

Application and Participation Guidelines of Oxfam Hong Kong's Education Activity

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Disclaimer: In the event of any discrepancy between the English and Chinese versions, the Chinese version shall prevail.

Section A: Application of Activity

1. Applications for Oxfam Hong Kong (OHK)'s Education Activities are accepted throughout the year.
2. Applications must be submitted online: <https://www.oxfam.org.hk/en/what-we-do/education/school>
3. After receiving an application, OHK will communicate with the applicant by email regarding activity arrangements:
 - **Process of Activity Arrangement:** within four weeks of application, applicants will receive an "Activity Application Result" email informing them of the progress of arrangements, important notes regarding the activity, details requiring verification, and confirmation of the application. **The applicant's reply to the "Activity Application Result" email will be regarded as formal confirmation.**
 - **When an activity is successfully arranged:** Applicants will receive an "Activity Confirmation Notice" email together with a Payment Notice.
 - **If the application cannot be arranged:** Applicants will receive a "Notice of Application Rejection". Where appropriate, OHK may suggest alternative options for consideration.
4. If no confirmation reply or other notification is received from the applicant before the specified deadline after the "Activity Application Result" email is sent, the application will be regarded as withdrawn.
5. Any postponement, amendment, cancellation, or change to confirmed activities may incur additional charges. Please refer to Section B of this guideline.
6. After confirmation, requests to change the activity date or time, or to submit supplementary information, should be sent to education@oxfam.org.hk or call OHK Education Team at 3120-5180.
7. If requested changes cannot be accommodated, the activity will proceed as originally arranged. If the applicant needs to cancel the activity, please refer to Section B for the refund policy.
8. At least three working days before the activity date, applicants must reconfirm the actual number of participants. If attendance is lower than the registered number, no refund or fee reduction will be granted. If attendance exceeds the registered number, additional fees must be paid accordingly.
9. Payment must be made within four weeks of the Payment Notice by crossed cheque payable to "Oxfam Hong Kong", or by direct deposit to Oxfam Hong Kong's Hang Seng Bank Account No. 284-401080-008.

10. For bank deposits, applicants must email the deposit slip and payment notice number to OHK Education Team at education@oxfam.org.hk.
11. The Payment Notice attached to the Activity Confirmation email is OHK's official billing document. No hard copy will be mailed separately.
12. Official receipts will be issued within four weeks after OHK receives payment.

Section B: Activity Fees

1. OHK's work is supported primarily through public donations. Activity fees will be used for OHK education work.
2. Fees vary depending on the content and nature of the activity. Please refer to individual activity information.
3. If participant numbers fall below the minimum requirement, the fee equivalent to the minimum required number of participants will still be charged to ensure activity quality and operation.
4. Once confirmed by the applicant, any postponement, changes, or cancellation of an activity, as well as any amendment to the activity arrangements, shall be subject to the following charges:

Scenario	Options available for Applicant
Due to inclement weather or Government suspension of classes or activities	1. Time change on the same day: No additional charge. 2. Postponement: Reschedule within the current or following academic year. 3. Activity change: Replace with the online version of the same activity where possible. Fees will be adjusted accordingly. 4. Cancellation: If rescheduling or online replacement is not possible, OHK will retain HK\$1,000 per activity as compensation for facilitator losses and refund the remaining balance. If the original fee is below HK\$1,000, the applicant must pay the difference.
Applicant requests Change/Postponement/Cancellation of activity on 14 or more working days before the activity date	1. Postponement: Reschedule within the current academic year, HK\$300 administrative fee (one-time charge) will be charged. 2. Activity change: Replace with another activity or change of activity format or language. Fees will be

