

Booking Instruction

Service Mission: A Space for Youth Diversified Development

I. Types of Application

- 1. Half-day camp, Day camp, Evening camp and Residential camp: Service charges are calculated according to selected plan (Plan A / Plan B / Self selection Plan)
- 2. The Village only accepts applications from registered organizations. For individual application, the applicant should be a Breakthrough Serve Club member, Breakthrough staff or an enrolled volunteer.

II. Application Submission

- 1. Applicant should submit a completed application form. Selection of successful applications is on first-come-first-served basis and is decided by the nature of activities (youth activities is a top priority). Applicants will be informed 6 months prior to the camping period no matter the application is successful or not. For applications made within 6 months prior to the camp date, applicants will be informed 2 weeks after application forms received.
- 2. Besides special arrangement, application made less than 7 working days in advance will not be entertained.

III. Payment

- 1. Once application is accepted, a deposit of 50% of the total camp service fee should be made on or before the payment due date shown on the invoice. The balance should be made 1 month before the camp date. Bookings will be considered automatically withdrawn and previous payment will be forfeited if payment is not made within the specified time
- 2. Once application is accepted, written notice should be submitted for cancellation of booking. 50% of the total service fee will be charged by the Village if notice of cancellation is received 1 month before the camp date. The balance will be refunded. If the notice of cancellation is received less than 1 month before the camp date, all payment will be forfeited.
- 3. Once application is accepted, written notice should be submitted for any change of camp date. If written notice is received 1 month before the camp date and can be changed to a new camp date successfully, 20% of the total fee will be charged as administration fee, and the remaining balance will be automatically transferred into the new booking. The new camp date should be within 6 months after the original camp date. Only ONE time of such arrangement is allowed. Notification received less than 1 month prior to the camp date will be treated as cancellation. All payment will not be refunded.
- 4. Once application is accepted, the total fee can be adjusted due to deduction of the number of participants providing that the number deducted not exceeding 50% of the total number. Written notice should be received 1 month before the camp date. Otherwise, the original total amount will be charged.
- 5. Once application is accepted, applicants must inform the Village and settle all extra payment if there is any increase of number of participants.
- 6. Payment method: Cash, cheque, bank transfer or FPS. Please refer to the invoice for details.
- 7. When payment is received, receipt will be issued and handed to the person in-charged during check-in. Receipt may be sent by mail before the camp date upon request

V. Important Notes

- 1. The responsible applicant must be over 18 years of age and staying at the Village together with the group.
- Any individuals who are not belong to any participating organizations or without approval from the Village will not be entertained
- 3. The camp service fee will be waived for children aged 3 or below. Meal fee is charged if meal is required.
- 4. Children aged 10 and below should be accompanied by parents or guardians.

VI. Pre-Camp Site Visit Service

To facilitate organizations in preparing their camp activities, pre-camp site visit service is provided to organization representatives. Appointment should be made at least 1 week before the visit. Only ONE time of pre-camp site visit service will be arranged for each successful application. The visitors should not stay more than 1 hour. The maximum number of visitors is 5. Any other than above, a service fee of day camp will be charged.

VII. Arrangement under Bad Weather

1. <u>Before Camp:</u>

- a) Tropical Cyclone Warning Signal No. 1 / Red Rainstorm Warning Signal: Normal Operation
- b) <u>Tropical Cyclone Warning Signal No. 3 or above / Black Rainstorm Warning Signal:</u> The operation of the Village will be suspended. If the Tropical Cyclone Signal No. 3 or above / the Black Rainstorm Warning Signal is hoisted 2 hours before the check-in time (refer to [I Camp Type] of the 'Service Charges'), all booking on that day will be cancelled. All payment will be refunded. If the accommodation period is more than 1 night, organizations should show up in the following day (i.e. 9 a.m.) once signal(s) is lowered. Otherwise, no refund will be made for the period after the Village resumes service

2. <u>During Camp:</u>

- a) <u>Tropical Cyclone Warning Signal No. 1 / Red or Black Rainstorm Warning Signal:</u> All campers should stay inside the Village and stop all outdoor activities.
- b) <u>Tropical Cyclone Warning Signal No. 3 or above:</u> Organizations are requested to stop all activities and leave the Village according to staff's instruction. A pro-rata refund will be arranged.
- 3. If Education Bureau announces school class suspension due to bad weather, all school campers should either cancel the booking or leave the Village according to staff's instruction. Refund will be arranged.
- 4. For cancelled booking due to bad weather, organization representative should provide a written letter for refund requisition within 2 weeks starting from the alleged camp date. Otherwise, requisition will be automatically considered withdrawn and all payment will be forfeited

VIII. Other: For the camp regulations, please refer to 'Camp Regulations'

IX. Obtain a Reservation Form

- 1. Download from Breakthrough Website: www.breakthrough.org.hk.
- 2. Service Hotline: 2632 0100. (Mon, Wed Fri: 9 am–12:45pm & 2pm–5:30pm, Tue: 2 pm–5:30 pm, except Sat, Sun and public holidays).