

Holder of General Admission Ticket

1. I will need to redeem free ticket for birthday / welfare tickets. Am I required to make online reservation prior to visiting Ocean Park?

Yes, all guests must make online reservation through Ocean Park's official website prior to visiting, except those with exemption. You may choose the option of 'Birthday / Welfare ticket' under 'Ticket Type' during the online reservation.

2. Who are exempted from the online reservation?

Below guests will be exempted from the online reservation:

- (i) Hong Kong residents aged 65 or above
- (ii) Hong Kong residents aged 65 or above with no more than two accompanying children aged 3 to 11
- (iii) Children aged below 3
- (iv) Guests with "Registration Card for People with Disabilities" issued by the Labour and Welfare Bureau in Hong Kong

Besides, guests who have successfully applied for "Green Staycation" programme, "Get Closer to the Animals" programme, school education programme or student group ticket are not required to make online reservation.

3. I am a foreigner aged 70. Am I exempted from the online reservation?

Exemption is only granted to Hong Kong residents aged 65 or above. You are recommended to first check the reservation availability of your preferred visit date and purchase adult admission ticket through Ocean Park's online ticketing system. Then you can make online reservation with the ticket information on hand to ensure your entry.

4. How far could I make reservation for my next visit?

Online reservation can be made up to 14 days prior to your park visit on a first-come, first-served basis.

5. What kind of information is required for reservation?

The last 4 characters (consist of number, letter or both) of the admission ticket must be filled in at the time of registration, plus a valid email address for receiving the reservation notification.

6. Can I make online reservation for friends or family in the same reservation?

Yes, each reservation can include a maximum of 4 persons.

7. We are local residents visiting in a group of 2 adults and 2 seniors. Should I make reservation for 4 persons or only reserve for 2 adults?

Hong Kong residents aged 65 or above are exempted from the online reservation. Therefore, you are only required to reserve for 2 adults. A friendly reminder, all guests under the same reservation must be entering the park at the same time.

8. I am visiting with my family members in a party of 7. How should I make online reservation?

You can separate your group into two with 4 and 3 persons during online reservation. A friendly reminder, all guests under the same reservation must be entering the park at the same time.

9. What should I do with my reservation upon entry to Ocean Park?

Upon successful reservation, you will receive a reservation QR code on the screen instantly and an email notification. You must present both the QR code and registered admission ticket during entry. The reservation QR code would be scanned for verification and it would be deactivated upon scanning. Therefore, all registrants must enter the park at the same time.

10. What should I do if I arrive at different time with my friend or family?

Since the reservation QR code is only valid for one-time entry, all registrants must enter the park at the same time. If your friend or family will be entering the park at different times, you need to make separate reservations for them.

11. Do I need to enter the park at a designated time with my reservation?

No, you can enter the park anytime within the operating hours on the registered date.

12. How could I make online reservation if I do not have an admission ticket on hand?

You are recommended to buy admission ticket from Ocean Park's official website, 7-Eleven stores in Hong Kong or WeChat mini programme, and then make online reservation. Local residents who would like to enjoy birthday promotion or concessionary ticket offer can select the option of "Birthday / Welfare Ticket or Voucher Holder / Ticket to be Purchased" under "Ticket Type" upon registration.

13. Can I amend my reservation if I selected a wrong visit date or inputted wrong information?

Once reservation is completed, the registered information cannot be altered. Therefore, please ensure your input is correct before submission.

14. What should I do if the reservation is full on my preferred visit date?

Due to the capacity limitation, reservation will be processed on a first-come, first-served basis. If your preferred visit date is full, please reschedule your visit on another day which is available for reservation.

15. As the QR code of online reservation is only good for one-time use, 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 for my re-entry?

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 used for admission on that day for re-entry verification.

Holder of SmartFun Annual Pass member / Unlimited Entry Pass

1. I am a SmartFun Annual Pass member / Unlimited Entry Pass holder. Am I required to make online reservation prior to visiting Ocean Park?

