**PGA of America Camps FAQ**

**美国PGA训练营常见问题**

**Why Should I Consider Signing Up for Camp?**

**为什么我应该考虑报名参加训练营？**

 *At the PGA Learning Centers Golf Camps, we are driven to deliver the tools for your to succeed on and off the golf course. We create champions and help you to enjoy your game through building character, developing self-confidence, self-discipline, problem solving, integrity and perseverance. We believe that trusting the process will in turn affect the results; understanding the sequence to getting to your destination will convert into sustainable success and growth*

*在美国PGA培训中心高尔夫训练营，我们致力于为您提供在高尔夫球场内外取得成功的工具。我们通过塑造性格、发展自信、自律、解决问题、信守和毅力，培养冠军并帮助你享受比赛。我们相信，对过程的信靠会对结果产生影响；了解如何到达目的地的过程会转化为可持续的成功和成长。*

**Which Camp Should I Sign Up?**

**我应该报名参加哪个训练营？**

 *There are three things we need to consider before signing up for the correct camp (1) Age and (2) Skill Level*

 *在报名参加合适的训练营之前，我们需要考虑三个因素（1）年龄和（2）技术水平*

1. *Youth Camps Recommended Age:*

*青少年营的建议年龄*

* 1. *Beginner Camp: 6 – 12 years old*
	2. *Champion Camp: 8 – 17 years old*
	3. *Elite Camp: 12 – 17 years old*

*初学者训练营：6-12岁*

*冠军营：8-17岁*

*精英营：12 - 17岁*

1. *Skill Level 技术水平:*
	1. *Beginner Camp: No Experience or have not been on the golf course yet*
	2. *Champion Camp: Have been on the golf course at least 5 times and/or have played golf at least one year*
	3. *Elite Camp:* *Tournament level players that are within a +13 handicap*

*a. 初学者训练营： 没有经验或还没有上过高尔夫球场的人*

*b. 冠军营：至少上过5次高尔夫球场和/或至少打过一年的高尔夫*

*c. 精英营：锦标赛级别的球员，他们的差点在+13以内*

1. *Adult Camps are open to golfers of all age and ability. We do our best to pair you up with others in the similar age and abilitiy.*

*成人训练营向所有年龄和能力的高尔夫球员开放。 我们会尽力让你和其他年龄和能力相近的人配对。*

**What is Our Camp Schedule?**

**训练营的日程安排？**

 *Camp schedules might vary slightly for each location due to different circumstances and setup. However, depending on which type of camp we select, the schedule is as follows:*

*由于情况和设置的不同，每个点的训练营时间表可能略有不同。然而，基于我们选择的营地类型，时间表如下：*

***Beginner Camp 初学营***

*9:00 – Camp Begins 开营*

 *9:00 – 12:00 Golf Instruction 高尔夫指导*

 *12:00 – 13:30 Lunch and Break 午餐/午休*

 *13:30 – 16:30 Afternoon Golf Instruction 午后高尔夫教学*

 *16:30 – Parent Pick Up 家长接回*

***Champion Camp 冠军营***

*9:00 – Camp Begins 开营*

 *9:00 – 12:00 Golf Instruction 高尔夫教学*

 *12:00 – 13:30 Lunch and Break午餐/午休*

 *13:30 – 16:30 On Course (no on course on the last day) 下场 (在最后一天没有下场)*

 *16:30 – 17:00 Team Building 团建*

 *17:00 - 17:30 – Parent Pick up 家长接回*

***Elite Camp 精英营***

*9:00 – Camp Begins 开营*

 *9:00 – 12:00 Golf Instruction 高尔夫教学*

 *12:00 – 13:30 Lunch and Break 午餐/午休*

 *13:30 – 16:30 Afternoon Golf Instruction午后高尔夫教学*

 *16:30 – 17:30 Self Practice 自我练习*

 *17:30 – Parent Pick Up 家长接回*

*Please note that pick up times may vary depending on golf course traffic, our staff members will update parents on the latest situation on the day. The times above do not include the last day, which includes a closing ceremony, and may end earlier depending on the camp type. If you have any inquiries of camp schedules, please ask our customer service representatives for further details.*

*请注意，接回时间可能会根据高尔夫球场的交通情况而变化，我们的工作人员会在当天向家长通报最新的情况。以上时间不包括最后一天，因为最后一天有结营仪式，根据营类型的不同，可能会提前结束。如果您对夏令营的时间有任何疑问，请向我们的客户服务代表询问更多细节。*

