



Informations before using the Ferienplausch online tool

Landing page: <https://ferienplausch.feriennet.projuventute.ch/>

Following please find in this sheets some information as guideline. The full terms of conditions are only available in german. <https://ferienplausch.feriennet.projuventute.ch/topics/teilnahmebedingungen>

Pro Juventute organizes in and around Zurich over 300 courses during to school holidays in summer. Our System works as described below.

1. Phase: "Wunschphase" 6th to 20th May

To give every child the same chance to get a space on a particular course, we are working with the "Wunschphase" by using an algorithm.

You can wish courses and tag the ones with a high priority with a star. As some courses maybe only have for example 8 places and the demand is much higher, it is possible that even you have marked the star, other children which had also marked the star will get on this course.

However, on the 21st May this algorithm will assign all children to their courses. You will receive an E-Mail "happy mail" to login in your Ferienplausch account to see, which courses are confirmed.

2. Phase: self adjustments and additional booking possible 21st May to 30th May

In phase 2 you are reminded by E-Mail to control your account and delete courses you maybe don't want anymore and or book additional courses.

After the 31st May it isn't any more possible to delete courses yourself. As from the 31st May all courses in your account will be invoiced to you. One reason to this process is because the organizer of the course has to calculate on a minimum / maximum of participants and often has to reserve and pay a location. These aspects are important in order to decide to run or if less than the minimum participants to cancel the course. You can compare these conditions like if you buy a ticket for a concert. Once it is bought there is no refund. However, if you like to let an insurance cover costs like illness or accident, you can contact your insurance to see if you have already coverage. One possibility could also be by signing up an insurance to cover cancellation-fees with "Allianz", over the following external link:

<http://allianz-assistance.onlinetravel.ch/ibe/WWW335/products?language=en>

3. Phase: 6th June

Courses they haven't reached the minimum participants until the 6th June will be cancelled. If this is the case for one of our bookings, you will receive an E-Mail to Login in our account to see, which of your wanted courses are confirmed and which had to be cancelled. In very unlikely cases courses can also be cancelled short before the date of the course, for example due to bad weather conditions or illness / accident of the organizer.

Courses with availability can be booked until 3 days before the course is taking place.

For any further information we are happy to receive your question by E-Mail to Ferienplausch@projuventute.ch or by phone to 044 256 77 10.

4. Phase: Payment

The billing of all booked courses will be made mid / end of August by Email.

To see informations in english about how to open an account and make bookings refer to the other received file.