

海洋公園  
遊樂童萌會 – 自然探索班、創意表達話劇班  
條款及細則

(A) 參加者資格及條件

1. 自然探索班適合 1.5 至 3 歲小童參加；創意表達話劇班適合 3 至 6 歲小童參加。
2. 參加者如患有以下疾病，包括但不限於發燒、咳嗽、傷風 / 感冒、作嘔、腹瀉、嘔吐、皮疹、皮膚病、心臟病、肺病、血友病、腦癇症、接觸動物時出現暈浪、昏厥 / 眩暈 / 失去知覺徵狀、對動物或水有恐懼、或對魚敏感或免疫缺損者，本園並不建議參與本課程。
3. 參加者若感染預防及控制疾病條例（香港法例第 599 章）第一附表中載明之任何傳染病<sup>註 1</sup>，均不能參與本課程。
4. 參加者若身體不適，請留在家中休息，以保障所有參加者之安全。如有需要，本園亦會要求身體不適的參加者於課程進行期間離開。
5. 參加者若作出對他本人或其他參加者構成危險或不妥的行為，或不遵從本園導師發出的指引，本園會與其家長溝通並以合適的方法處理該參加者的行為問題。但若情況未見改善，本園會在適當情況下請家長帶參加者離開。本園不會對任何因行為問題而離開的參加者作出任何賠償。
6. 參加者入場須遵守海洋公園入口處所示之公園所有附例及安全規則。海洋公園對公園內任何人士之任何財物的任何種類之損失或任何損害概不承擔任何責任或負責。
7. 參加者必須能夠在遇上緊急事故時，於本園職員的指示下迅速離開課程場地。
8. 任何情況下，參加者均須絕對遵從海洋公園員工之指示。
9. 如參加者在課程期間遺失或損毀本園財產，參加者須照價賠償。
10. 本園職員擁有最終權力決定任何參加者是否適合參與課程，並為確保安全或秩序之情況下，有權拒絕任何人士參與課程。
11. 本園有權更改以上之參加者資格及條件，並無需另外通知。

註 1：該傳染病包括急性脊髓灰質炎（小兒麻痺）、阿米巴痢疾、炭疽、桿菌痢疾、肉毒中毒、水痘、基孔肯雅熱、霍亂、社區型耐甲氧西林金黃葡萄球菌感染、2019 冠狀病毒病、克雅二氏症、登革熱、白喉、腸病毒 71 型感染、食物中毒、乙型流感嗜血桿菌感染（侵入性）、漢坦病毒感染、侵入性肺炎球菌病、日本腦炎、退伍軍人病、麻瘋、鉤端螺旋體病、李斯特菌病、瘧疾、麻疹、腦膜炎雙球菌感染（侵入性）、中東呼吸綜合症、流行性腮腺炎、新型甲型流行性感冒、副傷寒、鼠疫、鸚鵡熱、寇熱、狂犬病、回歸熱、風疹（德國麻疹）及先天性風疹綜合症、猩紅熱、嚴重急性呼吸系統綜合症、產志賀毒素大腸桿菌感染、天花、豬鏈球菌感染、破傷風、結核病、傷寒、斑疹傷寒及其他立克次體病、病毒性出血熱、病毒性肝炎、西尼羅河病毒感染、百日咳、黃熱病和寨卡病毒感染。

(B) 基本條款

1. 每份報名表只供一位參加者報名一個課程。
2. 所有報名表必須由參加者之家長或家長授權的監護人<sup>註 2</sup>清楚填寫。
3. 所有已繳交之參加費用恕不退還。
4. 除(F)部、(G)部及(H)部所列明之條款以外，報名一經確定，參加者不得轉換課程班別、日期、時間、及參加者姓名。
5. 若參加者有任何對食物敏感、特別健康狀況或其他需要注意的地方，請必須於報名時在「參加者資料 > 參加者是否對任何食品 / 物件 / 動物過敏？」內列明。如參加者之特別要求超越本園執行範圍，其報名將不予接納。
6. 自然探索班（1.5-2.5 歲）、自然探索班（2-3 歲）的參加者須有一位家長或家長授權的監護人陪同。

課程費用包括 1 位成人及 1 位小童參與九十分鐘的教育課程 ( 包括在不同地點間走動的時間 )。

7. 創意表達話劇班 ( 3-6 歲 ) 的參加者於完成課程後必須由家長或家長授權的監護人接送。課程費用包括 1 位小童參與九十分鐘的教育課程 ( 包括在不同地點間走動的時間 )。
8. 參加者必須準時於指定地點集合，逾時不候。
9. 工作人員將於課程第一天以參加者之姓名及電郵確定信核對。
10. 如參加者使用智紛會員優惠報名，請於課程當日出示有效的智紛全年入場證以作核對。如未能出示智紛全年入場證，參加者所享用的優惠會被即時取消，參加者必須於課程開始前繳交課程費用差額，否則不能參與當日的課程。
11. 除得到本園導師批准外，所有參加者不得擅自離開團隊。
12. 請勿攜帶貴重物品參與本課程，海洋公園對園內任何人士之任何種類之損失或任何損害概不承擔任何責任或負責。
13. 參加者在課室內及幕後設施內不准拍照、錄影及使用手提電話。
14. 課程費用並不包括課程前後之留園費用。如欲於課程後繼續使用本園設施，必須自費購買日間入場門票或出示有效的智紛全年入場證。

