



OliOli® CAMPS TERMS AND CONDITIONS

Ages:

- i. Children need to be at least 4 years of age prior to the start of the camp. Kindly note that we do not have the resources to be able to make exceptions in this respect.
- ii. When booking, please choose the relevant age group according to the child's age: 4-6 years old or 7-10 years old. This is subject to verification and/or re-arrangement from our team to best suit the needs of the children.
- iii. Siblings in different age groups will NOT be placed together to ensure children are engaged in activities appropriate for their age & development

Drop-offs:

- i. Adults cannot accompany their children.
- ii. Please arrive no earlier than 10 minutes before the start of your camp.
- iii. For safety reasons, the camper is required to sign in and out with the OliOli® reception every camp day.

Food:

- i. Campers need to bring their own food (lunch and snack). Please note that we will not be providing meals during their time at the camp.
- ii. There will be a dedicated 30-minute snack break every day.
- iii. Kindly do not pack food that may need refrigeration or heating as we will not be able to provide that service due to Dubai Municipality food health & safety regulations.

Pick up:

- i. Kindly arrive on time to pick up your child at the end of the camp.
- ii. The camper(s) can only be picked up by a designated caretaker. You will need to provide their details while registering the child.
- iii. OliOli® needs to be notified a minimum of 24 hours in advance (via email to reception@olioli.ae) of any changes in the designated caretaker for the camper(s). Kindly share the name and Emirates ID of the person who would be picking up the campers – and please ensure that the person is carrying their Emirates ID at the time of the pick-up.

Illness:

- i. OliOli® reserves the right to refuse entry for children who are showing any flu symptoms.



- ii. You are kindly requested to please keep the child(ren) at home (a) if they have a fever, skin rash, flu symptoms, or any other communicable illness; they may return to camp once they are free of symptoms for at least 24 hours and/or a doctor has cleared them (with a doctor's note as appropriate) or (b) if they have been in touch with anyone who has tested positive with COVID-19.
- iii. In the event of an emergency or if your camper becomes ill at camp, we will notify you immediately. For the comfort and wellness of your camper, we request you to pick the camper as soon as possible post our notification.
- iv. OliOli® cannot and does not take any responsibility to administer any medicines.

Personal Items:

- i. Campers are not allowed to bring in personal items (electronic or otherwise). They will be gainfully engaged and occupied during the camp and should not need such items. OliOli® will not be responsible if any personal items are damaged or misplaced.
- ii. We don't recommend for campers to carry money as they will not need it, however, if they choose to do so, OliOli® will not be responsible for any misplacement

Other:

- i. Please make sure that campers bring socks daily and masks are mandatory for kids from 6 years and above
- ii. Please make sure that campers bring a change of clothes in case they get wet in the water gallery.
- iii. Please notify us of any allergies, accessibility concerns, behavioral, emotional conditions, or any other special needs as soon as possible to accommodate you better.
- iv. The safety of campers and guests is our priority. We reserve the right to ask anyone to leave the camp if they do not follow the rules or act in an unsafe manner to themselves or other guests. A member of the OliOli® team will call a parent to discuss alternate options. If the behavior continues, the camper will be asked to stay home.

Cancellations and refunds:

- i. Once the camp starts, tickets cannot be canceled, assigned, or refunded.
- ii. Missing one or more days of the camp does not entitle the guest to any refunds on the camp fees.
- iii. Cancellation made less than one week (7 calendar days) prior to the start of the camp will not be eligible for a refund.



General Waiver in Relation to Claims and Release of Liability for Visiting OliOli®

Intelligent Playgrounds LLC (OliOli®) with commercial registration number 1264891, is selling admission into OliOli® to you and/or your dependents on the following terms and conditions. You understand, acknowledge and are aware that your decision to visit OliOli® and avail of its facilities, premises, services and exhibits (or make a dependent avail of its facilities, premises, services and exhibits) is entirely voluntary. By agreeing to purchase the tickets, you agree to the following terms and conditions:

- You understand, acknowledge, and are aware that the use of the exhibits or the premises of OliOli® entails risks and hazards which may or may not be entirely visible and may lead to injury. - and that you will not hold Intelligent Playgrounds LLC, its employees, directors, designers, agents, third-party service providers, accountable in the event of any accidents.
- You understand, acknowledge, and are aware of the COVID-19 safety measures instituted at OliOli® - and you agree to strictly observe these measures at all times during your visit. The OliOli® team reserves the right to ask the guests who are not following these rules/standards to leave the premises. Notwithstanding all the measures in place, you understand, acknowledge, and are aware that visiting OliOli® may entail the risk of getting infected with COVID-19 – and you take full responsibility for your own and your dependent’s safety while visiting OliOli®.
- Food and drinks are NOT allowed to be consumed outside the café within OliOli®. You assume the liability for any damage caused to the equipment or facilities in case you or your dependent fail to adhere to this rule.
- You understand, acknowledge and are aware of that you or your dependents’ misuse of the exhibits or the premises may lead to an injury to you, your dependents or to other guests visiting OliOli®. Such circumstances will result in full liability being assumed by the participant, your dependents and you.
- You declare and warrant that neither you nor your dependents have any physical or medical conditions that may lead to an injury by visiting OliOli®. You are fully responsible for all medical costs associated with treating any injury sustained while visiting OliOli®.
- To the fullest extent allowed by law, you hereby agree to release, waive, discharge, and hold harmless Intelligent Playgrounds LLC, its employees, directors, installers, organizers, facilitators, owners from any claims, suits, liabilities, judgements, costs and expenses for any property damage, loss or theft, personal injury or illness (including COVID-19), death, or other loss arising from visiting OliOli®.
- You understand, acknowledge and are aware that Intelligent Playgrounds LLC may take photos or video footage of you or your dependents while visiting OliOli®, and that such photos or footage maybe used for use in advertising or promotional materials – including the publication on social media (Facebook, Instagram, Twitter, YouTube, etc.). You hereby give Intelligent Playgrounds LLC the unfettered right to use all such photos or video footage in such manner.

These conditions shall be governed by and construed in accordance with the relevant laws within the UAE. If any of these conditions should be determined to be void, invalid or



otherwise unenforceable, such conditions shall be deemed deleted and the remaining conditions shall remain and continue to be valid, binding, and enforceable.

I understand and agree to the OliOli® general waiver and the T&Cs of the OliOli® Camps.