



## **Zoomarine's Summer Camps General Rules**

Zoomarine's Summer Camps are duly licensed by the IPDJ (Portuguese Institute of Sports and Youth) (72/2018 / DRA Algarve)

### **Procedure Rules**

#### **1. Location**

The Summer Camps will take place in Zoomarine's facilities – Zoomarine is an oceanographic entertainment and educational park, located in Guia (Albufeira, Algarve, Portugal). Zoomarine's mission is to “Promote knowledge, preservation and environmental education in a fun and loving way. To transport adults and children alike, to a world of fantasy and dreams by creating unique emotions and sensations that touch hearts and raise awareness.”. Therefore in order to achieve these goals Zoomarine is based upon 5 core values: Education, Entertainment, Conservation, Research and Development.

#### **2. Main goals and application**

All Summer Camps aim to provide enriching and educational experiences for its participants, thus contributing to promote environmental and sustainability values in an informal, relaxed and dynamic way, for participants aged between 6 and 15 years old.

2.1. The main goals of the Summer Camps are:

- (a) extend Zoomarine's recreational and educational offer;
- (b) offer a social complementary program;
- (c) promote a recreational activity with a strong education and conservation component;
- (d) reinforce Zoomarine's Environmental Educational message;
- (e) promote and encourage awareness and knowledge about nature and its biodiversity in a fun and educational way;
- (f) build up environmental awareness and civic values;
- (g) get to know the work undertaken at Zoomarine's zoological areas; and
- (h) offer close encounters that encourage awareness and new environmental and conservation attitudes towards the natural world.

2.2. In order to attain the proposed goals, Zoomarine through its Summer Camps should:

- (a) guarantee adequate physical space in order to facilitate all the conditions and materials for the good functioning of all the envisaged programs;
- (b) provide a variety of activities in accordance with Zoomarine's mission and values, and always based on respecting nature, its ecosystems, and biological conservation;
- (c) recruit a sufficient number of employees with the necessary training to carry out the established tasks, to insure the adequate and safe functioning of the Summer Camp;
- (d) take into account the physical, emotional and behavioural traits of each participant; thus ensuring personalized learning and interaction opportunities and guaranteeing everyone's individuality.

### **3. Admission conditions**

3.1. In order to ensure the well-being and safety of the child, and since it is impossible to ensure specialized monitoring, only children who meet the following cumulative requirements may be admitted:

- (a) be able to express themselves in a way that is understandable to any adult;
- (b) be able to understand and comply with simple instructions and basic safety rules;
- (c) not wearing diapers and being able to ask to use the toilet;
- (d) be autonomous in their diet;
- (e) being able to integrate into a group, respecting its dynamics and functioning;
- (f) not having auditory and / or light touch hypersensitivity;

3.2. Each application will be assessed by the registry system, that will verify the availability of the preferred week and the number of vacancies at the time. Applications are considered as admitted after confirmation by the online ticketing, and after summer camp payment.

3.3. Only registrations that fulfill all the necessary requirements for the correct functioning of the summer camp can be admitted, namely:

- (a) the registration has been made within the deadline and in accordance with the formalities provided for in this regulation;
- (b) comply with the conditions provided for in point 3.1;
- (c) payment;
- (d) timely submission of the registration form duly signed, scanned and sent to [atl@zoomarine.pt](mailto:atl@zoomarine.pt).

3.4. Each week of any summer camp will have a minimum of 3 participants. In the event that a week does not meet the minimum operating requirements, registered participants will be informed on the Friday of the previous week. The registration will thus be transferred to another available week, at the choice of the participants. Depending on the program, the maximum weekly capacity will be between 8 to 36 participants.

3.5. If there are not enough places for admission, the reservation system will recommend a week with availability.

3.6. If false statements are made in relation to any of the requirements set out in point 3.1, Zoomarine may proceed with the cancellation of the participant's registration and exclude him/her from the program, with no right to reimbursement of the registration.

### **4. Priority criteria**

4.1. The admission of participants is made according to the filling of vacancies in each group.

4.2. The group division criterion is the sole responsibility of the team of monitors, taking into account the age, language of the participants or other criteria.

### **5. Enrollment and individual registration**

5.1. The application should be filled in, preferentially by the participant's legal guardian. The form should be completely filled with all the requested information about the participant and with the contact information of the person responsible for the participant.

5.2. The application form should contain the following information:

- (a) the participant's name, date of birth, age, gender, and relevant health information;
- (b) must also contain all the necessary information regarding the person responsible for the participant and a second emergency contact;

5.3. The parent/guardian must describe in the application form any physical limitations, allergies (food or touch), pathologies, reactions to medications and foods and precautions to be taken when exercising. In the event that educators need to administer medication, guardians will have to complete and sign an official document with the dosing instructions, in accordance with the doctor's instructions.

