

Ocean Park (The Park)
Explorer R
Terms and Conditions

(A) Criteria for Participation

1. Participant must be 3 years old or above.
2. Participants suffering from any disease within a previous 24-hour time frame (including, but not limited to fever, cough, cold/flu, nausea, diarrhea, vomiting, rash, skin disease, heart disease, lung disease, haemophilia, epilepsy) are not recommended to participate in this programme.
3. Participants 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)^{Remark 1} will not be allowed to enter the Explorer R.
4. If a participant is in touch with a suspected or confirmed case of COVID-19, it is not recommended to participate in this programme. Please contact us as soon as possible to make appropriate arrangement.
5. 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 attraction in case of such necessities.
6. If a situation arises in which a participant threatens the safety or security of another participant, or if a participant shows disregard of attraction 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 attraction 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.
7. 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.
8. In case of emergency, participants must be able to quickly exit the attraction under the guidance of Park's staff.
9. Participants must absolutely follow all the instructions given by Park staff at all times.
10. If the Park's property is found lost or damaged during the guest's experience in the attraction, reimbursement in full cost must be made by the participant concerned.
11. The Park's staff shall at all times have the full and final right to determine whether any participant is suitable for the attraction and may refuse entry if refusal is necessary to ensure safety or order.
12. 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. The enrolment form is for one participant to enroll for one time session only.
2. Enrolment form should be submitted by participant aged 18 or above. For participant aged below 18, the enrolment form should be submitted by parents or authorized guardians (aged 18 or above).
3. All payments are non-refundable.
4. The chosen session, date, time, and participant's name cannot be changed upon confirmation, except under the circumstances stated in Part (F) below.
5. Participant aged 3 to 11 must be accompanied by their parents or authorized guardians (aged 18 or above). The Explorer R ticket includes one gaming wristband for one kid to enjoy a 45-minutes gaming experience in the Explorer R.
6. Participant aged 12 or above can enjoy the Explorer R on his/her own, or being accompanied by another participant aged 12 or above. The Explorer R ticket includes one gaming wristband for two adult (aged 12 or above) to enjoy a 45-minute gaming experience in the Explorer R.
7. Participant must arrive at the Explorer R for registration on time. Latecomers might not be admitted nor reschedule to later sessions. The game time will not be extended or postponed.
8. The Explorer R admission fee does not include Ocean Park's admission ticket. All participants and their accompanying adult/guardian must hold a valid Park admission ticket on the day of visit.
9. The content of Explorer R may be subject to change without prior notice.
10. Additional accompanying guest (including child under the age of 3) is not allowed in the Explorer R.

(C) Enrolment Method and Procedures

1. Participant can pre-book or purchase on the day Explorer R ticket via Ocean Park official website and main entrance ticketing counter
2. Participant can purchase on the day Explorer R ticket at the Whiskers Harbour.
3. There are limited quotas for Explorer R admission, offered on a first-come-first-serve basis.
4. The deadline of enrollment are listed below:
 - i. Participant can enroll via Ocean park official website on or before the game session start. (Example: should participant enroll for the 2:00 pm session, he/she must complete the transaction before 2:00 pm)
 - ii. Participant can enroll at main entrance ticketing counter 30 minutes before the game session start. (Example: should participant enroll for the 2:00 pm session, he/she must complete the transaction before 1:30pm)
 - iii. Participant can enroll at Whiskers Harbour within the 15-minute registration period. (Example: should participant enroll for the 2:00 pm session, he/she must complete the transaction before 2:15pm)

(D) Payment Method

1. For participant enroll via Ocean Park official website, payment should be made by credit card only. The programme fee will be debited from the credit card account provided online directly. All payments are non-refundable.
2. Each credit card can conduct maximum three transactions per day.
3. For your protection, Verified by Visa and MasterCard®SecureCode™ is available if you have registered with your payment card issuing bank for this service.
4. For participant enroll at main entrance ticketing counter, payment can be made by cash (in HKD, RMB and USD) or major credit card (Visa, Master, American Express, JCB, Diners Club and Union Pay).
5. For participant enroll at Whiskers Harbour, payment must be made by Octopus card at full price only, no discount offer would be applicable.

(E) Privileges for Ocean Park SmartFun Annual Pass Members and Unlimited Entry Pass holder

1. SmartFun annual pass members discount
 - i. SmartFun annual pass member can enjoy discount on the admission of Explorer R, which cannot be used in conjunction of other discounts.
 - ii. Each SmartFun annual pass member can purchase a maximum of three Explorer R admission ticket.
2. Unlimited Entry Pass holder
 - i. Unlimited Entry Pass holder can enjoy discount on the admission of Explorer R, which cannot be used in conjunction of other discounts.
 - ii. Each Unlimited Entry Pass holder can purchase one Explorer R admission ticket only.

(F) Cancellation and change

1. The decision to immediately suspend the Explorer R or terminate any game session in Explorer R shall be at the sole discretion of Ocean Park.
2. The session content or facilities in the Explorer R may be subject to change without prior notice.
3. The Explorer R might be suspended under the circumstances below:
 - i. A black rainstorm warning issued by the Hong Kong Observatory;
 - ii. A Tropical Cyclone Warning Signal No. 8 or above hoisted by the Hong Kong Observatory;
 - iii. Emergency maintenance due to safety issues.

(G) Reschedule and refund

If the Explorer R time session has to be cancelled due to any reasons listed in term (F) above, the Park will arrange reschedule for the participant. If the session cannot be rescheduled, the Park will arrange a full refund to the affected participant.

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

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