**What Time Should We Leave?**

**我们应该几点时候出发？**

*In order to start camp on time, we would recommend arriving at least 30 minutes before the start of camp.*

*为了按时开营，我们建议至少在开营前30分钟到达。*

**What Do I Need to Bring?**

**我需要带什么？**

*Government issued ID/passport, visa*

 *Please also see the “Suggested Packing List” below*

*官方签发的身份证/护照、签证*

 *也请看下面的 "建议的行李清单"。*

**Who are the Coaches?**

**谁是教练？**

*All coaches are PGA of America Learning Centers certified coaches who have been trained through our instructor training system ensuring the best possible instruction experience at the camp.*

*所有的教练都是美国PGA培训中心认证的教练，他们通过我们的教练培训系统，确保在训练营中作出最好指导。*

**How are the Campers Supervised?**

**我们是如何监督营员的？**

*The campers are supervised by the staff both on and off the course. Our staff is chosen not only for their golf teaching ability, but also for their ability to understand how to best work with children and teens and provide the best care possible in a safe environment.*

*营员们在球场上和球场外都受到工作人员的监督。我们所挑选的员工不仅是因为他们的高尔夫教学能力，还因为他们有能力理解如何最好地与儿童和青少年合作，并在安全的环境中提供最好的关照。*

**When Do I Need to Reserve My Spot for Camp?**

**我什么时候报名预订训练营？**

*Our PGA Junior Camps fill up quickly. In order to provide the best service and pair up golfers together in the right groups,* *we highly recommend early registrations. Our deadline for booking camps is one week in advance.*

*我们的PGA训练营会很快满员，为了提供最好的服务，并将球友分成合适的组别，我们预订训练营的截止日期是开营的前一周。*

**Should I Bring My Clubs?**

**我需要带球杆吗？**

*We recommend that if you have clubs, or are an experienced player, please bring your own clubs. For beginners, we provide golf club rentals at the Learning Center.*

*如你有球杆，或是有经验的球员，我们建议请自带球杆。对于初学者，我们的培训中心提供高尔夫球杆的租赁服务。*

**What is the Minimum Number to Start Camp?**

**开营的最小人数是多少？**

*4 people are required to start camp. If you do not meet the expected 4, you might be notified before the start of camp that camp will be postponed.*

*需要达到4个人才开营。如果没有达到预期的4人，你会在开营前接到推迟开营的通知。*

**Do I Need to Bring Cash?**

**我需要带现金吗？**

*All of your camp expenses are included: golf round, caddie tip and meal. However, if you would like to purchase Learning Center souvenirs, golf accessories or would like to have some extra pocket money, we suggest to bring cash or wechat pay.*

*你所有的营费都包括了：高尔夫比赛，球童小费和膳食。但是，如果你想购买培训中心的纪念品，高尔夫配件或者想有一些额外的零花钱，我们建议你带现金或者微信支付。*

**Is There a Benefit to Registering for Consecutive Weeks of Camps?**

**报名连续几周的训练营有什么好处吗？**

*By registering for multiple weeks of camp, your child will experience continued game development, as our instructors will have the opportunity to understand your child, his or her game, and how to get the most out of your child’s golf development. We also offer multi-week registration discounts as well*

*为您孩子报名多个星期的训练营，他们将在比赛中经历持续的发展，因为我们的教练可以更多的了解您的孩子在比赛中的表现，以及如何让您的孩子在高尔夫发展中获得最大的收益。我们还会提供连报多期营的折扣。*

**How Do I Pay?**

 *Mainland: Please fill in our Registration Form and pay through the payment QR Code.*

*大陆： 请填写我们的报名表并通过支付二维码付款。*

 *Overseas: Please fill in our Registration Form and pay through our on-line form.*

*海外：请填写我们的报名表，并通过我们的在线表格付款。*

**What is the Cell Phone Policy?**

**有关手机的规定**

*Typically, campers are not permitted to bring cell phones (or any electronic/web- linked devices) to camp, as we do not permit their use during the camp day. However due to the unique nature of our camp, we will permit your camper to bring a cell phone, as long as they agree to and abide by the policy on appropriate use of cell phones and electronic devices.*

*We ask that you do not call your child during the day. If you have an urgent message for your child, please call our center or the chaperone.*

