



## Ark Eden Terms and Conditions

### Cancellations

#### Cancellation by Client

Ark Eden Foundation will offer a 70% refund if cancellations are made before one (1) week of the scheduled programme.

If cancellation, rescheduling or refund is made with less than one (1) week notice of the programme date, Ark Eden Foundation will not offer make up dates, or rescheduling dates, or refunds based on the clients personal reasons.

If the client chooses not to join in the program when the program is scheduled to run, the client shall not receive a voucher or refund for the unattended program.

If the participant is sick, Ark Eden Foundation will offer a voucher to attend an upcoming program at Ark Eden Foundation of the same value, subject to availability, within six (6) months of the cancellation date on receipt of a valid medical certificate\* (the medical certificate should specify the number of days on which, and the nature of the sickness or injury on account of which, the pa, cannot attend the program).

Changes to your child's registration for a day camp can be requested up to 48 hours in advance of your child's originally booked camp—depending on the availability of open spaces in the alternative day camp requested for your child. No changes are possible within 48 hours of the start of a day camp. An administrative fee of HKD100 will be charged for any changes permitted.

#### Cancellation by Ark Eden Foundation

Ark Eden Foundation reserves the right to cancel or modify programs at Ark Eden Foundation's discretion when hazardous weather conditions occur or are forecast or for any unforeseen circumstance perceived as a serious safety concern such as political unrest or health hazard. If there is a cancellation or modification of the program, the client will be notified via email at 7:00am the morning of the day of the program.

In the event of program cancellation due to hazardous weather conditions or other unforeseen circumstances, Ark Eden Foundation will offer the client a voucher to attend upcoming programs at Ark Eden Foundation of the same value, subject to availability, within six (6) months of the cancellation date.

### Red Rainstorm Signal, Thunderstorm Warning, Landslip Warning or Heavy Rain

In the event of a Red Rainstorm signal, Thunderstorm Warning, Landslip Warning or Heavy Rain, Ark Eden Foundation reserves the right to determine if programs will be canceled, modified to avoid hazards, or go ahead as planned based on the rain plans are put in place.

### T3 Storm Signal

In the event of a T3 storm signal being raised, Ark Eden Foundation reserves the right to determine if programs will be cancelled, modified to avoid hazards, or go ahead as planned. If the Hong Kong Observatory broadcasts that the T3 warning will likely be raised to a T8 during or near program camp hours, the program will be cancelled.

### T8 and above or Black Rain

In event of a T8 and above storm signal or Black Rainstorm signal being raised, all programs will be cancelled. No refunds will be offered but Ark Eden Foundation will offer the client a voucher to attend upcoming programs at Ark Eden Foundation of the same value, subject to availability, within six (6) months of the cancellation date.

## **WAIVER & RELEASE FROM LIABILITY**

I understand that there is a risk associated with myself or my child being involved in Ark Eden activities.

I understand that and I assume any risk and take full responsibility and waive any claims of personal injury, death or damage associated with Ark Eden Foundation activities and events organised by them. I affirm that I/my child am/is in good health and not suffering from any ailment and healthy to take part in activities. I have not visited an area where there are suspected cases of novel Coronavirus I affirm that I will adhere to best practice hygiene protocol when I am onsite at Ark Eden My signature is proof of my intention to execute a complete and unconditional WAIVER AND RELEASE of all liability to the full extent of the law of Hong Kong.

## **PHOTO RELEASE**

Ark Eden reserves the right to take photographs of the activities and participants during the programme. These photographs may be used in promotional materials. If there are any objections to this please let us know two weeks before the commencement of the programme.