註 2：「監護人」的涵義與《未成年監護人條例》中該詞的涵義相同，並需年滿 18 歲或以上。

### (C) 報名方法及程序

參加者必須於課程開始日前最少 7 天於網上報名。課程名額先到先得，額滿即止。報名完成及成功後會即時收到電郵確定信，請留意確定信有否被誤標示為垃圾郵件。

### (D) 付款方法

1. 報名只接受以 Visa 及萬事達信用卡付款。本園將從報名時使用的信用卡戶口內扣除有關之課程費用。所有已繳交之費用恕不退還。
2. 每張信用卡每天接受最多 3 次交易。
3. 為了令網上付款更為安全，我們備有 Visa 驗證服務和萬事達卡安全密碼驗證服務。請於報名前確保所使用的信用卡已透過發卡機構的登記網頁啟動驗證服務。

### (E) 課程優惠及報名

1. 海洋公園智紛全年入場證會員優惠
  - i. 會員尊享課程費用折扣優惠。此優惠不可與其他推廣優惠共用。
  - ii. 3 歲以下參加者的父母可使用自己的智紛全年入場證為孩子報讀課程，該全年入場證必須於報名及課程當天有效才可享有優先報名及課程優惠。( 請於報名前最少 5 天於網上申請新證或續證，以取得智紛全年入場證會員號碼作報名之用。)
  - iii. 3 至 6 歲參加者必須於報名及課程當天均為智紛全年入場證持卡人方可享有上述優惠。參加者姓名必須與其智紛全年入場證所列的相同。( 請於報名前最少 5 天於網上申請新證或續證，以取得智紛全年入場證會員號碼作報名之用。)
2. 非智紛全年入場證會員可享早鳥優惠
  - i. 非智紛全年入場證會員於指定早鳥優惠時段可享課程費用折扣。此優惠不可與其他推廣優惠共用。

#### (F) 課堂更改或取消

1. 本園擁有最終決定權即時終止或取消課堂。
2. 所有課堂行程或內容如有更改，恕不另行通知。
3. 本課堂有可能因以下情況取消(本園會為參加者安排課堂取消後起計兩個月內補堂)。在一般情況下，本園不會在當日課堂開始前因惡劣天氣而另行通知課堂安排，家長請參閱本園遊樂童萌會網頁之「特別情況及惡劣天氣指引」：
  - i. 香港天文台發出紅色或黑色暴雨警告信號；
  - ii. 香港天文台發出三號或以上之熱帶氣旋警告信號；

時間	i) 紅色/黑色暴雨警告 ii) 三號或以上熱帶氣旋警告	課堂安排
集合時間前兩小時	生效	所有課堂取消
	取消	所有課堂繼續進行
課堂開始後	生效	所有課堂於室內繼續進行
	若天文台改發或預告將會改發 八號或以上熱帶氣旋警告	課堂會立即中止。 家長須盡快接回參加者

- iii. 香港教育局宣佈幼稚園停課；
- iv. 香港社會福利處宣佈幼兒中心暫停開放。

時間	iii) 香港教育局宣佈幼稚園停課 iv) 香港社會福利處宣佈幼兒中心暫停開放	課堂安排
集合時間前兩小時	生效	所有課堂取消
	取消	所有課堂繼續進行
課堂開始後	生效	課堂會立即中止。 家長須盡快接回參加者。

4. 若課堂開始前天文台改發或預告將會改發三號熱帶氣旋警告信號，課堂將會取消。正在前來參加課堂的家長應妥善安排孩子返家。本園會盡量安排導師照顧已抵園的參加者。
5. 如課堂期間遇上以上惡劣天氣情況，本園職員會通知家長有關安排。

