

# 常見問題 Frequently Asked Question



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

Withdrawal form can be downloaded on 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



如未能於日營指定結束時間前接回小朋友，可有托管服務？ **If I can't pick up my child on time, will there be any child care services?**

本部於星期一至五設有托管服務(時間由下午四時三十分至六時)，詳情如下：

Child care service is available from 4:30 pm – 6:00 pm, Monday to Friday, the details are as follow,

Days of Camp	Course Code	Fee
2 Days Camp	PCS 40002	\$100
3 Days Camp	PCS 40003	\$150
4 Days Camp	PCS 40004	\$200
5 Days Camp	PCS 40005	\$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 貴子女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。服務於每天下午六時結束後，本部將不會為貴子女承擔任何責任。

如家長未能於下午四時四十五分到達指定地點接回 貴子女，貴子女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 4:45pm. A late charge of \$100 will be applied for each late day.



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，家長需提交醫生證明。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(如參加者缺席三日或以上，有關退款將扣除活動必要開支以現金券退回，詳情請向日營部查詢)。

Any Camp Refunds request due to illness must accompany with an official doctor's note. 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 leave 3 or more days, all applied programme expenses will be deducted, please contact Camping Office for more details).



我可以先留位，之後報名嗎？ **Can I reserve the space for camp?**

本部只接受電話(日營部熱線：22687079)即日留位，名額會保留至當日晚上十時，如家長於當日沒有到會員服務部辦理報名手續，該名額會於第二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: 22687079), Camp space will be reserved until 10pm on the day of calling and released back to the public on the next day. No prior notice will be given.

## 日營活動報名須知 ENROLMENT INSTRUCTIONS

### 查詢Enquiries

有關會籍申請或報名詳情，請致電2368 7070會員服務部查詢。有關惡劣天氣之安排或任何活動內容詳情，可於辦公時間內(星期一至五上午九時至下午五時，星期六上午九時至下午一時)致電2268 7079查詢或參閱以下網址www.ymcahk.org.hk/camping。

For membership and enrolment inquiries, please call the Member Services Hotline at 2368-7070. For bad weather policy or other programmes inquiries, please call the Camping Hotline at 2268-7079 during office hours (Mon – Fri 9:00am to 5:00pm and Sat 9:00am to 1:00pm.) or, visit our website www.ymcahk.org.hk/camping

### 報名方式及程序Enrolment Method and Procedures

- 1) 本部接受郵寄或親臨會員服務部報名。  
We accept Postal and In Person Enrolment.
- 2) 請預備以下資料作報名之用。Please prepare the below items for enrolment.
  - ▶ 報名表及活動費用Enrolment Form & Payment
  - ▶ 身份證明文件副本(身份證/出世紙) A copy of the participant's proof of identity (HKID Card/Birth Certificate)
  - ▶ 一個已貼上郵票之回郵信封A self addressed stamped envelope (For postal enrolment only.)
- 3) 請將資料郵寄往<九龍尖沙咀梳士巴利道四十一號香港基督教青年會會員服務部>，活動進行前十天，恕不接受郵寄報名。Please mail the enrolment form and supportive documents to 'Member Services, the YMCA of Hong Kong, 41 Salisbury Road, Tsim Sha Tsui, Kowloon.  
We do not accept Postal Enrolment 10 days before the commencement day of camp.
- 4) 以同一日報名而論，本會會先行處理親身報名之申請。  
Within the same enrolment day, Member Services will process the counter enrolment first.
- 5) 以支票付款，抬頭請填<YMCA of Hong Kong> 並於支票背後寫上參加者姓名、電話、課程編號及會員證號碼(會員適用)。  
Please make your cheque payable to 'YMCA of Hong Kong' and write the participant's name, telephone number, course code and membership number (if applicable) on the back of the cheque.