Yes, SmartFun Annual Pass members and Unlimited Entry Pass holders can make online reservation through Ocean Park's official website with exclusive admission quotas prior to visiting. Limited quotas apply per visit date and reservations are available on a first-come, first-served basis.

2. Who are exempted from the online reservation?

Below guests will be exempted from the online reservation:

- (i) Hong Kong residents aged 65 or above
- (ii) Hong Kong residents aged 65 or above with no more than two accompanying children aged 3 to 11
- (iii) Children aged below 3
- (iv) Guests with "Registration Card for People with Disabilities" issued by the Labour and Welfare Bureau in Hong Kong

Besides, guests who have successfully applied for "Green Staycation" programme, "Get Closer to the Animals" programme, school education programme or student group ticket are not required to make online reservation.

3. How far could I make a reservation for my next visit?

Online reservation can be made up to 14 days prior to your park visit on a first-come, first-served basis.

4. What kind of information is required for reservation?

The whole SmartFun Annual Pass or Unlimited Entry Pass barcode number must be filled in at the time of registration, plus a valid email address for receiving the reservation notification.

5. Can I make online reservation for friends or family in the same reservation?

Yes, each reservation can include a maximum of 4 persons. All registrants must be SmartFun Annual Pass members or the holders of Unlimited Entry Pass.

6. What should I do if one of my companions is not a SmartFun Annual Pass member or a holder of Unlimited Entry Pass?

You have to register for your companion with their general admission ticket through the Park's official website.

7. Can I make online reservation for more than one visit day?

Yes, but only one reservation can be made for the same date of visit. Due to the capacity limitation, reservation will be processed on a first-come, first-served basis.

8. What should I do with my reservation upon entry to Ocean Park?

Upon successful reservation, you will receive a reservation QR code on the screen instantly and an email notification. You must present both the QR code and registered SmartFun Annual Pass or Unlimited Entry Pass during entry. The reservation QR code would be scanned for verification and it would be deactivated upon scanning. Therefore, all registrants must enter the park at the same time.

9. Can I make the reservation online if I lost my Smart Fun pass?

Please contact our Guest Relations at (852) 3923 2323 from 9am to 6pm and we would be able to provide the membership barcode number for online reservation after verification of membership details. On the date of visit, guest can approach the Ticketing Office for report lost / re-issue of SmartFun Annual Pass.

10. What should I do if I arrive at different time with my friend or family?

Since the reservation QR code is only valid for one-time entry, all registrants must enter the park at the same time. If your friend or family will be entering the park at different times, you need to make separate reservation for them.

11. Do I need to enter the park at a designated time with my reservation?

No, you can enter the park anytime within the operating hours on the registered date.

12. Can I amend my reservation if I selected a wrong visit date or inputted wrong information?

Once reservation is completed, the registered information cannot be altered. Therefore, please ensure your input is correct before submission.

13. What should I do if the reservation is full on my preferred visit date?

Due to the capacity limitation, reservation will be processed on a first-come, first-served basis. If your preferred visit date is full, please reschedule your visit on another day which is available for reservation.

14. As the QR code of online reservation is only good for one-time use, 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 for my re-entry?

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 SmartFun Annual Pass or Unlimited Entry Pass used for admission on that day for re-entry verification.

15. I have applied for the Unlimited Entry Pass online but haven't received the e-Pass so far. How can I make a reservation for the exclusive admission quota then?

Please contact our Guest Relations at (852) 3923 2323 from 9am to 6pm for assistance.

16. I will apply the Unlimited Entry Pass onsite upon arrival on my visit day. How can I make a reservation for the exclusive admission quota for my visit?

Guest may choose the option of 'Ticket to be purchased' under 'Ticket Type' in the 'General Admission' tab in the online reservation. After successful reservation, guest can approach Ticketing Office for onsite application of Unlimited Entry Pass.