

Frequently Asked Questions

1. How to enroll my child?

Ans: You may sign up via [m.safra](https://m.safra.com), SAFRA Mobile App or at any SAFRA Club Customer Service Counter from 9am – 9pm (last transaction will be at 8.30pm).

The step-by-step registration guide for SAFRA Mobile App can be found [here](#).

2. I am not a SAFRA Member, can I still register for the camp?

Ans: Yes, our camp is open for non-SAFRA members. You will still need to create a guest account via [m.safra](https://m.safra.com) or SAFRA Mobile App. Non members will be charged as guest rates.

The step-by-step registration guide for SAFRA Mobile App can be found [here](#).

Alternatively, you can sign up at any SAFRA Club's Customer Service counter.

3. Do you cater for vegetarian food option or special dietary?

Ans: Yes, we offer vegetarian food options. Food catered is from halal establishment. Please indicate any special dietary requirements during your registration so we can make the necessary arrangements.

4. How will the security and safety of the kids be ensured? What is the ratio of kids to instructor?

Ans: The safety and security of the kids are our top priorities. Here are the measures we have in place:

Instructor-to-Child Ratio: To ensure adequate supervision and attention for each child, we maintain a strict instructor-to-child ratio. For children aged 5-7, the ratio is 1:10, while for children aged 8-12, it is 1:20. This ratio is subject to adjustment based on the number of participants registered for each camp.

Trained Instructors: Our instructors undergo comprehensive training prior to each camp commencement. This training equips them with the necessary skills and knowledge to ensure the safety of all activities and to conduct them professionally.

Secure Environment: The premises are secured and monitored to prevent unauthorised access. We also have safety protocols in place for various activities.

Night Sentry: During the night, a dedicated night sentry instructor will be on duty to monitor the kids while they sleep, ensuring their safety and well-being throughout the night.

Emergency Procedures: We have clear emergency procedures and regular drills to prepare both staff and children for any unexpected situations.

By maintaining these standards, we strive to provide a safe and secure environment for all children in our care.

5. What do we need to pack for the camp?

Ans: You can find the complete packing list [here](#).

Communication and electronic devices are strictly prohibited during the camp.

Outside food and drinks are not allowed.

6. Are mobile phones, smart watches and other smart devices allowed to be brought in to the camp?

Please note: Make sure to adhere to these guidelines to ensure a smooth and enjoyable camp experience for everyone.

Ans: No, mobile phones, smart watches, and other smart devices are not allowed at the camp. This policy is in place to encourage children to engage fully in camp activities, foster interpersonal interactions, and ensure a distraction-free environment.

7. Where will my kid be sleeping at?

Ans: Your child will be sleeping at the SAFRA Adventure Sports Centre. They will be accommodated in groups of 4 or 5 inside 8-person tents.

This setup is designed to foster teamwork and camaraderie among the campers, ensuring a comfortable and secure sleeping arrangement.