#### (G) 課堂調動 / 補堂安排

1. 如需要為學生申請課堂調動，請預早致電 ( 852 ) 3923 2323 ( 請於接通後選擇語言，續按[4]字 ) 通知本園，並需提供有關文件。
2. 如因個人原因而申請課堂調動，學生需於課堂最少兩天前提出。
3. 課堂調動 / 補堂只適用於相同課程之課堂及不可早於原本課堂的日期。
4. 學生只可因病假或事假申請一次課堂調動 / 補堂 ( 創意表達話劇班不設課堂調動 / 補堂 )。
5. 如因任何原因學生缺席補堂，本園將不會再次接受申請課堂調動 / 補堂。
6. 如因惡劣天氣、傳染病爆發或懷疑傳染病爆發或其他原因引致本園提出取消遊樂童萌會的課堂，本園會安排補堂 / 課堂調動供參加者選擇，申請課堂調動 / 補堂的名額亦不會受影響。創意表達話劇班因不設課堂調動 / 補堂，本園將安排退回受影響課堂日子之部份款項。
7. 如因任何原因學生需額外申請課程調動或退款，本園會按每個申請收取港幣 200 元作行政費用，而申請亦需經本園批核。

(H) 退款安排及行政費用

情況 (只限課堂調動 / 補堂不適用時)	自然探索班、創意表達話劇班
由本園提出取消課堂 1. 因(F)部第三點所列明之情況;或 2. 傳染病爆發或懷疑傳染病爆發 (由衛生防護中心提供 <a href="https://www.chp.gov.hk/tc/health-topics/24/index.html">https://www.chp.gov.hk/tc/health-topics/24/index.html</a> )	- 按受影響日數退回部分活動款項 - 豁免行政費用

(I) 海洋公園保留隨時修訂以上各項資料的權利，而毋須另行通知。

(J) 如有任何爭議，將以海洋公園之最終而具約束力的決定為準。



## 海洋公園公司（「本園」或「我們」）

### 收集個人資料聲明

我們爲了下列理由在此收集閣下的個人資料，並以此聲明及本園的個人資料私隱政策聲明中所列明的指引及原則，處理及持有該等資料。該等指引及原則廣泛適用於我們持有的資料。我們力圖充分遵守香港法例第 486 章個人資料（私隱）條例的條文。

我們提供此聲明以表明我們對保護閣下私隱的堅定承諾及披露我們收集及移轉資料的慣常做法。

### 收集方式

我們主要透過請求閣下填寫表格或問卷直接收集個人資料，亦會為提供閣下要求的服務、活動或設施收集個人資料。

我們亦可能收集有關閣下的互聯網協定地址、瀏覽器類型、域名及瀏覽時間的資料。

### 可能被收集的個人資料

我們為提供服務、活動及設施，視乎所提供的服務、活動及設施的性質，需要閣下不時向我們提供不同種類的個人資料。我們收集的個人資料可能包括（但不限於）閣下的姓名、年齡、稱謂、職位、地址、聯絡號碼（包括流動電話及傳真號碼）及電郵地址。該等個人資料亦可能關於閣下要求的資訊、服務、活動或設施有關的其他人士，例如閣下子女或其他家庭成員的個人資料。閣下可自行選擇提供個人資料或任何資料，但若未能提供我們要求所需的個人或其他資料，可能會導致我們無法處理閣下的要求或提供閣下要求的服務、活動及設施。

我們提供的某些教育或其他課程或活動為團體活動，並會於海洋公園範圍內動物或生物生活的棲息地內進行。該等活動亦會於本園開放時間內進行，除參加者外的客人可觀看該等活動。因此參加者有機會被本園的攝影師、該等活動的其他參加者或棲息地或場所內的客人拍攝。該等活動的每位參加者因此必須無條件同意在活動過程中被本園的攝影師或其他參加者或客人拍攝。參加者遞交參加有關活動的申請表格即代表其接受此條件。

我們亦可能產生及編制有關閣下的資料。閣下提供的或我們不時產生及編制有關閣下的個人資料及其他資料統稱為「閣下資料」。

### 使用閣下資料

我們可能不時使用閣下資料作下列一個或多個用途：

- (i) 提供服務、活動及設施及處理有關的申請或要求，包括但不限於購買海洋公園門票及香港海洋公園

學院的教育課程/活動及智紛全年入場證會員申請、運作我們的網站及有關的行政、管理、運作及維修事宜；

- (ii) 與閣下溝通，包括但不限於回應閣下對資訊、服務、活動及設施的要求；
- (iii) 設計及提供比賽、遊戲、抽獎、推廣、意見調查及/節目；
- (iv) 使閣下能夠從我們的網站向朋友發送有關所選網頁的電郵或電子賀卡；
- (v) 促銷產品、服務、活動、設施及其他標的（詳情請參閱以下「在直接促銷中使用閣下資料」部分，閣下可選擇不接收促銷資訊）；
- (vi) 訂制閣下於我們網站的體驗、顯示閣下感興趣的內容、利用與廣告商（在不透露我們網站的個人用戶的身份的基礎上）綜合分享的人口數據根據閣下的喜好顯示內容；
- (vii) 診斷我們伺服器出現的問題及使用閣下的互聯網協定地址管理我們的網站；
- (viii) 進行內部統計研究及分析；
- (ix) 在香港境內或境外適用的任何法律、法院命令、指令、守則或指引要求下作出披露；
- (x) 調查及處理涉及本園，包括香港海洋公園學院或香港海洋公園保育基金，或我們的任何客人或網站使用者的投訴或個案；及
- (xi) 預防、偵測或調查可疑或非法活動。

