

# 常見問題 Frequently Asked Question

## 1 如需要退出活動，該如何辦理有關手續？What should I do if I need to withdraw?

退出活動表格可於本部網頁下載，退款詳情請參閱下表：

申請退出活動日期	退款百分比 (%)	需繳付之行政費用
活動開始 21 日或之前	100%	港幣 150 元正適用於任何理由
活動開始前 15 – 20 日	50%	港幣 150 元正
活動開始前 8 – 14 日	25%	港幣 150 元正
活動開始前 7 日或少於 7 日	不設退款	

Withdrawal Application Form can be downloaded in Camping website, refund amount will be based on the below table:

Withdrawal before the first day of registered camp	Percentage (%) of Camp Fee Refund	Applicable Administration Fee
Withdraw on or before 21 days	100%	\$150 HKD Applied for any reason
Withdraw between 15 – 20 days	50%	\$150 HKD
Withdraw between 8 – 14 days	25%	\$150 HKD
Withdraw within 7 days	Non-refundable	

## 2 如未能於日營指定結束時間 (16:30) 接回小朋友，可有托管服務？If I can't pick up my child on time at 16:30, will there be any child care services?

本部設有托管服務時間由 16:30 至 18:00，詳情如下：

Child Care Service is available from 16:30 to 18:00, the details are as follow:

Day of Camp	Course Code	Fee
2 Days Camp	PCS 30002	\$100
3 Days Camp	PCS 30003	\$150
4 Days Camp	PCS 30004	\$200
5 Days Camp	PCS 30005	\$250

本部恕不提供單日托管服務。請於報名時一併申請。營會後參加者將被送往最接近的托管地點，分別為尖沙咀港青或金鐘太古廣場。服務於每天 18:00 結束後，本部將不會為參加者承擔任何責任。

如家長未能於 16:45 到達指定地點接回參加者，參加者將被送到指定的托管地點，本部將收取 \$100 作當日托管費用。

Pre-registration is required. We do not offer single day post-camp Child Care Service. There are 2 childcare venues, one in YMCA of Hong Kong (TST) and one in Pacific Place (Admiralty). Campers will be transported to the closest venue for childcare. The YMCA of Hong Kong will not hold any responsibility for your child after the listed service time ended.

Campers will be automatically taken to the Child Care Service if they are not picked up by 16:45. A late charge of \$100 will be applied for each late day.

## 3 如子女因病缺席營會，可有退款？Will there be a refund if my child is sick at the camp date?

參加者如因身體不適缺席活動，家長需於 7 日內繳交醫生證明及已填妥之退出活動申請表。款項將以現金券形式按比例退回（不會作現金退款），另需支付港幣 150 元正作為行政費用（如參加者缺席，有關退款將扣除活動必要開支以現金券退回，詳情請向營務部查詢）。

Any Camp Refunds request due to illness must have an official doctor's note accompany with the Withdrawal Application Form. Those documents must be received within 7 days of the absent day. Programme coupon will be issued with a pro rata scale (not eligible for cash refund). An Administration Fee of \$150 HKD will apply. (For sick, all applied programme expenses will be deducted, please contact Camping Office for more details).

## 4 我可以先留位然後報名嗎？Can I reserve the space for camp? (不適用於會員及非會員首天報名日，Not applicable to the first day of member and non-member enrolment day)

本部只接受電話即日留位（營務部熱線：2268 7079），名額會保留至當日 22:00，如家長於當日沒有親臨會員服務部辦理報名手續，該名額會於第 2 天早上自動開放予公眾報名，恕不另行通知。

We only accept same day reservation by phone (Camping Hotline: 2268 7079), Camp space will be reserved until 22:00 on the day of calling and released back to public on the next day. No prior notice will be given.