	adjusted accordingly. HK\$300 administrative fee per workshop will be charged. 3. Cancellation: OHK will retain HK\$500 as compensation for facilitator losses per activity and refund the balance. If the original fee is below HK\$500, the applicant must pay the difference.
Applicant requests Change/Postponement/Cancellation of activity on 2-13 working days before the activity date	1. Postponement: Reschedule within the current academic year, HK\$500 administrative fee (one-time charge) will be charged. 2. Activity change: <u>Option A:</u> Replace with the online version of the same activity. HK\$500 administrative fee (one-time charge) will be charged. <u>Option B:</u> Replace with another activity. HK\$2,000 compensation fee per workshop will be charged. 3. Cancellation: Oxfam will retain HK\$2,000 as compensation for facilitator losses per activity and refund the balance. If the original fee is below HK\$2,000, the applicant must pay the difference.
Application requests the Cancellation of activity within two working days or less	Full payment of the confirmed activity fee is required. No refund or postponement will be granted.
Changes to time or participant numbers after the confirmation of activity by the applicants	HK\$200 administrative charge applies for each activity: 1. Changes to start or end time exceeding 15 minutes. 2. Changes to participant numbers (except school talk).
Activity Cancellation or Postponement by Oxfam	1. Rescheduling within the current or following academic year; or 2. Refund

Section C: Participation in Activities

I. General Notes

1. Some activities contain interactive experiences, stimulating elements, outdoor components; or immersive elements such as dim lighting and sound effects. Participants are encouraged to express opinions and feelings through writing, discussion, drawing, etc. during the activities. Applicants should inform Oxfam if any participants with special physical, health issues (such as heart disease, epilepsy, asthma, food allergies, anxiety, intolerance to prolonged sun exposure), or learning needs, intellectual disabilities, dyslexia, ADHD, autism spectrum disorder and etc. so that we can make the necessary arrangements.

2. Applicants are responsible for assessing whether participants are suitable for the activity and must provide adequate supervision. Participants must follow all instructions provided by OHK staff and facilitators.
3. OHK maintains Public Liability Insurance for all activities.
4. Participants are responsible for safeguarding their own belongings.
5. OHK accepts no responsibility for injury, death, or loss of property arising during activities.
6. Photography, audio recording, video recording, livestreaming, or broadcasting by participants is prohibited without OHK's permission. During outdoor activities, participants must obtain consent from interviewees before taking photographs.
7. OHK may photograph or film activities for reference and promotional purposes. Guests or educational practitioners may occasionally observe activities for professional exchange.
8. Activity designs, materials, content, texts, images, and related intellectual property and copyrights belong to OHK and its partners. No reproduction, adaptation, translation, publication, distribution, or use is permitted without prior written consent by OHK and its partners.
9. Applicants and participants are not allowed to organize any activities or events using identical or substantially similar content based on OHK activities. OHK reserves the right to pursue legal action for infringement.
10. Activity content may be revised without prior notice.

II. Outdoor Activities

1. Applicants must understand outdoor arrangements before confirmation and ensure participant suitability. Should you have any questions or special requirements, please specify them in your activity application to enable OHK to make appropriate arrangements.
2. Outdoor activities are usually conducted in groups. Applicants should ensure that sufficient staff or volunteers are available to provide support as needed. Participants and group leaders should also be informed in advance of all relevant safety information, precautions, and important guidelines.

- Outdoor activities may involve a certain amount of walking or sitting on the ground. Participants are advised to travel light and wear suitable outdoor clothing. Please bring sufficient drinking water, sun protection items, and an umbrella. Participants should also carry a mobile phone for emergency contact purposes and bring an Octopus Card for any unforeseen needs.
- Outdoor activities are subject to unpredictable conditions such as weather and traffic. Participants must follow facilitator instructions and report emergencies promptly.

III. Activities at the Oxfam Education Centre

- The Centre locates at Unit AB, 5/F, South Asia Commercial Centre, 64 Tsun Yip Street, Kwun Tong, Hong Kong.



- It takes approximately 10 minutes' walk from Kwun Tong MTR Station.
- Transportation arrangements are the responsibility of applicants.
- Tour coaches may pick up and drop off passengers opposite South Asia Commercial Centre near InPark and the Tsun Yip Cooked Food Market.