若個人資料將於收集後被顯示，例如宣布比賽獲獎人士詳情，我們將適當地把資料匿名並預先告知閣下。

### 披露閣下資料

我們重視接收到的所有個人資料並盡力保持其私隱。除非閣下事先同意或法律要求，我們並不會向任何第三方轉移或披露閣下資料，唯我們可能如以下所述於香港境內或境外轉移或披露閣下資料（而我們並不會向另一方轉移閣下資料以供其在直接促銷中使用）：

- (i) 我們的附屬公司、聯營公司及/或商業夥伴；
- (ii) 就我們的運作向我們提供服務或意見（使我們能夠提供或協助我們提供閣下要求的服務、活動或設施）的任何人員、代理人、顧問、核數師、承包商或服務供應商；
- (iii) 若閣下同意或不反對我們在直接促銷中使用閣下資料（詳情請參閱以下「在直接促銷中使用閣下資料」部分），我們與其分享資料以向閣下提供特別優惠及資訊的促銷傳訊及營運夥伴；
- (iv) 對我們有保密責任的任何人士；及
- (v) 我們根據香港境內或境外適用的任何法律、法院命令、指令、守則或指引要求需要向其作出披露的任何人士。

因我們無力控制非我們代理人的任何第三方（例如我們需要向其披露閣下資料的任何政府機構）的行為，閣下應留意此聲明內所載列的私隱保障並不適用於根據此聲

明向該等第三方披露的任何資料。我們會盡量只跟負責任的第三方往來，但我們對該等第三方所提供的私隱保障並不負責。

### 在直接促銷中使用閣下資料

除非閣下同意或不反對，我們方可在直接促銷中使用閣下資料。就直接促銷，我們有意：

- (i) 使用我們不時收集、編制、產生或持有的閣下姓名、聯絡詳情、客戶分析資料、服務、產品及活動組合資料及交易模式及行為資料；及
- (ii) 促銷及推廣有關本園（包括香港海洋公園學院及香港海洋公園保育基金）或我們的商業及合作夥伴的產品、服務、活動、設施、教育課程、比賽、遊戲、抽獎、推廣及/或項目，包括：
  - 我們的「智紛全年入場證」會員獎賞計劃、福利及優惠
  - 園內餐飲推廣
  - 園內紀念品及商品推廣
  - 親子、教育或康樂活動
  - 本園設施、景點及動物資訊或香港海洋公園保育基金的消息及資訊
  - 節日或慈善活動或特別節目
  - 購票服務及相關資訊
  - 動物及環境保育
  - 交通運輸服務
  - 酒店住宿及款待
  - 意見調查；及

我們的商業及合作夥伴提供的產品及服務包括：

- 航空及交通運輸服務
- 旅遊服務及產品
- 餐飲
- 家居用品
- 個人護理產品
- 電訊及相關產品及服務
- 書刊及其他印刷品
- 影音產品
- 教育、玩具及兒童商品及服務
- 消閑產品
- 運動用品
- 美容產品及服務
- 時裝及服裝
- 鮮花及禮物籃
- 銀行、金融及保險產品
- 鐘錶及首飾珠寶
- 電腦、電子產品及遊戲
- 汽車及相關產品及服務
- 互聯網及社交媒體服務
- 房地產
- 購物中心

- 超級市場及便利店
- 博物館、文化中心、戲院及其他場所及相關節目、展覽、表演及娛樂
- 酒店住宿及款待
- 現金券、優惠券及禮品卡
- 慈善活動

如閣下不欲我們在直接促銷中使用閣下資料，煩請在本表格中的方格內加上剔號(“✓”)或以電話通知我們的客務經理行使閣下選擇不接受直接促銷的權利。閣下亦可在任何時候致函下列地址、致電 (852) 3923 2323 或按直接促銷資訊中提供的聯繫方式聯絡我們選擇不接受直接促銷。

### 查閱及改正資料

閣下有權查閱及（如適用）改正或更新我們持有的有關閣下的任何個人資料。閣下亦有權要求獲悉我們的私隱政策及我們持有的個人資料種類的詳情。

如閣下希望行使任何該等權利，煩請向我們的客務經理發送電郵至 [gr@oceanpark.com.hk](mailto:gr@oceanpark.com.hk) 或致函下列地址：

