

Frequently Asked Questions



1. Can I book more than one week?

Yes — you can register for one week or multiple weeks across the programme.

2. What ages can join the camps?

Each camp has specific age groups. Please check the individual camp details to ensure the best fit for your child.

3. What are the camp hours?

Most camps run from 9:00am – 3:30pm, unless otherwise stated. The camps that take place off campus have specific times (Cooking, Surfing)

4. What is included in the camp fee?

All camps on campus include lunch, juice and a breakout sessions exploring Nuanu. Off campus camps have unique meal inclusions.

5. What is a Nuanu breakout session?

Children take part in daily outings across Nuanu, including locations such as the Alpaca Farm, Aurora Media Park, Magic Garden, and more — all included in the programme. You will be updated closer to the time regarding which camps

6. Are meals provided?

Yes, lunch and a juice is provided daily for on campus camps. Dietary requirements can be accommodated with prior notice. You will get to select the meals for your child before the camp starts. Off campus camps have unique meal inclusions.

7. What should my child bring?

We recommend wearing comfortable clothing, and bringing a change of clothes, water bottle, sunscreen, hat, daily snacks, and any camp-specific items (details will be shared after registration).

8. Is there transportation available?

Yes, a daily school bus runs between ProEd Umalas and ProEd Nuanu. Spaces are limited and can be selected when completing the registration form.

9. How do I register?

Complete the [registration form](#), and our team will contact you to confirm your booking and issue an invoice.

10. When is my child's place confirmed?

Bookings are confirmed once payment has been received.

11. What is your cancellation policy?

There will be no refunds for cancellation after payment, however, you may move to a different camp with the same vendor if there is availability. Should there be no further availability then we will credit the value of the camp to the next holiday camp. Refunds (if minimal sign ups are not reached) will be processed within 30 days. No refunds will be issued for missed days or no-shows.

12. Are the camps safe?

Yes - all programmes are supervised by experienced educators and trained facilitators, with safety measures in place for all activities.

13. What happens on public holidays?

At this stage there is only one so we pause for the day - Galungan on 17 June. All camps that week will only be 4 days and the prices have been adjusted accordingly.

14. Who can I contact for more information?

You can reach us via WhatsApp +62 821-3148-233 — our team is happy to assist.