 *通常情况下，营员不允许携带手机（或任何电子/网络连接设备）到营地，我们不允许在营地期间使用它们。然而，由于我们营地的特殊性质，我们将允许营员带手机，只要他们同意并遵守有关适当使用手机和电子设备的规定。*

*If campers are to bring phones, we will ask campers to keep phones in their bags until the end of camp. If we do not have a place to store phones, our coaches or staff will assist in the safe keeping of phones until the end of each day.*

*如营员带了手机，我们即将统一保管或会让孩子把手机放进自己的包里保管*

 *Boarders: Campers who are boarding with us will have an allocated time before lights out at 9:00pm to call parents*

*住宿营员：对于住宿的营员，在晚上9点熄灯前会给予一定的时间和家长通电话。*

**What is our Lights Out Policy?**

**有关熄灯的规定**

 *In order to maximize each camper’s learning ability, it’s important for campers to have a good night’s rest. For our boarders staying on site, our lights out policy is at 9:00pm every night. Our staff will have room checks every night at 9:30pm and 10:00pm to ensure that our campers are asleep and well rested for next day’s camp*

*为了最大限度地提高每个营员的学习能力，让营员有一个良好的夜间休息是很关键的。对于寄宿的营员，每晚9:00熄灯。我们的工作人员将在每晚9:30和10:00查房，以确保我们的营员都入睡。*

**What is our Rooming Policy?**

**有关房间分配的规定**

 *We want to provide a great experience while keeping safety as a priority for campers staying on site with us. Our chaperones room on site to ensure the safety of our boarding campers. We have chaperones on-site at all times and accessible to campers. We also utilize the buddy system to keep campers aware of other campers by looking after each other while they stay on site. Typically, 2-3 campers will be in one room depending on the total count of the campers.*

*我们希望为营员提供良好的体验，同时将安全作为首要考虑因素。我们的生活老师在营地内，确保营员的安全。我们随时都有生活老师员在场，可以让营员随时联系上。我们还建立伙伴制度，让营员在营地内互相照顾，让他们了解其他营员。通常情况下，2-3名营员分配在一个房间，这也取决于营员的总数。*

**Will there be Chaperones looking after my child?**

**是否会有陪护人员照顾我的孩子？**

 *Yes. There will be a chaperone on site that will stay with your child. Our chaperones are rigorously selected with background checks and are trained to ensure we provide a safe environment for your child staying with us. Our chaperones will also help lead team building activities in the evenings.*

*是的，现场会有一名生活老师与你的孩子在一起。我们的生活老师是经过严格的背景调查和培训的，以确保我们为您的孩子提供一个安全的环境。我们的生活老师还将在晚上开展团建活动。*

**What are the evening activities?**

**晚间有什么活动？**

 *Evening activities will depend on each location. Activities will range from golf course design to golf films to Golf English and other team building activitivies.*

*晚间活动将取决于各个营点。活动范围包括高尔夫球场设计、高尔夫电影、高尔夫英语和其他团队建设活动。*

**What Can I expect for Camp Accommodations?**

**我对营地的住宿有什么期望？**

*We partner with well-known hotels and accommodation venues within our camp to give you the best experience for living on-site. Please ask your customer service representative if you have any inquiries about your accommodation options.*

*我们与营地内的知名酒店和住宿场所合作，为你提供最佳的现场生活体验。如你有任何关于住宿的问题，请向你的客服代表询问。*

*Below are hotel example pictures of different options throughout Greater China.*

以下是整个大中华区各酒店实例图片。

[ Add Photo of Hotel examples]

[添加酒店实例的照片]

[ Add Photo of Hotel examples]

[添加酒店实例的照片]

**What Are My Meal Options?**

**训练营有怎样的伙食选择？**

*Meals are fully inclusive within the program at camp. Boarding campers receive three meals a day while day campers receive one lunch each day. All campers will be provided a nutritious meal that will power them through their day.*

在训练营的项目中，伙食是全包的。寄宿营员每日三餐伙食，而日间营员每日午餐伙食。所有的营员都享用营养丰富的膳食，为他们提供充足的能量。

[Add photo of restaurant examples]

[添加餐厅实例的照片]

**What if I Have Food Allergies?**

**如果有食物过敏怎么办？**

*Please let our customer representative know if you have any food allergies so that we can accommodate your needs.*

*如果你有任何食物过敏，请告诉我们的客户代表，以便我们能够满足你的需求。*

**Where Do We Meet?**

**我们在哪里见面？**

*Our customer representative from the location you sign up for camp will let you know where to go and what to bring for the first day of camp.*