客務經理  
香港海洋公園  
香港香港仔海洋公園  
電話：(852) 3923 2323  
傳真：(852) 2873 5584

**Ocean Park**  
**Young Explorers Club – Nature Exploration and**  
**Creative Communication & Drama Play**  
**Terms and Conditions**

**(A) Criteria for Participation**

1. Nature Exploration is suitable for children aged 1.5 to 3; Creative Communication & Drama Play is suitable for children aged 3 to 6.
2. Participation is not recommended for children suffering from sickness or physical limitation including, but not limited to, fever, cough, cold/flu, nausea, diarrhea, vomiting, rash, skin disease, heart disease, lung disease, haemophilia, epilepsy, fainting/giddiness/loss of consciousness when in close contact with animals, phobia of water or animals, allergy to fish or depressed immune mechanisms.
3. Applicants suffering from any infectious disease specified in the First Schedule to the Prevention and Control of Disease Ordinance (Cap 599 of the laws of Hong Kong) <sup>Remark 1</sup> will not be allowed to take part in this programme.
4. To safeguard all participants, sick participants should stay at home if they are sick. Ocean Park reserves the right to request that sick participants leave the programme in case of such necessities.
5. If a situation arises in which a participant threatens the safety or security of another participant, or if a participant shows disregard of programme guidelines, we will communicate with the parents and make every appropriate effort to handle the participant's behaviour. Should the disruptive behaviour continue, the participant may be dismissed from the programme and should leave the Park with his/her parents at the discretion of Ocean Park. The Park will not be held responsible for any cost associated with a child's dismissal on the ground of disruptive behaviour.
6. A condition of entry is that participants must comply with all the Park's by-laws and safety rules, which are available at the entrance of Ocean Park. Ocean Park shall be under no liability or responsibility for loss of any kind or damage to any property of any person in the Park.
7. In case of emergency, participants must be able to quickly exit the activity venue under the guidance of Park's staff.
8. Participants must absolutely follow all the instructions given by Park staff at all times.
9. If the Park's property is found lost or damaged during the programme, reimbursement in full cost must be made by the participant concerned.
10. The Park's staff shall at all times have the full and final right to determine whether any participant is suitable for the programme and may refuse entry if refusal is necessary to ensure safety or order.
11. The criteria listed above are subject to change at the discretion of the Park and without prior notice.

Remark 1: These diseases include Acute poliomyelitis, Amoebic dysentery, Anthrax, Bacillary dysentery, Botulism, Chickenpox, Chikungunya fever, Cholera, Community-associated methicillin-resistant Staphylococcus aureus infection, Coronavirus disease 2019 (COVID-19), Creutzfeldt-Jakob disease, Dengue fever, Diphtheria, Enterovirus 71 infection, Food poisoning, Haemophilus influenzae type b infection (invasive), Hantavirus infection, Invasive pneumococcal disease, Japanese encephalitis, Legionnaires' disease, Leprosy, Leptospirosis, Listeriosis, Malaria, Measles, Meningococcal infection (invasive), Middle East Respiratory Syndrome, Mumps, Novel influenza A infection, Paratyphoid fever, Plague, Psittacosis, Q fever, Rabies, Relapsing fever, Rubella and congenital rubella syndrome, Scarlet fever, Severe Acute Respiratory Syndrome, Shiga toxin-producing Escherichia coli infection, Smallpox, Streptococcus suis infection, Tetanus, Tuberculosis, Typhoid fever, Typhus and other rickettsial diseases, Viral haemorrhagic fever, Viral hepatitis, West Nile Virus Infection, Whooping cough, Yellow fever and Zika Virus Infection.

**(B) General Conditions**

1. One enrolment form is for one participant and one programme only.
2. All enrolment documents should be clearly filled in by the parent or the authorized guardian <sup>Remark 2</sup>.
3. All payments are non-refundable.
4. The chosen programme session, date, time, theme and participant's name cannot be changed upon confirmation, except under the circumstances stated in Part (F), Part (G) and Part (H) below.
5. Should the participant have any food allergy, special medical condition or require special attention, please specify them clearly in the Participant Information field, "Is participant allergic to certain food/ objects/ animals?" Enrolment will not be accepted if the special request exceeds the operational scope of Ocean Park.

