FREQUENTLY ASKED QUESTIONS

1. Can I book more than one camp?
Each camp is 5 days long, a child can only attend one camp for the week.

2. What ages can join the camps?
Each camp has its own age range. Please check the individual camp details to make sure the programme is suitable for your child.

3. What are the camp hours?
Most ProEd-based camps run from 9:00 AM–3:30 PM. Off-campus camps, in this case, Surf Camp, may have different schedules, so please check the individual camp information.

4. What is included in the camp fee?
ProEd-based camps include lunch and Nuanu breakout sessions (excursion). Off-campus camps may have different inclusions. Each child is covered by insurance while on the ProEd based camp (excluding surf camp).

5. What are Nuanu breakout sessions?
Children will have the opportunity to explore different locations and experiences around Nuanu Creative City as part of their camp programme. Activities and locations vary by camp.

6. Are meals and snacks provided?
Lunch is provided daily for ProEd-based camps. Parents can provide a daily snack, or choose the additional snack option during registration. Dietary requirements can be accommodated with prior notice. Off-campus camps may have different meal arrangements.

7. What should my child bring?
Children should bring comfortable clothing, a water bottle, sunscreen, hat and daily snacks, as well as any camp-specific items listed in their camp information. A change of clothes is recommended for outdoor and water-based activities.

8. Is transportation available?
A free school bus between ProEd Umalas and ProEd Nuanu is available for selected camps, subject to availability. Transportation details will be provided during registration.

9. How do I register and pay?
Select your preferred camp, complete the registration details and make payment securely through our online booking system.t

10. When is my child's place confirmed?
Your child's place is confirmed once payment has been successfully processed, subject to camp availability.

11. Can I change my booking?
Requests to change camps or dates can be made in advance and are subject to availability. We will do our best to accommodate changes but cannot guarantee a place in another programme.

12. What is the cancellation and refund policy?
Please refer to the Terms & Conditions below for our cancellation, refund and programme-change policy.

13. Are the camps safe?
Yes. All programmes are supervised by experienced educators, facilitators and/or specialist camp providers. Safety procedures are in place according to the nature of each activity.

14. What happens if a camp does not reach the minimum number of participants?
ProEd reserves the right to cancel or adjust a camp if minimum enrolment numbers are not reached. In the event that a camp is cancelled by ProEd for this reason, families will be contacted regarding the available options.

15. Who can I contact for more information?
For questions about the October Edition of Summer School, please contact the ProEd Global School Community team via WhatsApp on **+62 821-3148-233**