



## Rules and Regulations GGZ Ferienpass 2024 (Rules must be accepted when purchasing Ferienpass)

### Return policy

- Purchased passes cannot be returned
- Fully booked activities are not eligible to return the pass.
- Cancellation policy for: “FEPA Club” days, “KREATIV & AKTIV” or “sports week”:
  - Full refund until May 31<sup>st</sup>, less CHF 10.- treatment fee
  - Half refund until June 15<sup>th</sup>
  - No refund after June 16<sup>th</sup>
- All other activities can be cancelled for free 24 hours before starting time.
- Children who cancel less than 24 hours prior to activity do not show up to an activity without excuse are obliged to pay the activities fee, plus penalty of CHF 5.—
- Leisure time activities will be charged by invoice after Ferienpass. Kids with unbalanced invoices will be banned from Ferienpass the coming year.

### Usage authorisation

- Buying the pass allows you to use our basic offer and allows you to register for additional activities.
- There are no options to pre-reserve or assured participation in an activities. Participants are considered in sequence of registration. Manipulation of our booking platform will be fined with exclusion from FEPA activities.
- The number of participants and age is limited by the organisers. Buying a pass does not guarantee the participation in certain activities. Even if your child’s favourite activity is fully booked, the pass cannot be returned.
- We ask you to book our very popular activities only once for your child. We would like to give as many children as possible the chance to participate in those events.
- Activities are characterised as leisure time activities based on volunteer workers, who are not professional care givers. FEPA activities are not a reliable child care option (exception day care: FEPA Club and KREATIV & AKTIV, sports week). If you are in need of planable day care, please take use in our day care activities, that can be booked through our online shop from mid April: [www.ggzferienpass.ch/shop](http://www.ggzferienpass.ch/shop)
- Activities may be cancelled due to weather, low participation, sickness of group leader or lack of volunteers. (exception day care: FEPA Club and KREATIV & AKTIV and sports week).

### Disturbance / technical devices

- We will speak to children with disruptive behaviour and try to find solutions or make arrangements for upcoming activities. Parents will be informed.
- If the child is disturbing the group repeatedly, it can be excluded from the FEPA activities without refund.
- Technical devices have to be turned silent and stay in backpacks during the activity.
- Smartwatches are deposited in a box in the morning and returned in the evening in childcare facilities Club / KREATIV & AKTIV / Sport.

### Responsibilities of participants

- If the program requires a «Buspass», your child will need an additional ZVB “Buspass” or another valid ticket for the route. Ferienpass is not liable if your child’s travel without a valid ticket.
- Liability and insurance are the responsibility of the participants.
- Activities will be held in German only.

### Misuse of the FEPA

- Children must live in the canton of Zug and visit between the 1<sup>st</sup> to 7<sup>th</sup> grade after the summer holiday to be allowed to purchase a pass. **False disclosure concerning age or residency will lead to exclusion from the FEPA without refund.**