6. Participants of the Nature Exploration (1.5-2.5 years old) and Nature Exploration (2-3 years old), must be accompanied by their parents or authorized guardians throughout the programme. The programme fees include a 90-minute educational programme for 1 accompanying caregiver and 1 child (including walking time between different locations).
7. Participants of the Creative Communication & Drama Play (3-6 years old) must be picked up by their parents or authorized guardians at the end of each programme day. The programme fees include a 90-minute educational programme for 1 child (including walking time between different locations).
8. Please arrive at the gathering point punctually. Late-comers might not be admitted to the programme.
9. Participant's email confirmation letter should be presented for verification on the first date of visit.
10. If participant enrolled the programme by SmartFun member's discount, he/she must present a valid SmartFun Annual Pass for verification on the programme date. The discount will be immediately forfeited if the participant fails to present it. He/She must settle the price difference before the programme commencement, or else he/she is not allowed to attend the programme on that day.
11. All participants are not allowed to leave the group without prior approval from the instructor.
12. It is highly recommended that no valuable items should be brought to the Park. Ocean Park shall be under no liability or responsibility for any loss or any damage to the property of any participant in the Park.
13. It is prohibited to take photo, video or use mobile phone inside the classroom or at the back-of-house of all animal facilities.
14. Participants who wish to continue exploring the Park after the class must purchase admission tickets or present a valid SmartFun Annual Pass to the instructor.

Remark 2: "Guardian" has the same meaning as in the < Guardianship of Minors Ordinance >, and must be aged 18 or above.

### **(C) Enrolment Method And Procedures**

Enrolment must be made online at least 7 days before the first day of programme. Enrolment will be considered on a first-come-first-serve basis. A confirmation letter will be sent via email once the payment has been received. Please also pay attention if the confirmation letter was wrongly identified as spam or junk mail.

### **(D) Payment Method**

1. Payment should be made by credit card (Visa and MasterCard) only. The programme fee will be debited from the credit card account provided in the online enrolment. All payments are non-refundable.
2. A maximum of 3 transactions can be made per credit card per day.
3. To strengthen the security of online payment, Verified by Visa and MasterCard®SecureCode™ is available. Please ensure that the credit card for payment has been duly activated for verification service through its card issuer before your enrolment.

### **(E) Privileges of Enrolment of Programmes**

1. Ocean Park SmartFun Annual Pass Members Privilege
  - i. Members could enjoy a special discount on programme fee. This offer cannot be used in conjunction with other promotional offers.
  - ii. For the participants aged below 3, enrolment can be made with parents' valid SmartFun Annual Pass on the date of enrolment and programme in order to enjoy the privilege. (Please apply for or renew the SmartFun Annual Pass at least 5 days before your enrolment in order to get the SmartFun membership number for enrolment)
  - iii. For the participants aged 3 to 6, they must be a valid SmartFun Annual Pass member on the date of enrolment and programme in order to enjoy the privilege. Enrolments can only be submitted with the same participant's name as in the SmartFun Annual Pass. (Please apply for or renew the SmartFun Annual Pass at least 5 days before your enrolment in order to get the SmartFun membership number for enrolment)
2. Non-SmartFun Annual Pass Members Early Bird Privilege
  - i. Non-SmartFun Annual Pass members could enjoy a special discount on programme fee within the specified period of Early Bird Privilege. This offer cannot be used in conjunction with other promotional offers.



## (F) Cancellation and Change of Programme

1. The decision to immediately terminate or cancel any programme shall be at the sole discretion of Ocean Park.
2. The itinerary or contents of the programme may be subject to change without prior notice.
3. Programmes will be cancelled under the following circumstances (Make-up classes will be arranged for participants within 2 months counting from the cancellation date of programme). Ocean Park will not contact parents for adverse weather arrangement on the programme date before programme starts under normal circumstances, please check the “Special Circumstances & Weather Arrangement” under the section “Young Explorers Club” of the Park’s website for further details:
  - i. A red or black rainstorm warning is issued by the Hong Kong Observatory;
  - ii. A Tropical Cyclone Warning Signal No. 3 or above is hoisted by the Hong Kong Observatory;

Time	i) Red/black rainstorm signal ii) Tropical Cyclone Warning Signal No. 3 or above	Programme Arrangement
2 hours before gathering time	Issued	All programmes cancel
	Lowered	All programmes resume
After programme commences	Issued	All programmes run indoor activities
	<b>When Tropical Cyclone Warning Signal Pre-No. 8/ No. 8 or above is issued</b>	<b>All programmes cancel immediately. Parents should pick up participants as soon as possible.</b>

- iii. An announcement of suspension of kindergartens by the Education Bureau;
- iv. An announcement of suspension of child care centres by the Hong Kong Social Welfare Department.

Time	Announcement of suspension of: iii) Kindergarten by the Education Bureau iv) Child care centres by Hong Kong Social Welfare Department	Programme Arrangement
2 hours before gathering time	Issued	All programmes cancel
	Lowered	All programmes resume
After programme commences	Issued	<b>All programmes cancel immediately. Parents should pick up participants as soon as possible.</b>

4. If pre-warning thereof, or Tropical Cyclone Warning Signal No.3, is issued before the programme time, all programmes will be cancelled. Parents should take the children home even if on the way. Ocean Park will arrange staff to look after children who have already arrived.
5. Instructors will contact parents about the above arrangement in such cases of adverse weather during the programme period.

