

# FREQUENTLY ASKED QUESTIONS

## **1. Once all the kids are confirmed what happens next?**

Upon confirmation we will send you a "Participant's Information Form" and the terms and conditions for the parents to sign.

## **2. What is your Refund/ Cancellation Policy?**

For guests staying outside of AYANA Estate full refunds may only be issued if cancellations are made 5 days prior to the day of camp. For in-house guests, full refunds may be issued if cancellations are made 24 hours prior to the start of camp. Otherwise, a 100% cancellation fee will be applied.

## **3. What happens in the case of bad weather?**

Our camp is open rain or shine! In case of severely bad weather, the camp will be moved to an indoor location.

## **4. Can you tell me more about your on site staff/instructors/teachers? For example, their background, nationality, what are their experiences mostly. Just some information so I can share. Are they all certified in CPR/First Aids or fully trained in outdoor environment, etc.?**

### **What is the ratio to students?**

We have permanent full-time instructors and several stellar long-term partnerships with individual experts (for specific activities). Our Lead Facilitators are Wilderness First Responder Certified, CPR & First-Aid certified and we speak a number of different languages. Our Facilitators are experienced and passionate about what they do.

Ratio is usually 1:7. Facilitator to students.

## **5. Can you share a little bit about the safety of your camp?**

We keep our Camp fully secured around the clock, with daytime security procedures and night patrols. As noted above, our full-time staff are Wilderness First Responder Trained, CPR & First Aid certified. We also have a doctor onsite at the AYANA Estate clinic during camp hours and on-call nurse when needed.

## **6. Where do your campers come from?**

Predominantly, we get campers from South East Asia regions, such as Malaysia, Singapore, Vietnam, China and Australia. We also receive visitors from North America and Canada, and most of our campers visit from international schools.

**7. What are your emergency procedures? Is there a hospital nearby? Do you have a nurse or doctor on site 24-7?**

We will share and brief you on our emergency procedures once you arrive. We have a full-time doctor on site during camp hours. We have an ambulance dedicated to us to respond within the shortest time possible should an emergency arise.

**8. Do you have any specific requirements for students? For example, need to be able to swim or ride a bike?**

Generally, all students need to be able to communicate well enough in English as a primary requirement. Instructors also confirm with the parents or chaperons to see what the kids cannot and can do, we try to accommodate everyone. That being said, the spirit of Green Camp is to create well rounded, powerful, skilled individuals.

**9. Our kids don't speak much English, is it possible for them to join the camp without parent?**

The camp will be an opportunity for them to start practicing spoken English. However, we don't recommend to join if your child can not understand basic English. Basic English means your child is able to understand instructions and is able to express themselves when they are in need.

**10. Is there any chance to mix our kids with others from different countries during green camp?**

Yes, we have many kids coming from different part of the world to join in our camp.

**11. What do we need to pack for our trip?**

We will send you a packing list according to each camp, after we have received a confirmed payment from you.