

Frequently Asked Questions (FAQs)

Expo City Camps: Spring Camp Edition

1. General Information

Q: What age groups is the camp suitable for?

A: The camp is designed for children aged **5 - 12 years old**. We offer age-appropriate activities and group campers accordingly. **Group 1 (5 – 7 years) and Group 2 (8 – 12 years)**.

Q: What are the camp dates and timings?

A: The camp runs from **24 March to 4 April**. Daily sessions are from **9:00 to 14:00 with an option of early drop-off at 8:00 and late pick-up till 17:00 at an additional cost**.

Q: Where is the camp located?

A: The camp is held at **Terra, Expo City Dubai** <https://maps.app.goo.gl/HLzApjoDQ3J6gsdU8>.

A map and directions including the nearest parking are available on our website.

Q: What types of activities will my child participate in?

A: Our camp aims to be educational and engaging with multiple activities like:

- Nature-filled activities
- STEM workshops
- Arts & Crafts sessions to spark creativity
- Team-Building challenges and games
- Local Wildlife Ecosystem explorations
- Scavenger Hunt in the great outdoors
- Nature Photography workshops
- Planting and Gardening activities
- Mindfulness and Yoga in nature

Q: Do you offer transport services?

A: Unfortunately, at the moment, we **do not offer a door-to-door transportation** to the Camps. However, you can access the Camp location by:

Car:

Terra A Parking: <https://maps.app.goo.gl/NAxHNzDRcCbpnfxJ7>, less than a 1-minute walk to our home base (Terra Pavilion at Expo City Dubai: <https://maps.app.goo.gl/HLzApjoDQ3J6gsdU8>)

Metro:

Red line to Expo 2020 Metro Station: <https://maps.app.goo.gl/Ggup6bfhoPc9kSXj6>.

2. Registration & Fees

Q: How can I register my child?

A: You can register online through this booking link:

<https://tickets.expocitydubai.com/event/98052>

For assistance, contact camps@expocitydubai.ae or WhatsApp [0502269682](tel:0502269682).

Q: What is the camp fee, and what does it include?

A: The fee is:

Early Bird discount applied:

- 1 week package (Mon-Fri): **AED 676 instead of AED 845**
- 1 day ticket: **AED 152 instead of AED 190**

Without Early Bird discount:

- 1 week package (Mon-Fri): **AED 845**
- 1 day ticket: **AED 190**

The price includes **all learning materials, activity kits, and supervision by trained staff**.

Early drop-off and late pickup add-ons:

- Add-on: Weekly extended hours (up to 4 hours per day): **AED 325**
- Add-on: Early drop-off and late pick-up (up to 4 hours daily): **AED 75**
- Add-on: Early drop-off or late pick-up (max. 1 hr): **AED 39**

Q: Do you offer discounts for siblings or referrals?

A: Yes. We offer a **10% sibling discount** when a booking is made for more than 1 child, and when a referral is made. Contact us on WhatsApp [+971502269682](tel:+971502269682) for details.

Q: What is your refund or cancellation policy?

A: Tickets are non-refundable, non-changeable and non-transferable.

3. Safety & Health

Q: Who supervises the campers?

A: The Expo City Camps Team consists of **trained educators and facilitators, certified childminding and safeguarding professionals, and first-aid-trained staff**.

Q: What safety measures are in place?

A: Safety is our top priority at Expo City Camp. We have:

- A dedicated first-aid station
- Emergency contacts of each camper on file upon registration
- Trained staff, and a secure check-in/check-out system

Q: What if my child has allergies or medical needs?

A: Please inform us during registration. We have protocols to handle **food allergies, medications, and medical conditions**.

Q: Do you provide meals and snacks?

A: We provide **nutritious snacks and lunch**, which can be

- Pre-booked during registration via our online form for meals
- Booked in-person during drop-off at PXB, our restaurant at Terra.

If your child has dietary restrictions, we encourage you to pack their meals.

Q: Is your camp accessible and inclusive for children of determination and those with special needs?

A: Expo City Camps are **fully accessible** to people of determination within 5-to-12-year age range, as long as they are **accompanied by a caregiver at all times**. The caregiver is fully responsible for the health, safety, and wellbeing of the accompanied child alongside the Expo City Camp Team. **Access for the caregiver is free of charge.**

4. Daily Camp Experience

Q: What should my child bring to camp?

A: Please pack:

- A **water bottle**
- **Healthy, nut-free snacks and meals**
- **Extra clothing** (if needed)
- A **hat & sunscreen** (for outdoor activities)
- Any **required medication** (with prior doctor's approval)

Q: What happens if my child doesn't enjoy the camp?

A: The Expo City Camps Team is trained to help kids adjust. If concerns arise, we will communicate with you to find a solution. We also welcome feedback and continuously work to enhance our camp experience.

Q: How will I receive updates about daily activities?

A: We share daily updates and photos and videos captured at random, via the WhatsApp Parents Group.

5. Drop-off & Pick-up

Q: What are the drop-off and pick-up procedures?

A: Drop-off is at **9:00 with early drop-off from 8:00**, and pick-up is at **14:00 with late pick-up till 17:00**. Only **authorized guardians** can pick up a child. In case there's a last-minute change to the assigned adult picking up the child, kindly inform us as soon as possible by contacting us at camps@expocitydubai.ae or WhatsApp **+971502269682**, so we can ensure a safe and timely pick up. Please note that the authorized person picking up the child will be asked to present a valid Emirates ID (or Passport) upon collection of the child. The list of authorized persons is kept in your child's file upon registration to Expo City Camps.

Q: What if I am late for pick-up?

A: We allow a **15-minute grace period**. Beyond that, a **late pick-up fee** will apply.

6. After Camp Activity

Q: Do you offer after-camp activities?

A: Yes. Extended camp activity is available from **14:00 to 17:00** for an additional **cost**:

- Add-on: Weekly extended hours (up to 4 hours per day): **AED 325**
- Add-on: Early drop-off and late pick-up (up to 4 hours daily): **AED 75**
- Add-on: Early drop-off or late pick-up (max. 1hr): **AED 39**

Q: Can my child attend for just a few days instead of the full camp?

A: Yes, we offer **flexible enrolment with daily and weekly options**.

Q: Are there any end-of-camp events?

A: Yes. We host an end of Camp celebration during the Summer Camps for both campers and parents.

For more details, contact us at camps@expocitydubai.ae or WhatsApp [+971502269682](https://www.whatsapp.com/business/profile/971502269682)