

<p>1</p>	<p>我已計劃遊覽海洋公園，我是否需要進行網上預約入園？</p> <p>除獲豁免人士外，所有訪客進入園區前均須於網上預約系統填寫到訪日期，姓名及電話號碼進行網上預約。以下人士可獲豁免網上預約：</p> <p>(1) 65 歲或以上香港居民</p> <p>(2) 3 歲以下小童</p> <p>(3) 持有香港勞工及福利局簽發的「殘疾人士登記證」之人士</p> <p>另外，所有訪客必須符合疫苗通行證接種要求，以及使用「安心出行」流動應用程式掃描場所二維碼方可進入海洋公園（見問題 2 及 3）。</p> <p>I have planned to visit Ocean Park. Shall I be required to make online reservation in order to enter the Park?</p> <p>All visitors, except those exempted, are required to provide their visit dates, names and phone numbers for online reservation. Below guests will be exempted from the reservation:</p> <p>(i) Hong Kong residents aged 65 or above</p> <p>(ii) Children aged below 3</p> <p>(iii) Guests with “Registration Card for People with Disabilities” issued by Labour and Welfare Bureau in Hong Kong</p> <p>In addition, all visitors are required to fulfill Vaccine Pass requirement and use the “LeaveHomeSafe” app to scan the venue QR code before entering Ocean Park (Please refer to Qs 2 & 3.)</p>																							
<p>2</p>	<p>我是否必須接種新冠疫苗才可進園遊覽？</p> <p>根據政府公告，除因醫學原因獲發「新冠疫苗接種醫學豁免證明書」，所有 12 歲或以上的訪客均需符合「疫苗通行證」接種要求，方可進入海洋公園遊覽。有關「疫苗通行證」接種要求如下：</p> <table border="1" data-bbox="181 1234 1505 1995"> <thead> <tr> <th data-bbox="181 1234 516 1339">適用人士類別</th> <th data-bbox="516 1234 846 1339">第一階段 (2022 年 4 月 29 日或之前)</th> <th data-bbox="846 1234 1175 1339">第二階段 (2022 年 4 月 30 日至 5 月 30 日)</th> <th data-bbox="1175 1234 1505 1339">第三段 (2022 年 5 月 31 日或之後)</th> </tr> </thead> <tbody> <tr> <td data-bbox="181 1339 516 1444">18 歲或以上人士</td> <td data-bbox="516 1339 846 1444">第一針</td> <td data-bbox="846 1339 1175 1444">第二針</td> <td data-bbox="1175 1339 1505 1444">第三針，或第二針後未滿 6 個月</td> </tr> <tr> <td data-bbox="181 1444 516 1549">12 至 17 歲人士</td> <td data-bbox="516 1444 846 1549">第一針</td> <td data-bbox="846 1444 1175 1549">第二針，或第一針後未滿 6 個月</td> <td data-bbox="1175 1444 1505 1549">第三針，或第二針後未滿 6 個月</td> </tr> <tr> <td data-bbox="181 1549 516 1797">12 歲或以上，在感染 2019 冠狀病毒後康復未滿 6 個月之人士，又或於感染前已接種第二或第三針疫苗的康復者</td> <td colspan="3" data-bbox="516 1549 1505 1797">無需額外接種要求</td> </tr> <tr> <td data-bbox="181 1797 516 1995">12 歲或以上在感染 2019 冠狀病毒前未接種疫苗，而康復後滿 6 個月之人士</td> <td data-bbox="516 1797 846 1995">第一針</td> <td colspan="2" data-bbox="846 1797 1505 1995">第二針，或第一針後未滿 6 個月 已接種一針復必泰(BioNTech)疫苗的 12 至 17 歲人士，無需第二針接種要求</td> </tr> </tbody> </table>				適用人士類別	第一階段 (2022 年 4 月 29 日或之前)	第二階段 (2022 年 4 月 30 日至 5 月 30 日)	第三段 (2022 年 5 月 31 日或之後)	18 歲或以上人士	第一針	第二針	第三針，或第二針後未滿 6 個月	12 至 17 歲人士	第一針	第二針，或第一針後未滿 6 個月	第三針，或第二針後未滿 6 個月	12 歲或以上，在感染 2019 冠狀病毒後康復未滿 6 個月之人士，又或於感染前已接種第二或第三針疫苗的康復者	無需額外接種要求			12 歲或以上在感染 2019 冠狀病毒前未接種疫苗，而康復後滿 6 個月之人士	第一針	第二針，或第一針後未滿 6 個月 已接種一針復必泰(BioNTech)疫苗的 12 至 17 歲人士，無需第二針接種要求	
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訪客入場時須出示相關新冠疫苗接種紀錄、康復紀錄二維碼或證明書，以供核對。更多「疫苗通行證」的安排及詳情，請瀏覽相關網頁 <https://www.coronavirus.gov.hk/chi/vaccine-pass.html>。

Am I required to receive COVID-19 vaccine prior to my visit to Ocean Park?