5.4. In the event of a participant having contagious diseases that may put at risk the remaining participants, the Department of Education reserves the right to deny access to that participant.

5.5. In the case of registration through protocols or partnerships with Zoomarine, these are limited to the months of August and September and to the available places.

## **6. Schedule**

6.1. The non-residential summer camps will be open from 9:00 am to 6:00 pm, inside Zoomarine's facilities.

6.2. For the participants that choose to add the Dolphin Emotions program, the summer camp activities end on 4 p.m. Friday.

6.3. Non-residential programs will run from Monday to Friday, between July and September.

6.4. Participants must be delivered to educators in the summer camps by the parent or legal guardian.

6.5. At the end of each day, participants will only be picked up to parents / guardians, or to persons previously designated and duly informed upon registration.

6.6. Monitoring of the participants will be carried out by the educators until 6:15 pm. After this schedule, Zoomarine declines any and all responsibility.

6.7. Exit is made by the park's drop-off area, therefore those responsible should be in that area at the end of each day.

6.8. Any absence, illness, late morning arrival, lateness to pick-up at the end of the day or need to leave early, should be reported the day before (or up to 9 a.m. on the same day) by the person responsible. This notification must be made directly to the monitor who accompanies the participant that week.

6.9. Absences lasting more than one (1) day will lead to cancellation of registration, in which case there is no right to reimbursement for the program. In the case of overnight programs, a no-show results in the cancellation of registration, with no right to reimbursement for the program.

6.10. In case of withdrawal and for a full refund of the registration fee, parents have to inform Zoomarine's Education Department 10 days before the start of the program. After this period, 50% of the reservation fee will be refunded until 5 days before the start of the program. Less than 5 days, there is no refund.

6.11. In the event of a sudden illness that makes such timely communication impossible, the guardian must provide a medical justification. If not, there is no place to return the registration.

6.12. In the case of non-residential programs, there is the possibility of extending the participants' drop-off and pick-up schedules, between 8:00 am and 9:00 am and between 6:00 pm and 7:00 pm. This monitoring extension adds € 10 per day / per participant.

6.13. To ensure the correct functioning of the Summer Camp and to guarantee it remains a place of learning, cooperation and welfare, the following actions will not be tolerated:

- (a) violent acts by the participant, directed at a colleague, monitor, visitor, Zoomarine employee or zoological specimen;
- (b) offensive language used by the participant, parent or guardian of the participant.

6.14. Acts in the preceding point may be grounds for cancellation of registration and subsequent expulsion from the program, with no entitlement to a refund of the registration fee.

6.15. The Summer Camp provides lockers for participants to keep their personal objects. Mobile phones and cameras should be stored in lockers, since their use is not allowed in zoological areas, attractions and pools. Zoomarine will not be liable for any theft or disappearance of these objects, so it is advisable that these stay at home.

6.16. The weekly program serves as a model, and it may undergo slight changes due to unforeseen circumstances (climatic, operational, zoological or other). Zoomarine reserves the right to make changes, without prejudice to the registration of participants.

6.17. The participation of specimens and trainers is subject to factors of zoological operation, unrelated to the education department. For technical, zoological, climatic or other reasons, Zoomarine reserves the right to change the access and areas of zoological backstage.

## **7. Meals**

7.1. Zoomarine offers participants the following daily meals: morning snack, lunch and afternoon snack.

7.2. On the registration form, the parent or guardian must confirm the acceptance (full or partial) of the presented menu, indicating, in detail, what the child's food restrictions are and the meals to be excluded.

7.4. Whenever there are dietary restrictions, parents or guardians are obliged to provide the respective alternative meal, which must be delivered properly packed, and on the same day, to the responsible monitor.

## **8. Zoomarine's duties as an organizing entity**

8.1. Zoomarine undertakes to fulfill the following duties:

- (a) expose the operating hours in a visible place;
- (b) participants will only be delivered to parents or someone nominated by them. Participants will not be delivered to people without the previous consent / authorization.
- (c) continuous monitoring of the group by the monitors;
- (d) monitors will assist the participants in any difficulty; and
- (e) In a situation of sudden illness of a participant, the monitors will contact the emergency

contact provided upon registration. In the event of an urgent situation involving travel to a Health Facility, monitors and Zoomarine's emergency team will undertake immediate steps to intervene as needed, if authorized to do so by those responsible.

8.2. The process of each participant must be kept up to date, which include the following documents:

- (a) confirmed registration form;
- (b) all information from those responsible;
- (c) the participant's personal history, eating habits, diseases or limitations; and
- (d) signed statements.

