

FAQ!

常見問題

What should I do if I need to withdraw?

Can I apply online?

如需要退出活動，該如何辦理有關手續？可否網上處理？

A

Refund amount will be based on the below table:

退款詳情請參閱下表：

Withdrawal before the first day of registered camp 申請退出活動日期	Percentage (%) of Camp Fee Refunded as E-points E-points 退款百分比 (%)	Applicable Administration Fee 需繳付之行政費用
Withdraw on or before 21 days 活動開始 21 日或以上之前	100%	HKD \$200
Withdraw between 15-20 days 活動開始 15-20 日之前	50%	
Withdraw between 8-14 days 活動開始 8-14 日之前	25%	
Withdraw within 7 days and Early Bird Discounted Camps 活動開始前7日或少於七日及經早鳥優惠報名之活動	Non-Refundable 不設退款	

Currently our online platform does not support courses transfer or withdrawal application. Please contact our Camping Section by email or come in person to Member Services Section within daily operation hours.

網上平台暫時不支援轉班或退班手續，請以電郵方式聯絡日營部處理，或親臨本會會員部處理。

Camping Section 日營部: camping@ymcahk.org.hk / 2268 7079

Member Services Section 會員部: 2268 7060 (08:00 to 20:00)

Please fill in the course/activity withdrawal application form, and submit in person or by email. The refund will be deposited as E-Point. E-Points can be used to enrol courses in the future with no time limit. The application process takes about 2-3 weeks. If applicant would like to be refunded in cash, please submit course/activity withdrawal application form together with the cash refund application form, and the application process will be extended to 6-8 weeks.

請先填寫課程/活動退出申請表，親身遞交或電郵申請。退款會以 E-Point 形式存入戶口。E-Point 沒有使用限期，可以用作日後報讀課程使用。申請過程約 2-3 個星期。如果希望以現金形式退款，需要連同申請現金退款表格一同遞交，申請過程約延長至 6-8 個星期。

FAQ!

常見問題

What should I do if I want a camp transfer?
如需要轉班，該如何辦理有關手續？

A

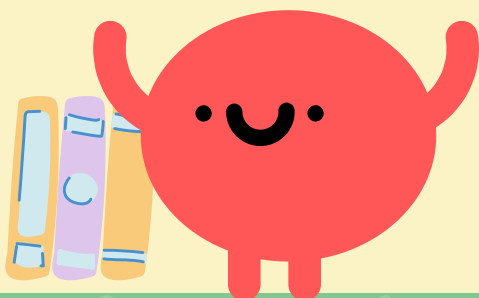
Requests for camp transfer must be received no later than 14 days prior to the commencement of the camp, and can only be entertained if space permits and the applicant meets camp requirements. A transfer fee of HK\$200 will be applied. Please submit your request in person or email to [Camping General \[camping@ymcahk.org.hk\]\(mailto:camping@ymcahk.org.hk\)/2268 7079](mailto:camping@ymcahk.org.hk) (10:00 to 18:00) Please note that camp transfer to another person is not permitted.

* Early Bird Discounted Camps do not accept transfer applications.

家長必須在活動開始前不少於 14 天申請轉班，並且只有在名額許可下及申請人達到歲數要求的情況下方能受理。本會將收取港幣 200 元的行政費用費。請以電郵方式聯絡日營部處理，或親臨本會會員部處理。

camping@ymcahk.org.hk/2268 7079 (10:00 to 18:00) 請注意活動並不能轉讓給他人。

* 經早鳥優惠報名之活動，不接受轉班申請。



FAQ!

常見問題

If I can't pick up my child on time at 16:30, will there be any child care services?

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？



A

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

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. Please select the appropriate childcare options on our online platform.

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.

本部設有托管服務時間由 16:30 至 18:00，詳情如下：

本部恕不提供單日托管服務。請在網上平台上選購相應的托管服務。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。



FAQ!

常見問題

Will there be a refund if my child is sick at the camp date?

如子女因病缺席營會，可有退款？

A

Any Camp Refunds request due to illness must be requested with an official doctor's note alongside the Withdrawal Application Form. The documents must be submitted within 7 days of the absent day. 50% of the camp fee will be refunded through e-wallet.

* Early Bird Discounted camp cannot be refunded.

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。50%款項將退回e-wallet。

* 經早鳥優惠報名的活動不設任何退款。



Are meals included in the camp?
營裏包括膳食嗎？

A

Yes, all meals are included, lunch for day camps; breakfast, lunch and dinner for residential camps. Parents are also encouraged to prepare some healthy snack for campers for their snack time.

所有膳食已包括在營費裏，日營的午餐，宿營的早午晚餐。家長可以幫小朋友預備一些健康小食於小息時享用。

FAQ!

常見問題

Q

My child cannot swim, can they go swimming in Jungle Adventure Camps?
我的小朋友不懂游泳，可以參加 Jungle Adventure Camp 的游泳環節嗎？



A

The swimming session of our Jungle Adventure Camps will only be in shallow kids pools around 0.6m deep, they will also be under our camp leaders' supervision so you don't have to worry!

我們只會去兒童嬉水池，水深約0.6米。你可以放心，我們日營的領袖們也會照顧小朋友。

Q

How can I enrol with the members' price?
如何使用會員價報名？

A

For membership related issues, please visit our Member Services website or contact our Member's Service Department at 2368 7070 during office hour (08:00 to 20:00).

有關會員事宜 請到訪YMCA會員服務網站:

<http://www.ymcahk.org.hk/member/index.php> 或在辦公時間致電會員服務部 2368 7070 (08:00 to 20:00)。



FAQ!

常見問題

How do I log in if I am already a member?
會員如何登入我的帳戶？

A

Regarding to login information, please check your registered e-mail address or pick “Forget Password”. Please contact our Members’ Services Department at 2368 7070 during office hours if you encounter any difficulties.

有關登入帳戶資料，請查看閣下登記會員的電郵或按「忘記密碼」重設。如有問題，請在辦公時間致電會員部 2368 7070。

Q

How can I make aware of special requirements?
eg. same group request or food allergies
我可以在哪裡填寫同組要求或食物敏感？

A

Please notify us at the special requests box if your child has any special requirements like same group request or food allergies. 如有同組要求、食物敏感等，可以在選擇付款的頁面，在特別要求欄填寫。



FAQ!

常見問題

How can stay updated with camp information?
我可以在哪裡找到關於日營的最新資訊?

A

Parents will receive an email with the WhatsApp community links for each camp enrolled. These Whatsapp communities will be used to broadcast the latest camp-related information.

Only administrators or saved contacts will have access to parents' phone numbers in these group links for each camp enrolled.

我們本年度開設 WhatsApp 社群，家長在報名後收到的電子郵件中，可找到所有日營的 WhatsApp 社群連結，家長根據已報名的日營找回連結並加入，我們會在這裡發佈與日營有關的最新資訊。

*在此公告群中只有管理員或聯絡人可查看家長電話號碼。

Q

What should campers bring to camp?
我要準備些甚麼給小朋友去日營?

A

You will also find a Google Drive link for the enrolled camp in the confirmation email, please complete the medical form within and the parent reminder document will list out items campers have to bring to camp.

報名後收到的電子郵件中亦會附上該營的Google 雲端連結，家長可在這裡找到家長注意事項、惡劣天氣安排、個人資料表格。

