

## Frequently Asked Questions for Online reservation and Arrival Registration

1	<p><b>I have a valid admission ticket/SmartFun Annual Pass/Unlimited Entry Pass. How can I proceed with the admission registration in order to enter Ocean Park?</b></p> <p>All visitors can make use of the following methods for arrival registration:</p> <p>(1) All visitors, except those exempted, are required to provide their visit dates (Please refer to Qs 2), names and phone numbers for online reservation and arrival registration.</p> <p>(2) Visitors exempted from online reservations can either (i) scan the LeaveHomeSafe QR code or (ii) register their names, contact numbers and visiting date and time, upon entry.</p>
2	<p><b>Who are exempted from the online reservation?</b></p> <p>Below guests will be exempted from the reservation.</p> <p>(i) Hong Kong residents aged 65 or above</p> <p>(ii) Hong Kong residents aged 65 or above with no more than two accompanying children aged 3-11.</p> <p>(iii) Children aged below 3</p> <p>(iv) Guests with “Registration Card for People with Disabilities” issued by Labour and Welfare Bureau in Hong Kong</p>
3	<p><b>How far could I make reservation for my next visit?</b></p> <p>The system will release booking quota for the next 14 days at 5pm every day for visitors to make online reservations, while reservation will be on a first-come, first-served basis.</p>
4	<p><b>What kind of information is required for reservation?</b></p> <p>Visitors’ name as printed on identity document, contact person’s phone number and the ticket / pass details (last 4 characters of the admission ticket, or barcode number of the SmartFun Annual Pass/Unlimited Entry Pass) must be filled in at the time of registration, plus a valid email address for receiving the reservation notification.</p>
5	<p><b>Can I make online reservation for friends /family in the same reservation?</b></p> <p>Yes, you may select the number of guests in the reservation page so that you can make reservation for your friends / family under the same reservation.</p>
6	<p><b>What should I do with my reservation upon entry to the Park?</b></p> <p>Upon successful reservation, guests will receive a reservation QR code on the screen instantly and an email notification. Guests must present both the QR code and registered admission ticket/passes. As the reservation QR code is only valid for one-time entry, all registrants must enter the Park at the same time.</p>
7	<p><b>I have made online reservation for my coming visit. Upon arrival at the Park, am I still required to either scan the LeaveHomeSafe QR code at the Park entrance or provide name and phone number to your staff?</b></p> <p>No, you are not required to separately scan the LeaveHomeSafe QR code or provide name and phone number upon entry, as you have already filled in relevant information during online reservation.</p>
8	<p><b>If I have not completed the online reservation, can I visit the Park simply by either providing my name and phone number or scanning the LeaveHomeSafe QR code at the park’s entrance?</b></p> <p>No, you are required to make online reservation prior to the visit. On your visit date, you can present both the reservation QR code and registered admission ticket/pass for park entry.</p>

9	<p><b>I am a local senior resident aged over 65. I acknowledged that I am required to scan the LeaveHomeSafe QR code or provide my name and phone number upon entry. Can I do it online in advance?</b></p> <p>You are required to either scan the LeaveHome Safe QR code or provide your name and phone number for arrival registration upon entry on the visit date.</p>
10	<p><b>We are local residents visiting in a group of 1 adult and 1 senior. Should I make reservation for 2 persons or only reserve for 1 adult only?</b></p> <p>Hong Kong residents aged 65 or above are exempted from the online reservation. Therefore, you are only required to reserve for 1 adult only. Meanwhile, the senior is still required to either scan the LeaveHomeSafe QR code or provide his/her name and phone number to the Park for arrival registration upon park entry on the visit date.</p>
11	<p><b>What should I do if I arrive at different time with my friend/family?</b></p> <p>Since the QR code of an online reservation is only valid for one-time entry, all registrants must enter the Park at the same time. If you will be entering the Park at different time, you may consider making separate reservation for your entry.</p>
12	<p><b>How could I make online reservation if I do not have an admission ticket on hand?</b></p> <p>Guests are recommended to buy admission tickets from our official website, 7-Eleven or WeChat mini programme before making online reservation. Nevertheless, guests without admission tickets can still proceed their reservation through “Birthday/Welfare Ticket or Voucher Holder/ Ticket To be Purchased” page of the reservation platform.</p>
13	<p><b>Can I amend my reservation if I selected a wrong visit date or input wrong information?</b></p> <p>Once reservation is completed, the registered information cannot be altered. Therefore, please ensure your input is correct before submission of your reservation.</p>
14	<p><b>What should I do if I could not receive notification email after reservation?</b></p> <p>Guests will receive a reservation QR code on the screen instantly upon successful reservation for admission purpose. You are welcome to capture the screen and save it for entry.</p>
15	<p><b>What should I do if the reservation is full on my preferred visit date?</b></p> <p>We are sorry if your preferred visit date is fully reserved. You are highly recommended to reschedule your visit on another day which is available for reservation.</p>
16	<p><b>What should I do if I need to exit the Park for a while and re-enter within the day? Do I need to make another reservation or arrival registration for my re-entry?</b></p> <p>No, you do not need to make another reservation for re-entry. However, you need to approach our staff member at turnstile before you leave the park. You will be given a wristband and please present your wristband and the admission ticket / pass for re-entry verification.</p>
17	<p><b>Does my child under 3 years old require scanning LeaveHomeSafe QR code or completing the Park’s arrival registration for visit?</b></p> <p>All visitors are required to scan the LeaveHomeSafe QR code or provide his/her name and phone number to the Park for arrival registration upon park entry on the visit date. Parents can proceed the scanning or registration for their child on the visit day.</p>