



INTERNAL CODE OF CONDUCT

INTRODUCTION

- The purpose of this code of conduct is none other than to help the young people in their personal improvement and in their integration into the camp. This code is helpful to guarantee the harmonious co-existence within the group and ensure that everyone enjoys a safe and pleasurable stay and can take full advantage of the opportunity which their parents/guardians have offered them.
- This code of conduct is intended to be a kind of agreement between the parents or legal guardians, S.C. y deportivos del Sur S.L. (Lenguaventura) and the teenage participants. That is why we highly recommend parents to take their time to read together with their sons/daughters this code of conduct to make sure that the future participants knows, understands and accepts all points.
- Once the stay in the Camp is over, the Lenguaventura team will prepare an individual report to evaluate the behaviour of each participant, as well as other aspects such as their progress with the language, their evolution in the water sports or the relationship with their peers.

GENERAL RULES

The rules that must be followed to participate in the Lenguaventura camps are detailed below:

1. No personal belongings may be left in the communal areas (beach bags, sun glasses, electronic devices, books, etc) and there must always be a certain order in the rooms.
2. It is of paramount importance that pupils are always ready at the indicated time. The group will be particularly prompt when it is to make use of some form of transportation.
3. Good manners will be displayed both inside and outside the Camp, on cultural visits, during sporting activities, environmental activities, etc.
4. The Camp will not be left without prior permission of a counsellor.
5. Smoking is not allowed both inside the Camp and in any other place. Spanish law forbids smoking for under 18s.

6. The consumption of alcohol (Spanish law forbids the purchase or the consumption of alcohol to under 18's) and any other type of drugs or narcotic substance is completely forbidden in Lenguaventura as well as the abusive consumption of non prescription medicines or the consumption of medicines without suffering the corresponding illness or ailment. To ensure the pupils' safety, the company reserves the right to carry out



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inspections and use surveillance in order to avoid the possession by pupils of any prohibited substance or product or other people's possessions. The possession of alcohol or drugs will be sufficient cause for immediate expulsion.

7. The pupils are forbidden from participating in sexual acts with any person.
8. Under no circumstances will any fellow pupil be disrespected or marginalised. Behaving in a racist, xenophobic, homophobic or dominating manner which discriminates a fellow pupil will not be tolerated.
9. Lack of respect towards a teacher, counsellor or any other member of the Lenguaventura team is not tolerated.
10. The theft of fellow pupils' or workers' money or belongings is strictly forbidden.
11. It is not permitted to have piercings or tattoos done in Tarifa without explicit authorisation from parents/guardians (in case of approval the company should receive a written consent).
12. Vandalism is strictly forbidden regardless of whether it affects our accommodation or any public or other property. In the event that this happens, the participant must pay for the caused damages.
13. All negligent acts and other activities which endanger one or more pupils will be considered **very serious misconduct**.
14. Disputes or discussions should never end in a violent behaviour (physical or verbal). Should such a situation occur the pupil must immediately notify a member from the Lenguaventura staff. The teacher, counsellor, or any other member of the Lenguaventura team is the person in charge of pupils and therefore has the authority to defend, protect and /or call to attention any participant.
15. Cell phones cannot be used during language classes, activities or during meals unless a specific activity requires it.

RULES OF COEXISTENCE WITHIN THE CAMP

BEDROOMS AND TOILETS



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1. The cleaning staff is in charge of cleaning on a daily basis the bedrooms and making the beds. The participants are however responsible to keep a certain order with their belongings by storing them in their closets and drawers and avoid leaving clothes and other objects on the floor. Being a beach camp we have to be careful not to bring too much sand to the rooms. If any participant has an issue about cleanliness in their room or any other place in the residence, they will immediately notify a team member to solve it.
2. After breakfast, the participants will be able to go up to their rooms to brush their teeth and take whatever they need during the language classes. Afterwards, it will not be possible to go back to the rooms until the cleaning staff has finished their work.
3. As far as possible, avoid bringing food into the bedrooms in order to maintain the rooms clean and neat.
4. The lights in the rooms are common. To ensure and respect everyone's night sleep, the lights will be switched off at midnight and the use of speakers or music devices (except with headphones) will not be allowed.
5. All participants must get up at the time established by the counsellors and it is the responsibility of each pupil to be in the dining room on time for breakfast and be ready for classes or the morning activity.
6. The laundry service will be done several times a week. The counsellors will give notice in advance so that the participants can prepare their laundry bag.
7. The pupil will maintain a good level of personal hygiene.

DINING ROOM

1. We must be punctual at meals and enter the dining room in an orderly manner. Not arriving at the specified time will mean the loss of breakfast, lunch or dinner.
2. It is not permitted to bring food or drinks to the dining room, only those served by Lenguaventura may be consumed in the dining room (except in cases of allergies or incompatibility to certain products. Please advise in advance).
3. After having eaten, every pupil will collect their plates and leave the table clean and tidy.

CLASSROOMS

1. Class assistance is compulsory and pupils must take to class all material which teachers have given them for this purpose (teaching materials, folders, pens, writing pads etc.). Pupils will arrive for classes on time.



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2. Pupils may not leave class without the teacher's permission.
3. The teacher has the right to call to attention or exclude any pupil from his class.
4. The teacher has the authority to decide upon the evolution of the class but suggestions from students will be taken into account whenever possible or interesting for the whole group.

INTERNET

1. WI-FI is available in the lounge. The principal use is supposed to be the communication with family members and friends. The use of the internet to access web pages which contain text or images not appropriate for under 18's is not allowed (sexual content, references to drugs, violence, etc.)

CONSEQUENCES OF THE NON COMPLIANCE WITH THE INTERNAL CODE OF CONDUCT

- Lenguaventura reserves the right to expel, without warning any pupil found to be in possession of or who has consumed alcohol or drugs.
- The consequences incurred as a result of sexual practices, such as sexually transmitted diseases, unwanted pregnancies etc. are the sole responsibility of the pupil. Lenguaventura and its team members are completely exempt of all responsibility.
- Lenguaventura will apply the following measures as a consequence of pupils' non compliance with the Internal Code of Conduct:
- The non compliance of a minor rule will be called to account as deemed appropriate by the counsellor or other Lenguaventura personnel with the pupils' exclusion from an activity, excursion or from leaving the camp during their free time.
- The non compliance of several minor rules or any misconduct will be communicated to the pupils' parents/guardians and the appropriate measures will be taken.
- One instance of serious misconduct mean the pupils' immediate and definitive exclusion from the program, and consequently his/her return home without any compensation. All costs incurred are the responsibility of the parents/guardians. Parents/guardians will be informed automatically.

All safety and hygienic measures due to the Covid-19 situation are not subject of this internal code of conduct. They are written down in our safety guidelines which you can find on our website www.lenguaventura.com

A recommendation from Lenguaventura to future participants for a relaxed stay:

In the case a minor has a complaint or minor incident to report, it is recommended that he/she directly informs a counsellor or the head of counsellors so that the case can be analysed and

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answered in the quickest way possible. With this behaviour the participant themselves will put into practise his communications skills and develop their confidence towards the Lenguaventura team. The staff will take the issue seriously and solve the problem or incident as soon as possible. Our experience of more than 15 years tells us that this form of attitude provides a very significant added value to the pupils' participation in the camp. It strengthens communication skills and brings a solution to small incidents quickly and efficiently directly on site. With this behaviour the pupil can overcome their barriers, evolve in their personal growth as well as contribute to the good atmosphere in the Camp. In turn this may culminate in personal satisfaction and self realisation, thus avoiding unnecessary worry or annoyance to parents or legal guardians.