19 – 26 July holiday, the training sessions run 20 – 25 July so you can arrive anytime on the 19 and leave anytime on the 26 July.

9. Is it possible to stay extra nights or two or more holidays?

Yes it is possible to stay extra nights (see prices on page 16. It is also possible to stay more than one holiday and each subsequent holiday will receive a discount (see page 9).

10. Is there training sessions on the arrival and departure days?

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

11. Is it possible to join a holiday after the start date or cross between holidays?

Although not ideal, it is possible.

Training

12. What type of training will my children be doing?

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

CAMP Mallorca

Book your CAMP MALLORCA NOW!

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



FREQUENTLY ASKED QUESTIONS

13. Who will be coaching my children?

All our coaches are former international swimmers and triathletes or Olympic swimmers and qualified coaches. We also have special guest weeks with Olympic medallists and Olympic coaches.

14. Do they have to train every session?

The training sessions are not obligatory, however we do find that most triathletes come to all sessions because they so much fun!

15. How are the groups of triathletes organised?

We primarily organise groups by age then after the first 1 or 2 sessions we organise the groups by standard and needs.

16. How many triathletes will there be in each lane?

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

17. What is the triathlete to coach/monitor ratio?

This also depends on the number of triathletes, but the ratio is typically 10 athletes or less to 1 coach/monitor.

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

Depending on time constraints, it is possible for triathletes to have 1-2-1 sessions with our coaches at an additional cost. These can be organised on-site.

19. What equipment do they need to bring?

Please read [page 12](#) for a list of equipment needed. We have kickboards and pullbuoys, they will need fins and a snorkel, which we sell onsite or in advance for those who don't have their own. And all the equipment for ride and run as well.

20. What language are the sessions coached in?

The sessions are coached in English. Some of our coaches are able to speak more than one language if any child is struggling to understand. Lots of triathletes also translate and help each other if someone does not understand something. Parents are able to translate also.

Payment

21. Are there any discounts?

Please read [page 11](#).

22. Can I pay by cheque?

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

23. 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

24. What's the weather like in Mallorca during the triathlon holidays?

The weather is typically hot!

25. How far is the BEST Centre from the airport and how do I get to Colònia Sant Jordi?

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. Please see our 'Getting Here' ([page 6](#)), for more information.

26. Will the triathletes be accompanied to and from the airport?

Yes, our monitors can meet the triathletes at the airport to take them to their accommodation and accompany them back to the airport on their departure day. Please request this at the time of booking.

27. How far is the pool from the Residencia?

Residencia is just under a 10-minute walk from to the pool.

28. Do you organise flights?

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

29. How many airports are there in Mallorca?

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

FREQUENTLY ASKED QUESTIONS

Accommodation

30. 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 children must make requests at the time of registration. No last minute additions/changes can be honoured.

31. 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.

32. 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.

33. Will my child have a telephone in their room?

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

34. 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.

35. Medicine and Medical Personnel.

We will have a certified physio and medic on call during the camp. If your child 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.



CAMP Mallorca

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.

Best Centre Sports and Travel S.L. Terms & Conditions of Booking:

All bookings are made with **Best Centre Sports and Travel 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, Best Centre Sports and Travel, 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.