According to Hong Kong Government's announcement, except the individuals who are issued with a COVID-19 Vaccination Medical Exemption Certificate, visitors aged 12 or above are required to fulfill the vaccination requirements of the Vaccine Pass for visiting Ocean Park. The vaccination requirements under Vaccine Pass are as follow:

Category of Persons	Stage One (From 20 March to 29 April 2022)	Stage Two (From 30 April to 30 May 2022)	Stage Three (From 31 May 2022 onwards)
Persons aged 18 or above	1 st dose	2 nd dose	3 rd dose, or within 6 months from 2 nd dose
Persons aged 12 to 17	1 st dose	2 nd dose or within 6 months from 1 st dose	3 rd dose, or within 6 months from 2 nd dose
Recovered persons aged 12 or above within 6 months from recovery, or had already received 2 nd or 3 rd dose before COVID-19 infection	No additional dose required		
Recovered persons aged 12 or above, who have not vaccinated before COVID-19 infection, after 6 months from recovery	1 st dose	2 nd dose or within 6 months from 1 st dose 2 nd dose not required from a person aged 12-17 who took Comirnaty (BioNTech) as 1 st dose	
Recovered persons aged 12 or above, who have received 1 st dose before COVID-19 infection, after 6 months from recovery	No additional dose required	2 nd dose 2 nd dose not required from a person aged 12-17 who took Comirnaty (BioNTech) as 1 st dose	

Visitors should present the relevant vaccination record, recovery record QR code or exemption certificate for verification upon entry. For more details of "Vaccine Pass" arrangement, please visit relevant website at <https://www.coronavirus.gov.hk/eng/vaccine-pass.html>.

3 於遊覽當天，我入場時仍須掃瞄「安心出行」二維碼嗎？

按照政府最新宣布之新增防疫指引，所有人士必須使用「安心出行」流動應用程式掃描場所二維碼方可進入海洋公園，而以下三類指定人士可以填妥指定表格的方式替代使用「安心出行」：

- (1) 65 歲或以上和 15 歲或以下的人士
- (2) 殘疾人士
- (3) 其他獲政府或政府授權機構認可的人士。

若 15 歲或以下人士在成年人陪同下進入海洋公園，而該成年人已履行「安心出行」規定，則該名 15 歲或以下人士無須填寫登記個人資料的表格。

獲豁免使用「安心出行」人士必須填寫表格登記其姓名、聯絡電話、到訪日期和時間，並向職員出示相關身分證明文件以作核實。

有關網上預約入園、使用「安心出行」及出示「疫苗通行證」相關紀錄的概要，可參考以下列表：

	網上預約 入園	使用「安心出行」 流動應用程式掃描 場所二維碼	以填妥指定表格的 方式作為替代「安 心出行」	出示「疫苗通行 證」相關紀錄
16 歲或以上及 65 歲 以下之遊客	✓	✓	×	✓
12 歲至 15 歲之遊客	✓	×	✓ 在已履行「安心出 行」規定的成年人 陪同下入園，則無 須填寫。	✓
3 歲至 11 歲之遊客	✓	×	✓ 在已履行「安心出 行」規定的成年人 陪同下入園，則無 須填寫。	×
3 歲以下之遊客	×	×	×	×
65 歲或以上之遊客	×	×	✓	✓
「殘疾人士登記證」 持有人	×	×	✓	12 歲或以上的訪客 出示相關「疫苗通 行證」紀錄

I have made online reservation for my coming visit. Upon arrival at the Park, am I still required to scan the LeaveHomeSafe QR code at the Park entrance?

To comply with the Hong Kong Government's latest anti-pandemic guidelines, all visitors are required to use the "LeaveHomeSafe" app to scan the venue QR code before entering Ocean Park, except the following 3 categories of persons may fill in a specified form as an alternative:

- (i) Persons aged 65 or above and aged 15 or below
- (ii) Persons with disability
- (iii) Other persons recognized by the Government or organization(s) authorized by the Government.

People aged 15 or below would not have to register his or her personal information using the specified form if he or she is accompanied by an adult who has complied with the LeaveHomeSafe requirement.

The “LeaveHomeSafe” exempted persons are required to register their name, contact number and visiting date and time. The respective identity document must be presented to our staff for verification purpose.