## **9. Rights and duties of the coordinator**

### **9.1. Rights**

As the person responsible for managing and supervising the summer camp programs, have the right to:

- (a) participate in the process of preparing the schedule of activities;
- (b) change the programmatic content of activities due to climatic, logistical or other reasons that justify it;
- (c) determine the conditions for the exclusion of any element whose action has affected the normal functioning of the programs.

### **9.2. Duties**

As the person responsible for managing and supervising the summer camp programs, with the technical, pedagogical and administrative superintendence of in-field activities, has the duty to:

- (a) prepare the schedule of activities for the summer camp and monitor its execution;
  - (b) coordinate the technical staff;
  - (c) ensure the realization of the summer camps with the strict compliance with the applicable legislation, as well as the respective internal regulations and in accordance with the educative and ludic project;
  - (d) ensure the prudent use and good maintenance of all equipment and facilities;
  - (e) keep permanently available and guarantee ASAE's access to all legal information according to Article 17(1), Decree-Law No. 32/2011 of 07 March;
  - (f) ensure compliance with the program and envisaged objectives;
  - (g) collaborate in the selection of monitors;
  - (i) supervise and coordinate the team of monitors, their pedagogical attitude, manage and lead meetings and ensure the resolution of any conflicts between monitors and participants;
  - (j) ensure the provision of all daily meals during the programs;
  - (k) ensure compliance with health, hygiene and safety standards;
  - (l) ensure permanent control of stocks, whether food or for the activities to be carried out.
- Prepare lists of material to be purchased for the proper functioning of the various programs.

## **10. Rights and duties of the monitors**

### **10.1. Rights**

Monitors, as the staff responsible for in-field managing of activities and participants, have the right to:

- (a) suggest changes to the schedule with the objective of the good development of activities;
- (b) manage time and adjust the pace of activities to the group in question;
- (c) use the coordinator for support in resolving any interpersonal conflicts.

### **10.2. Duties**

Monitors are responsible for accompanying the participants during the execution of the activities according to the schedule. The Monitor, as responsible for promoting the programs and the group of participants, has the duty to:

- (a) assist the coordinator in organizing the activities and carry out his instructions;
- (b) comply with and ensure compliance by participants with health, hygiene and safety standards;
- (c) check the suitability and conditions of conservation and safety of all materials to be used by the participants, as well as ensuring the maintenance of these conditions.
- (c) ensure the good development of the programmed activities and a good relationship with all participants;
- (d) guarantee the permanent monitoring of the participants in all activities, providing them with all the support and assistance they need;
- (e) watch over and promote the good environment of the group;
- (f) supervise the correct feeding of the participants during the corresponding periods;
- (g) participate in all meetings scheduled by the coordinator.

## **11. Rights and duties of the participant**

### **11.1. Rights**

Participants of the summer camps have the right to:

- (a) participate in all activities;
- (b) always be accompanied by monitors;
- (c) morning coffee break, lunch and afternoon coffee break;
- (d) equal treatment regardless of race, religion or financial situation;
- (e) be treated with kindness and respect by monitors, colleagues and all employees;
- (f) be assisted in their difficulties;
- (g) be immediately assisted in case of accident or illness;
- (h) use all permitted areas;
- (i) refer to the monitor whenever in need of something.

### **11.2. Duties**

Participants of the summer camps must:

- (a) be diligent and respect schedules;
- (b) comply with all of the Summer Camp standards and rules;
- (c) contribute for the correct development of the activities;
- (d) respect their colleagues;
- (e) assist in maintaining the physical area, cleaning and tidying up the space with other participants and monitor staff, after each day's activities;
- (f) comply with instructions given by monitors and Zoomarine staff;
- (g) leave all belongings in the lockers (clothes, sunscreen,...) and give the keys to monitors that will keep them in a safe place. Zoomarine offers lockers where participants can store their objects. Zoomarine will not be responsible for any disappearance or theft of any belongings, so it is advisable to leave any valuables at home. The use of cameras and mobile phones is not allowed in backstage areas, rides, swimming pools and Zoomarine Beach.
- (h) always be identified with the Summer Camp badge, which contains the participant's name, emergency contact and contact details of the monitors;
- (i) bring suitable clothing and comfortable shoes. Participants should also bring a beach towel, bathing suit, flip-flops, water flask and sunscreen;
- (j) respect the prohibited areas;
- (k) not leave the park, nor depart from the group without warning the monitors who accompany the group.

