

Frequently Asked Questions: MYMCA Camps (UPDATED FOR COVID 19)

1. **How to enjoy the member fee for camps?**
Your child will have to sign up as a member (not you). You can consider our Associate Youth Membership which is only \$10.70 a year and we will keep you in the loop for more camps!
2. **I have forgotten my child's membership ID number!**
Please email membership@mymca.org.sg for this enquiry.
3. **Whose personal information should we enter when filling up the form?**
You have to provide your child's personal information. However we will need the parent's email address and contact numbers for communication.
4. **What happens to the daily scheduled programme in the event of bad weather?**
Camp is held rain or shine. Many fun-filled, indoor activities are planned for unfavourable weather. Outdoor activities will continue as long as it is safe, without lightning or thunder.
5. **When does my child receive the camp tee?**
Campers will receive their camp tee on the first day of camp.
6. **My child is unable to attend one of the camp date because of another commitment outside of camp, can I pay only for the days my child attend camp?**
Unfortunately, no. However if they were to miss a ticketed tour/attraction on their day of absence they may be issued a special readmission ticket.
7. **What if my child is unwell and unable to join the camp?**
Please stay at home and call the Camp Director at 6839 8345 to inform us that your child is unable to attend the camp. We will email you a withdrawal form that must be submitted back to us within 5 days with a copy of the certified Medical Certificate (MC). The fees will be pro-rated and refunded accordingly.
8. **What is the refund policy for withdrawal after camp registration?**
The following refund policy applies upon withdrawal:

Three weeks or more before camp commencement:	75% refundable
One week or more before camp commencement:	50% refundable
One day or more before camp commencement:	30% refundable
Once the camp has commenced:	NO REFUND
Full Absence with Certified Medical Certificate (MC):	Up to 70% refundable
Partial Absence with Certified MC:	Up to 50% refundable

If Metropolitan YMCA were to cancel the camp it shall be a 100% fee refund.
9. **What should I do if someone else is picking up my child?**
Please either email the Camp Director or have the person provide a written permission slip. Authorized individuals will be responsible for signing your child in and/or out daily for camps. Parents are responsible for their child's safe and for timely arrival / departure.
10. **What if I'm late for pick up?**
Please inform/contact the Camp Director. Otherwise we will contact you directly. If we are unable to reach you the persons listed as emergency contacts will be contacted.

11. Can my child be grouped with his friend(s)?

You can request by emailing the Camp Director or indicating in the remarks column during registration. We will try our best to make the arrangements.

12. How old does my child need to be to attend camp?

The minimum age for our camps is 4 years old and the maximum limit age is 13 years old. An age limit will be indicated for each camp. Please refer to the respective camp's information.

13. What is the adult to children ratio? (UPDATED FOR COVID 19)

Our adult to children ratio ranges from 1:5, regardless of the age group. All camp groups have a minimum of one Camp Instructor. The Camp Director supervises respective camp groups throughout the day to ensure Camp Instructors and campers are equipped for a successful camp experience.

14. What is your policy on food allergies?

While we do not prohibit specific foods from our campus (i.e. nuts), we take precautions to ensure the safety of our campers with allergies and dietary restriction. All meals are well balanced and nutritious. Please provide relevant information in the remarks column during Camp registration.

15. How do I register?

Visit <https://www.mymca.org.sg/form?type=local-camps> to register. For further enquiries or need any assistance, please call 6839 8345.

16. When is camp registration opened?

Please visit MYMCA website or like our Facebook for updates on Camps.

17. Can I visit my child at camp?

We will strongly advise against it as it can be disruptive to the programme / activity in session. Jealousy, homesickness or disappointment may affect the other campers.

18. Safety

- All campers will be asked to sanitize/wash their hands before/after every meal.
- Camp Leaders will accompany the campers to the restroom whenever needed, however they will be outside the cubicle or toilet. Do highlight to the Camp Director if there is any concern.
- Camp Leaders will physically check campers' seatbelts on the bus before moving off.
- All campers are instructed not to run unless they are participating in the activities.
- Camp Leaders will do head count before/after they proceed to the next destination.
- Camp Leaders will ensure that there is no left behind belongings on the buses or activity venues.

19. Additional Safety for COVID 19

- Please expect to queue for the dropoff and pickup at a designated waiting area
- All campers will stay in their respective group of up to 5 members throughout the camp
- Camp Leaders will accompany the same group throughout the camp
- No mixing of groups will be allow, groups are to be at least 3m apart at all times