

## **Frequently asked questions**

### **How are the groups made up?**

The groups are made up according to the age and level of English of the participants, taking into account the possibility for them to be with friends, whenever possible

### **When do the camps start?**

The camps start on Sunday afternoons, at which time the Cool Off team will be ready to welcome participants to the house. Prior to the start of the camps, all families will receive detailed instructions on how to get there and the arrival and departure times.

### **Will any other language be spoken apart from English?**

Our camp leaders will communicate exclusively in English, creating an immersive environment for the children. However, we have a person of reference, our director, who in addition to English, speaks Spanish, Catalan or Basque, and will mediate in situations that require it.

### **What is the procedure if a participant becomes ill or needs medical attention?**

In such cases, we take the participant to the doctor and inform the participant's family so that they are aware of the situation.

### **What if we sign up and then can't attend the camp?**

If a participant cancels at least one month before the camp starts or for reasons of force majeure, 50% of the amount will be refunded.