

What should I do if I need to withdraw?

Any camp refund request due to illness must accompany with an official doctor's note within 7 working days after the program. The issued date of the note should be on the same day as the applied activities date. The camp refund will be in the form of Acme Pro cash coupon. Participants can use the cash coupon to apply any other Acme Pro activities within 15 months. Due to space limit, no program date change is allowed. For family member withdrawal, a 30% of the program fee will be charged for administrative procedures. If participants wish to have cash withdrawal, 50% of the program fee will be charged for the administrative procedures. The refund will take around 21 days to be processed.

Any camp refund request due to personal reason will be processed with a percentage basis as stated below. The camp refund will be in the form of Acme Pro cash coupon. An administrative charge of HKD\$200 will be applied for the refund application.

Days of withdrawal before activity	% of camp fee refund (in form of cash coupon)
On / before 21 days	100%
Between 8-20 days	50%
Within 7 days	Non-refundable

因病或其他私人原因需要退出活動的有關手續

參加者如因身體不適需退出活動，必須於活動完結七天內提供於活動日的醫生證明文件以申請辦理退款手續，而退款則是本公司同等價值及有效期為十五個月的現金卷。如參加親子活動的同行參加者欲同時申請退出活動，我們會以每位報名費用的 **30%**作行政費之用。如欲以現金退款，我們將收取報名費的 **50%**作行政費之用。退款手續需時約二十一天。

如因私人原因需要申請退款，我們將以現金卷形式退款。參加者必須在活動舉行前 **21** 日通知我們，我們將扣除港幣 \$ **200** 作行政費作全數退款之用。如在活動舉行前 **8** 至 **20** 日內通知我們，扣除港幣 \$ **200** 行政費後，我們則會退回 **50%**報名費用。如在活動舉行前 **7** 日內通知我們，則不設退款安排。敬請留意。

申請退款日期	退款百分比 (現金卷形式)
活動舉行前 21 日	100%
活動舉行前 8 - 20 日	50%
活動舉行前 7 日內	Non-refundable