

退款及轉班政策（於2009年10月1日生效）

1. 如因**特別事故**必須退出活動，家長可向**會員服務部**索取**申請表**，填妥後郵寄或傳真至會員服務部。本會會在退款中抽取港幣150元作為行政費用。辦理退款需時約**一個月**。（傳真號碼：2722 4004）
2. 退出活動時，將視乎情況退回全部或部份款項，並需繳付行政費，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 |
|------------------|----------|------------------|
| 活動開始前21日（或多於21日） | 100% | \$150 HKD適用於任何理由 |
| 活動開始前15-20日 | 50% | \$150 HKD |
| 活動開始前8-14日 | 25% | \$150 HKD |
| 活動開始前7日（或少於7日） | 不設退款 | |

3. 如要轉到其他班別，**必需於活動日期十四天辦理**，並要視乎該班別是否有空缺才能辦理。另需支付港幣150元正作為行政費用。有關申請可以傳真或親臨會員服務部辦理。（傳真號碼：2722 4004）
4. 參加者如因身體不適申請退出活動，家長需繳交已填妥之退出活動申請表及附上醫生證明。款項將視乎參加者出席日數按比例以**現金券形式**退回（不會作現金退款）。
5. 日營部轉調活動申請表或退出活動申請表可在會員服務部索取（**查詢電話：2368-7070**），亦可於日營部網頁下載 www.ymcahk.org.hk/camping（**查詢電話：2268-7079**）。
6. 活動名額不能轉讓給他人。

因天氣影響而停課政策(一般日營適用)

1. 當**一號風球**或**黃色暴雨警告懸掛**時，所有活動如期進行。若天氣情況不穩定，則所有戶外活動改為室內活動。
2. 當**三號風球**或以下或**紅色暴雨警告懸掛**時，所有活動如常舉行，唯戶外活動將改為室內活動。
3. 若天文台預告將會懸掛**黑色暴雨警告**或**八號風球**或以上，或經已懸掛**黑色暴雨警告**或**八號風球**或以上；所有日營均會取消。詳細情況請參閱下表。

| 時間 | 黑色暴雨警告或八號風球的現況 | 日營安排 |
|---------------------------|----------------|------------------------|
| 上午7時前或7時正 | 懸掛 | 所有日營取消 |
| | 除下 | 所有日營恢復正常(戶外活動改為室內活動) |
| 上午7時後 (上午7時1分至下午4時30分) | 除下 | 所有日營取消 |
| | 懸掛 | 所有日營取消，家長需盡快往集合地點接回參加者 |

4. 本部不會為已取消之活動作其他安排，所繳之費用亦會按照受影響情況以**現金券形式**退回。

因天氣影響而停課政策(宿營及露營適用)

1. 如入營當日集合時間兩小時前，天文台仍懸掛**三號**或以上風球，**紅色**或**黑色暴雨警告**訊號時，所有宿營及露營將會取消。
2. 若**紅色暴雨警告**或**三號風球**除下，本部會按實際情況決定活動會否恢復進行，屆時本部職員個別通知家長有關安排。
3. 如營期內遇**一號風球**或**黃色暴雨警告**，所有戶外活動改為室內活動。若遇上**三號**或以上風球，**紅色**或**黑色暴雨警告**訊號，活動會立即被中止，領隊會酌情決定離營或留下。屆時本部職員將個別通知家長有關安排。
4. 本部不會為已取消之活動作其他安排，所繳之費用亦會按照個別情況以**現金券**退回。

其他

1. 香港基督教青年會有更改導師、上課時間、地點及內容之權利。如報名人數不足，本會有權取消該課程 / 活動。
2. 如有任何查詢可致電日營及社區活動部 2268-7079。

Camp Fee Withdrawal Refund and Camp Transfer Policies (as of October 01, 2009)

- After enrolling in a camp, requests for refunds due to very special reasons must be **specified on a Withdrawal Form** and mailed or faxed to the **YMCA Member Services Office**. An administration fee of **\$150 HKD** will be applied to each approved transaction. Approved refunds take about **one month** to process. (Fax: 2722 4004)
- Camp Fee Withdrawal Refunds 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 |
|--|-----------------------------------|---|
| 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 | |

- 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 **\$150 HKD** will be applied. Please proceed your request in person or fax to **Member Services Office (Fax: 2722 4004)**,
- Any Camp Fee Refunds requested due to an illness must have an official doctor's note accompany with the Withdrawal Forms. The refunds will only be eligible for **coupon** with a pro rata scale applied based on total days of participation (not eligible for cash refund.)
- A Special YMCA Camping Transfer Form and Withdrawal Form are available at the Member Services Counter (**Tel. 2368-7070**) or by contacting the Camping Website at www.ymcahk.org.hk/camping (**Tel. 2268-7079**).
- Camp transfer to another person is not permitted.

Unforeseen Bad Weather Policy (for Day Camps)

- 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.
- Upon announcement of **typhoon signal No.3 or red rainstorm signal**, all camps will meet as usual with indoor activities scheduled.
- Upon announcement of **typhoon signal No.8 or above or black rainstorm signal**, or pre-warning thereof, all camps will be cancelled. For details, please refer to the table below:

| Time | Status of typhoon signal No.8 or black rainstorm signal | Camp Arrangement |
|-------------------------------|---|--|
| At or before 7 am | On | All camps cancel |
| | Lowered | All camps resume (schedule with indoor activities) |
| After 7 am (7:01am to 4:30pm) | Lowered | All camps cancel |
| | On | All camps cancel and dismissal begins immediately |

- Compensation for cancelled camp days will only be made in the form of **coupons** valid for future camping programmes. No future programmes replacement will be made for cancelled camp days.

Unforeseen Bad Weather Policy (for Tenting and Residential Camps)

- The camp will be cancelled if the **typhoon signal No. 3 (or above) or red rainstorm signal (or above)** is still in effect 2 hours before the camp's commencement.
- If in the event of a typhoon signal No. 3 or a red rainstorm-warning signal being lowered, camp may be resumed depending on the time of day. All families will be contacting and updated by YMCA staff member in these situations.
- During camp if **typhoon signal No. 1 or a red rainstorm-warning signal is hoisted**, all outdoor activities will be scheduled to indoor. All camps in session will be discontinued upon the hoisting of, or pre-warning of, **typhoon signal No. 3 or above or red 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 in the form of **coupon** will be considered in each individual cases base on the variable circumstances.

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.