## **12. Duties of responsible / legal guardian**

12.1. The parent / legal guardian must:

- (a) notify the team of monitors of any physical and / or psychological limitation of the participant that may inhibit the practice of any of the activities;
- (b) ensure that registration and payment are made in time, thus avoiding the risk of losing a place on the list;
- (c) respond to requests and contacts from monitors or staff from the Education Dept.;
- (d) complete and sign all forms and information requested;
- (e) promptly report any anomaly regarding the times of entry and exit;
- (f) inform in advance any reasons for the delay or absence of the participant;
- (g) be responsible for damage caused by the participant during the program, thus assuming the financial burdens resulting therefrom;
- (h) inform, within the registration form, every time the parent / guardian can not pick up the participant, stating the name of another person who will do the pick up;
- (i) inform monitors of any medication and specific schedule the participant needs, informing the patient's illness. In this case, those responsible must guarantee the following information on the medication box:
  - (i) Name of the participant;
  - (ii) Administration schedule;
  - (iii) Doses;
  - (iv) Other information considered relevant.

## **13. Dolphin Emotions Premium**

13.1. Participation in this program is optional and the price is not included in the basic Summer Camp program.

13.2. For this program, it is essential that participants know how to swim. If at the time of the session, in the water, trainers and monitors realize that the participant is uncomfortable with swimming and / or can not swim, the session will end, with no refund of the Dolphin Emotions experience.

13.3. In order to participate in the Dolphin Emotions experiences you must:

- (a) be 8 years of age or older;
- (b) know how to swim and be in good physical shape;
- (c) to know and comply with the rules of participation of the program.

13.4. For safety reasons, participants with strong physical, cognitive and / or psychological limitations (which may limit the capacity to fully understand instructions and/or perform the aquatic activities and safety standards) may not participate in the program.

13.5. Zoomarine is not responsible for any emergency situation that may occur in the absence of previous notice of any physical limitation.

13.6. Participants must follow the instructions of the monitors and trainers, at the risk of not being able to carry out the program and will not be entitled to reimbursement.

13.7. The participation in the Dolphin Emotions program permits the entrance of 2 (two) direct relatives or legal guardians as spectators of the participant session. In the event that two or more participants are siblings or close relatives, the number of spectators remains two (2), in accordance with the above criteria.

13.8. Relatives, or legal guardians, must attend at the Dolphin Emotions booking office between 4:00 p.m. and 4:30 p.m. in order to check in and sign the term of responsibility.

13.9. Any extra spectators must purchase the spectator ticket (sold only at the sales office upon check-in).

13.10. The spectators will remain in an adjacent area to the lagoon where the session takes place, not having any direct access to the dolphins.

#### **14. Privacy Policy and Data Protection**

14.1. The processing of personal data under this agreement is the responsibility of Mundo Aquático, S.A., also known as Zoomarine.

14.2. The types of data collected are those identified in paragraphs a) and b) of point 5.2.

14.3. All the data collected is for use only in the booking and registration process, or for the protection of the participant's vital interests.

14.4. All the documents required for registration and insurance will only be kept until the end of the period.

14.5. Photos may only be used for the purposes of images in the park, when duly consented to and authorised by the guardians.

14.6. Zoomarine, as the data controller, undertakes to ensure the confidentiality of said data and to ensure that it is used exclusively for the purposes mentioned in this Regulation and in our privacy policy, except where there is a need for procedures relating to the reporting of personal accidents during the program.

14.7. The participant specifically states that the personal data provided to Zoomarine is accurate and will be updated whenever necessary.

14.8. The participant may exercise, at any time, along with Zoomarine - and provided the legal requirements for admissibility have been met - its rights of access to any personal data concerning him/her, the rectification or erasure of said data, the limitation or opposition to processing and the request for the portability of his/her data.

14.9. The participant is also entitled to lodge a complaint with the National Data Protection Commission or the competent supervisory authority if he/she considers that his/her right to personal data protection has been violated by Zoomarine.

14.10. To obtain further information about the processing of their personal data, as well as any matters relating to the exercising of your rights under the applicable legislation, and in particular those referred to in this Regulation, the participant may consult our privacy policy available at the Parque Zoomarine reception or at [www.zoomarine.pt/pt/privacidade/](http://www.zoomarine.pt/pt/privacidade/) or contact Zoomarine through the following contacts: e-mail: [privacy@zoomarine.pt](mailto:privacy@zoomarine.pt); address: EN 125, Km 65, Guia, 8201-864 Albufeira.

#### **15. Insurance**

15.1. The participant is covered by an insurance for any risk that may occur during the program.

16. False statements and / or non-compliance

16.1. If false statements are made regarding the participants' essential conditions and requirements for admission and participation in the summer camps, Zoomarine may proceed to cancel the participant's registration and exclude him/her from the program, with no right to reimbursement of the registration.

16.2. If the participant does not fulfill the duties provided for in this regulation, he / she may see his / her registration canceled and be excluded from the program, with no right to a refund of the registration.