

退款及轉班政策（於2009年5月1日生效）

1. 如因**特別事故**必須申請退出活動，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100元\*\*作為行政費用。辦理退款需時約一個月。
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%	\$100 HKD**適用於任何理由
活動開始前15-20日	50%	\$100 HKD**
活動開始前8-14日	25%	\$100 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**活動日期十四天前**親臨會員服務部辦理，並要視乎該班別是否有空缺才能辦理。另需支付港幣100元正\*\*作為行政費用。
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退回。
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），亦可於日營部網址下載 [www.ymcahk.org.hk/camping](http://www.ymcahk.org.hk/camping)（查詢電話：2368-7079）。
6. 活動名額不能轉讓給他人。

\*\*會員服務部行政費將於2009年7月1日調整為港幣150元。

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. 本部門不會另行為所取消之活動作安排，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(宿營及野外挑戰營適用)

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，所有野外挑戰營及宿營將會取消。
2. 若紅色暴雨警告或三號風球除下，本部門會按實際情況決定活動會否恢復進行，屆時會有職員個別聯絡各家庭通知有關安排。
3. 如營期內遇上一號風球或黃色暴雨警告或以上更高的警號，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。屆時會有職員個別聯絡各家庭通知有關安排。
4. 本部門不會另行為所取消之活動作安排，所繳之費用亦會按照個別情況以現金券形式退回。

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，本會有取消活動之權利。
2. 如有任何查詢可致電日營及社區活動部 2268-7079，或傳真致 2367-0522。

**Camp Fee Withdrawal Refund and Camp Transfer Policies (as of May 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 HK\$100.00\*\* will be applied to each approved transaction. Approved refunds take about **one month** to process.
- 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	<b>100%</b>	<b>\$100 HKD**</b> Applied for any reason
Withdraw between 15 - 20 days	<b>50%</b>	<b>\$100 HKD**</b>
Withdraw between 8 - 14 days	<b>25%</b>	<b>\$100 HKD**</b>
Withdraw within 7 days	<b>Non-refundable</b>	

- Requests for camp transfer must be processed **in person at the Member Services Counter 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\$100 \*\*will be applied.
- Any Camp Fee Refunds requested due to an illness must have an official doctor's note accompany the Withdrawal Forms. All requests for Fee Refunds will have a pro rata scale applied based on total days of participation.
- 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](http://www.ymcahk.org.hk/camping) (**Tel. 2268-7079**).
- Camp transfer to another person is not permitted.

\*\* The MS Administration Fee will increase to \$150.00 as of July 01, 2009.

**UUnforseen 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
At or before 7 am	Lowered	All camps resume (schedule with indoor activities)
After 7 am (7:01am to 4:30pm)	Lowered	All camps cancel
After 7 am (7:01am to 4:30pm)	On	All camps cancel and dismissal begins immediately

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

**Unforseen Bad Weather Policy (for Overnight 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. 8 or above or 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 in the form of coupons 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. 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 or via fax at 2367-0522.

