

## Camping Section

### Camp Fee Withdrawal Refund and Camp Transfer Policies (as 17 Oct, 2022)

- After enrolling in camp, requests for refunds due to **special reasons** must be **specified on a Withdrawal Form** and mailed or faxed to the **YMCA Member Services Office (Fax: 27224004)**. An administration fee of **HKD \$200** will be applied to each approved transaction. Approved refunds take about **1 month** to process.
- Camp Fee Withdrawal Refund will be handled with both a percentage basis and administration fee applied to them.

Withdrawal before the first day of registered camp	Percentage (%) of Camp Fee Refund	Applicable Administration Fee
<b>Withdraw on or before 14 days</b>	<b>50%</b>	<b>HKD \$200</b>
<b>Withdraw within 13 days</b>	<b>Non-refundable</b>	

- Requests for camp transfer **must be received not later than 14 days** prior to the commencement of the camp, and can only be entertained if space permits and the applicant meets camp requirements. A transfer fee of **HKD \$200** will be applied. Please proceed your request in person or fax to **Member Services Office (Fax: 2722 4004)**.
- Any Camp Refunds request due to illness must notify in writing on or before the camp date. An official doctor's note accompany with the Withdrawal Application Form must be received within 7 days of the absent day. **Programme coupon will be issued with a scale of 50% for deducting all applied programme expenses. (Not eligible for cash refund, please contact Camping Office for more details)**
- A special YMCA Camping Transfer Form and Withdrawal Form are available at the Member Services Counter (**Hotline: 2368 7070**) or at the Camping Website at [www.ymcahk.org.hk/camping](http://www.ymcahk.org.hk/camping) (**Hotline : 2268 7079**).
- Camp transfer to another person is not permitted.

#### Unforeseen Bad Weather Policy

- All camps will run indoor activities as normal during the hoisting of Typhoon Signal No. 1 or Amber Rainstorm Warning unless the situation allows for outdoor activities.

Time	Warning	Status	Day Camp Arrangement	Outdoor Camp Arrangement
At or before 7 am	Typhoon Signal No. 3	On	Camps resume (schedule with indoor activities)	Camps cancel
		Lowered		Camps resume (schedule with indoor activities)
	Typhoon Signal No. 8	On	Camps cancel	
		Lowered	Camps resume (schedule with indoor activities)	
	Red/Black Rainstorm	On	Camps cancel	
		Lowered	Camps resume (schedule with indoor activities)	
7:01am to 11:00 am	Typhoon Signal No. 3	On	Camps resume (schedule with indoor activities)	*Camps cancel and dismissal begins immediately
		Lowered		Camps cancel
	Typhoon Signal No. 8 or Black Rainstorm	On	Camps cancel	
		Lowered	Camps cancel	
At or after 11:01 am	Typhoon Signal No. 3	On	Camps resume (schedule with indoor activities)	*Camps cancel and dismissal begins immediately
		Lowered		Camps cancel
	Typhoon Signal No. 8 or Black Rainstorm	On	Camps cancel	
		Lowered	Camps cancel	

- For the arrangement of the announcement of **Typhoon Signal No. 3 or above, or Red Rainstorm Signal or above**, please refer to the table below:
- \*All Outdoor Camps in session will be discontinued upon the hoisting of, or pre-warning of, **Typhoon Signal No. 3 or above or Red/Black Rainstorm Signal**, unless it is considered safer to continue the camp at its location until the passing of the storm. All families will be contacting and updated by YMCA staff member in these situations.
- Compensation for cancelled camp days will only be issued in the form of coupons valid for 1 year applicable to all YMCA programme. Coupon will be issued to the name of the participant pro rata to cancelled camp days. No programmes replacement will be made.**

#### Others

- The YMCA of Hong Kong reserves the right to change instructors, time, venue and content of the programme. If the number of enrolment is not enough to run the camp/programme, we reserve the right to cancel it in our sole discretion, as we deem appropriate.**
- All queries can be directed to the Camping Hotline at **2268 7079**.