## (G) Arrangements of Rescheduled Class / Make-Up Class

1. If there is a need to apply for sick leave, please inform us in advance at (852) 3923 2323 (choose the language and then press [4]). Relevant substantiation documents have to be provided.
2. Participants who need class reschedule due to personal leave must apply to the Park at least 2 days before the date of class.
3. Rescheduled class / Make-up class cannot be earlier than the date of original class and only applicable to other class of the same programme.
4. Participants are only allowed to apply for reschedule of class / attendance of make-up class once per programme for sick leave or personal issue (No rescheduled class or make-up class is available for Creative Communication & Drama Play).
5. No additional / further reschedule of class or attendance of make-up class would be considered if absence.

6. Under adverse weather, disease outbreak, or any other reasons which lead to YEC class suspension initiated by the Park, make-up class / reschedule to other existing classes would be arranged for participants to choose and the quota of reschedule will not be counted. For Creative Communication & Drama Play, reschedule could not be arranged and partial programme fee for the impacted day would be refunded.
7. For any additional reschedule request on top of the once per month quota or refund request, an administration fee HK\$200 would be levied for each request and the request is subject to the Park's approval.

**(H) Refund Arrangements and Administration Fee**

<b>Scenarios (Only if make-up class or reschedule of class is not applicable)</b>	<b>Nature Exploration, Creative Communication &amp; Drama Play</b>
<p><b>Class Cancellation Initiated by the Park</b></p> <ol style="list-style-type: none"> <li>1. Under the circumstances stated in point 3 of Part (F); <b>OR</b></li> <li>2. Communicable diseases outbreak or suspected outbreak (as advised by CHP <a href="https://www.chp.gov.hk/en/healthtopics/24/index.html">https://www.chp.gov.hk/en/healthtopics/24/index.html</a>)</li> </ol>	<ul style="list-style-type: none"> <li>- Partial refund of programme fee for the impacted day(s)</li> <li>- Administration fee does not apply</li> </ul>

**(I) Ocean Park reserves the right to change the above contents at any time without further notice.**

**(J) In case of any dispute, the decision of Ocean Park Corporation shall be final and binding.**



## Ocean Park Corporation (the "Park" or "we") Personal Information Collection Statement

Our collection of your personal information in this case is for the reasons set out below and we aim to process and hold such information on the basis of the guidelines and principles set out in this Statement and in our Privacy Policy Statement which applies generally to information held by us. We seek to comply fully with the provisions of the Personal Data (Privacy) Ordinance (Chapter 486) of the laws of Hong Kong.

We have created this Statement in order to demonstrate our firm commitment to your privacy and to disclose our information gathering and dissemination practices.

### Manner of Collection

We primarily collect personal information directly by requesting that you complete forms or questionnaires, and also in connection with provision of services, activities or facilities to you at your request.

We may also collect information regarding your internet protocol address, browser type, domain name and access time.

### Personal Data which may be Collected

From time to time, it is necessary for you to supply us with different categories of personal information in connection with our provision of services, activities and facilities, depending on the nature of the services, activities and facilities offered. The personal information we collect may include (but not limited to) your name, age, title, position, address, contact number (including mobile phone and fax numbers) and email address. The personal information may also relate to other persons relevant to the information, services, activities or facilities you have requested, for example, personal information of your children or other family members. The provision of personal data or any information is voluntary, but any failure to supply the necessary personal data or information requested may result in us being unable to process your requests or provide the services, activities and facilities requested by you.

Certain education or other programmes or activities offered by us are group activities and will be conducted within the habitat in which the animals or organisms live at Ocean Park or on the Park's premises. Such activities are also conducted during operating hours of the Park and guests other than the participants will be able to observe the encounter. For this reason, there are chances a participant may be photographed by our staff or other participants of such activities or guests within the habitat or on the premises. It is therefore a condition that each participant of such activities unconditionally agrees to be photographed by our staff or other participants or guests during the course of the activities. Submission of the application to participate in the relevant activities constitutes the acceptance of this condition by the applicant.

We may also generate and compile information about you. Personal data and other information provided by you or generated and compiled by us about you from time to time is collectively referred to as "Your Information".

