

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？

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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。