*在你报名参加训练营的客户代表会告诉你第一天去哪里，带什么东西。*

**Suggested Packing List:**

**Golf Equipment - REQUIRED**

* 1 Complete set of golf clubs (driver, irons, wedges, putter)
* 1 Lightweight carry golf bag (students will carry bags on course)
* 1-2 Dozen golf balls
* Comfortable golf shoes
* Polo Golf Shirts
* Golf cap/visor
* Sunblock
* Water bottle

## Golf Equipment – RECOMMENDED

* Golf tees
* Golf gloves
* Sport sunglasses
* Umbrella

## Attire (Campers who are boarding)

* Light fitting/light colored clothes are encouraged
* Golf shirts/tops (moisture wicking material preferred)
* Shorts/skirts
* Undergarments
* Socks
* Belts
* Nightgowns or pajamas
* Pair of flip flops
* Rain gear

## Toiletries (Campers who are boarding)

* Toothpaste/Toothbrush/Floss
* Shampoo/Conditioner
* Feminine hygiene products (girls)
* Waterproof sunscreen 30+ SPF
* Chap-stick/lip balm with sunscreen
* Necessary medication – allergy medication

## Extras

* Camera
* Cell Phone (Handed to chaperone at the start of camp)
* Spending Money (+- 200rmb per week recommendation)

**PROHIBITED ITEMS:**

* Any weapons are prohibited in the premises. We want to provide a safe learning environment
* Heels are not allowed on the grass or the golf course
* T-Shirts are not allowed on the golf course
* Jeans are not allowed on the golf course

**建议的打包清单：**

**高尔夫装备 - 必需的**

* 1套完整的高尔夫球杆（发球木杆、铁杆、挖起杆、推杆）
* 1个轻便的高尔夫球袋（学生将在球场上携带球袋）
* 1-2打高尔夫球
* 舒适的高尔夫球鞋
* Polo高尔夫衫
* 高尔夫球帽/帽子
* 防晒霜
* 水瓶

**高尔夫装备 - 推荐使用**

* 高尔夫发球台
* 高尔夫手套
* 运动太阳镜
* 雨伞

**着装（登船的营员）**

* 鼓励穿浅色系的衣服
* 高尔夫衬衫/上衣（最好是吸湿排汗的材料）
* 短裤/短裙
* 内衣
* 袜子
* 腰带
* 睡衣或睡裤
* 一双拖鞋
* 雨具

**盥洗用品（寄宿的营员）**

* 膏/牙刷/牙线
* 洗发水/护发素
* 女性卫生用品（女孩）
* 防水防晒霜30+ SPF
* 唇膏/润唇膏与防晒霜
* 必要的药物 - 过敏药物

**其他用品**

* 相机
* 手机（开营时交给监护人）
* 零用钱（建议每周200元人民币以上）

**禁止携带的物品：**

* 禁止携带任何武器进入营地。我们力求提供一个安全的学习环境
* 草地和高尔夫球场上不允许穿高跟鞋
* 高尔夫球场上不允许穿T-恤
* 不允许穿牛仔裤进入高尔夫球场

**What is Your Cancelation Policy?**

**你们的取消政策是什么？**

*如果您不能参加已报名的营，请至少提前7天通知客户代表。如果没有这么做，可能会被扣费。*

**What is Your Refund Policy?**

**你们的退款政策是什么？**

*No Refunds. 不能退款*

***What Can I Do If I have already paid?***

***如果我已经付款，我可以做什么？***

 *There are a few options for customers that have already paid:*

*对于已经付款的客户，有几个选择：*

1. *Transfer to Another Camp – Customers that cannot attend this particular camp may change their date to a later time*
2. *Store Credit – Customers can store credit and use that amount for private lessons or other products*

*(1) 转到另一个训练营 - 不能参加这个特定训练营的顾客可以把他们的日期改到以后的时间。*

*(2) 商店余额 - 客户可以将余额用于私人课程或其他产品。*

**What is the Transfer Policy?**

转营政策是什么？

*If you are unable to attend the registered camp, please let your customer representative know at least 7 days in advanced so there is ample time to arrange for another camp, giving you a better experience*

*如果你不能参加已报名的训练营，请至少提前7天通知你的客户代表，以便有足够的时间安排另一个训练营，为你预备更好的体验。*