## Use of Your Information

We may use Your Information for one or more of the following purposes from time to time:

- (i) providing and processing applications or requests for services, activities and facilities, including but not limited to the purchase of Ocean Park tickets and applications for education programmes/activities of Ocean Park Academy Hong Kong and for SmartFun Annual Pass Memberships, operation of our website and matters relating to the administration, management, operation and maintenance of the same;
- (ii) communicating with you, including but not limited to responding to your requests for information, services, activities and facilities;
- (iii) designing and offering contests, games, lucky draws, promotions, surveys and/or events;
- (iv) enabling you to send e-mails, e-cards of preferred pages from our website to friends;
- (v) marketing products, services, activities, facilities and other subjects (please see further details in "Use of Your Information in Direct Marketing" section below and you may opt out from receiving marketing information);
- (vi) tailoring your experience at our website, showing content of interest, displaying the content according to your preferences by use of demographic information which is shared with advertisers on an aggregate basis (without revealing the identity of individual user of our website);
- (vii) diagnosing problems with our server and administering our website by use of your Internet Protocol address;
- (viii) conducting internal statistical research and analysis;
- (ix) making disclosure when required by any law, court order, direction, code or guideline applicable in or outside Hong Kong;
- (x) investigating and handling complaints or cases involving the Park, including Ocean Park Academy Hong Kong or Ocean Park Conservation Foundation, Hong Kong, or any of our guests or website users; and
- (xi) preventing, detecting or investigating suspicious or illegal activities.

If personal data is to be displayed after collection, e.g. in announcing contest winners details, due care will be given to anonymize it and to advise you in advance.

## Disclosure of Your Information

We value all personal information received and do our best to maintain its privacy. Except with your prior consent or as required by law, we will not transfer or disclose Your Information to any third party except that we may transfer or disclose Your Information in or outside Hong Kong as stated below (and we will not transfer Your Information to another party for it to use in direct marketing):-

- (i) our subsidiaries, associated companies and/or business associations;
- (ii) any personnel, agent, adviser, auditor, contractor or service provider who provides services or advice to us in connection with our operations as required to enable us to provide, or assist us in providing, the services, activities or facilities you have requested;
- (iii) if you consent or do not object to our use of Your Information in direct marketing (please see further details in "Use of Your Information in Direct Marketing" section below), our marketing communications and operations partners with whom we share information

for the purpose of providing you with special offers and information;

- (iv) any person under a duty of confidentiality to us; and
- (v) any person to whom we are required to make disclosure under any law, court order, direction, code or guideline applicable in or outside Hong Kong.

You should note that as we have no control over the acts of any third party that is not our agent (e.g. any governmental agency to whom we are required to disclose Your Information), the privacy protection stated in this Statement ceases to apply to any information which has been disclosed to such a third party in accordance with this Statement. We endeavour to deal only with responsible third parties but assume no responsibility for the privacy protection provided by such third parties.

### Use of Your Information in Direct Marketing

We are allowed to use Your Information in direct marketing only if you consent or do not object.

In connection with direct marketing, we intend:

- (i) to use your name, contact details, customer profiling information, services, products and activities portfolio information and transaction pattern and behaviour collected, compiled, generated or held by us from time to time; and
- (ii) to market and promote the products, services, activities, facilities, education programmes, contests, games, lucky draws, promotions and/or events relating to the Park (including Ocean Park Academy Hong Kong and Ocean Park Conservation Foundation, Hong Kong) or our business associations and partners, including:
  - our SmartFun Annual Pass programme reward scheme and other offerings
  - in-park food and beverage promotions
  - in-park retail products promotions
  - family, educational or recreational activities
  - news and updates on the Park's facilities, attractions and animal information or Ocean Park Conservation Foundation, Hong Kong
  - special events, charity events or special programmes
  - ticket purchasing and related information
  - animal and environmental conservation
  - transportation services
  - hotel accommodation and hospitality
  - survey; and

products and services provided by our business associations and partners include:

- airline and transportation services
- travel services and products
- food and beverages
- household products
- personal care products
- telecommunications and related products and services
- books and other printed materials
- audio and visual products
- education, toys and children goods and services
- leisure products
- sporting products
- beauty products and services
- fashion and apparel
- flowers and hampers

- banking, financial and insurance products
- watches and jewellery
- computers, electronic products and games
- cars and related products and services
- internet and social media services
- real estate property
- shopping malls
- supermarkets and convenience stores
- museums, cultural centres, cinemas and other venues and related programmes, exhibitions, shows and entertainment
- hotel accommodation and hospitality
- vouchers, coupons and gift cards
- charity events

If you do NOT wish us to use Your Information in direct marketing, please tick (“✓”) the box in this form or inform our Guest Relations Manager via telephone to exercise your opt-out right. You may also write to us at the address below, call us at (852) 3923 2323 or contact us via the contact information provided in our direct marketing materials to opt out from direct marketing at any time.

### Data Access and Correction

You are entitled to access any personal data we hold about you, and if applicable to correct or update it. You also have the right to request details of our privacy policy and the types of personal data we hold.

If you wish to exercise any such right, please send an e-mail to our Guest Relations Manager at [gr@oceanpark.com.hk](mailto:gr@oceanpark.com.hk) or write to:

Guest Relations Manager  
Ocean Park Corporation  
Ocean Park, Aberdeen, Hong Kong  
Telephone: (852) 3923 2323  
Facsimile: (852) 2873 5584