South Asia Commercial Centre

Tsun Yip Cooked Food Market



5. A private car park is available for vehicles under 3.2 metres high. Vehicle registration details must be provided to OHK at least two hours in advance before the activity starts.
6. After arriving at South Asia Commercial Centre, take the lift from the Ground Floor directly to the 5th floor, or take the escalator to the 1st floor and transfer to the lift to the 5th floor, where you will find our Centre.
7. Participants should arrive 10 minutes before activity commencement.
8. Activities may involve physical movement, outdoor elements, or sitting on the floor.
9. Food and drinks are not permitted inside the Centre.
10. Participants must use facilities and materials carefully and may be liable for damages.

iv. Online Activities

1. OHK will inform applicants in advance regarding equipment, online platform and technical requirements. Activity applicants should ensure that all participants are properly equipped and attend the activity punctually.
2. Teachers or facilitators in-charge on the event date must assist with attendance registration 10 minutes before commencement. Late participants may be placed in an online waiting room until admitted.
3. Most online activities are conducted via Zoom. Oxfam will try to make special arrangements but cannot guarantee all requests.

v. Inclement Weather Arrangements

1. Activities will be cancelled if, three hours before commencement:
 - Red or Black Rainstorm Signal is issued;
 - Typhoon Warning Signal No. 8 or above is in force; or
 - The Education Bureau / Social Welfare Department announces class or activity suspension.
2. Online activities will be assessed according to actual circumstances.
3. Under Yellow Rainstorm Signal or Typhoon Warning Signal No. 3 or below:
 - Indoor and online activities generally continue;
 - Outdoor activities may be cancelled, adjusted, or moved indoors depending on conditions.
 - Applicants who require special arrangements are requested to contact OHK at the earliest opportunity.
4. OHK will contact the activity applicant at least two hours before the activity starts to confirm the final arrangements.
5. If a Red Rainstorm Warning Signal or Black Rainstorm Warning Signal is issued during the activity, we will conduct a risk assessment based on venue safety, transportation conditions, and participants' departure arrangements, and decide whether the activity should continue, be suspended, or end early.
6. Cancelled activities due to severe weather or epidemics will be rearranged where possible.

vi. Prevention of Respiratory Infectious Diseases

1. OHK follows government public health requirements.
2. Applicants should ensure participants meet participation requirements and are physically fit. Participants who are unwell or have a fever should not attend.
3. OHK reserves the right to refuse participation, and fees will not be refunded.
4. Participants with respiratory symptoms should wear a mask. Hand sanitiser must be used before entering the Centre.

VII. Code of Conduct

1. The safety and wellbeing of participants must be protected by OHK staff, partner organisations, facilitators and working personnel from any form of abuse.
2. The safety and wellbeing of OHK staff, partner organisations, facilitators and working personnel must also be protected.
3. All OHK education facilitators have completed the Sexual Conviction Record Check (SCRC). Volunteers and non-staff personnel must sign Oxfam's Code of Conduct.
4. Any incidents of sexual misconduct should be reported to OHK, recognised reporting channels, or the police. OHK's whistleblowing and misconduct reporting policy: [Policy and Procedures on Disclosure and Handling of Malpractice in the Workplace \(Whistleblowing\) June 2026.pdf](#)
5. OHK and Oxfam International maintain high standards of accountability and social responsibility <https://www.oxfam.org.hk/en/about-us/a-socially-responsible-ingo>
6. Participants must not engage in unlawful behaviour or conduct that may damage or misrepresent Oxfam.

Section D: Privacy Policy

For details of Oxfam's Privacy Policy and the collection and use of personal data, please visit: <https://www.oxfam.org.hk/privacy-and-security>

Section E: Enquiries

Oxfam Hong Kong Education Team

Telephone: 3120-5180

Email: education@oxfam.org.hk

Address: Unit AB, 5/F, South Asia Commercial Centre, 64 Tsun Yip Street, Kwun Tong, Hong Kong