Regarding the arrangement of online reservation, LeaveHomeSafe and presentation of COVID-19 Vaccine Pass related records, please refer to the below table:

	Online Reservation	Use the “LeaveHomeSafe” app to scan the venue QR code	Use the specified form to register relevant information as an alternative in accordance with the requirement	Presentation of COVID-19 Vaccine Pass related records
Guest aged 16 or above and below 65	✓	✓	×	✓
Guest aged 12-15	✓	×	✓ No registration required if he or she is accompanied by an adult who has complied with the LeaveHomeSafe requirement.	✓
Guest aged 3-11	✓	×	✓ No registration required if he or she is accompanied by an adult who has complied with the LeaveHomeSafe requirement.	×
Guest aged below 3	×	×	×	×
Guest aged 65 or above	×	×	✓	✓
Holder of “Registration Card for People with Disabilities”	×	×	✓	Aged 12 or above are required to present the relevant Vaccine Pass record.

4 **最早可在甚麼時候進行預約？**
系統會於每天下午 5 時開放未來 14 天的名額供訪客預約，名額先到先得，額滿即止。

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

5 **網上預約需要填寫甚麼資料？**
進行預約時，需填寫遊客身份證上的姓名、聯絡人的電話號碼及門票 / 入場證資料（即入場門票的最後四個字元，或智紛全年入場證/無限次入場證條碼號碼）。另外，遊客亦需填寫有效電郵地址，以收取確認電郵。

	<p>What kind of information is required for reservation? 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>
6	<p>我可否在同一個預約中為朋友或家人進行預約？ 可以，你可在預約頁面中選擇入園人數為朋友或家人一同進行預約。</p> <p>Can I make online reservation for friends /family in the same reservation? 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>
7	<p>我該如何使用預約名額入場？ 成功預約後，網頁會即時顯示預約專用的二維碼及發送確認電郵到登記之電子郵箱。遊客須於入園時同時出示預約二維碼及用作登記之入場門票/入場證。預約二維碼只可使用一次，故所有登記人士必須一同進場。</p> <p>What should I do with my reservation upon entry to the Park? A: 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>
8	<p>如果我沒有完成網上預約，我可以於遊覽當天掃描「安心出行」二維碼入場嗎？ 我們十分建議遊客預先作網上預約，以確保能於所挑選的日子入園遊覽。不過，如遊覽當天的入園名額未滿，我們亦可安排未有預約的遊客入園。所有遊客於入園時必須履行最新的「疫苗通行證」及「安心出行」安排（見問題二及三）。</p> <p>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? You are highly recommended to make online reservation prior to the visit, so as to ensure that you can enjoy the Park on the preferred visit date. Nevertheless, we will still arrange guests without online reservation to enter the Park if admission quota is still available. Upon admission, guests are required to comply with the Vaccine Pass and LeaveHomeSafe requirement (please refer to Qs 2 & 3).</p>
9	<p>我是 65 歲以上本地長者。我知道我須於遊覽當天掃描「安心出行」二維碼或登記姓名和聯絡電話入場，但我可以提前網上辦理嗎？ 遊客須於遊覽當天入園時掃描「安心出行」二維碼或提供姓名及聯絡電話作入園登記。</p> <p>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? 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>我們是香港居民，共一位成人及一位長者。預約入場名額時，我們應該預約兩位，還是只需為一位成人預約即可？</p> <p>65 歲或以上的香港居民毋須網上預約，因此，您們只需預約一個名額。而該名長者進入園區前則必須掃描安心出行二維碼或提供姓名及聯絡電話號碼作入園登記。</p> <p>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?</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>如果我和家人/朋友分開入園該怎麼辦？</p> <p>由於預約二維碼只可使用一次，所有已登記人士需同時入園。遊客如打算於不同時間入園，可分開進行預約。</p> <p>What should I do if I arrive at different time with my friend/family?</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>我打算於生日當天享用香港人生日優惠入場遊覽，而現時未持有入場門票，我可以怎樣辦理網上預約？</p> <p>享用生日優惠的香港居民可於網上預約時選擇「生日 / 福利門票或禮券換領」之版面預約入園日期。</p> <p>I am planning to enjoy Hong Kong residents' free birthday admission on my birthday. How could I make online reservation if I do not have an admission ticket on hand?</p> <p>Birthday residents can proceed their reservation through "Birthday/Welfare Ticket or Voucher Holder" page of the reservation platform.</p>
13	<p>如我預約時選擇的遊園日期或輸入資料有誤，能作出更改嗎？</p> <p>當預約完成後，已登記的資料均不能作更改。敬請於提交預約表格前確保所輸入資料無誤。</p> <p>Can I amend my reservation if I selected a wrong visit date or input wrong information?</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>如果預約後未能收取確認電郵，我該如何處理？</p> <p>成功預約後，網頁會即時顯示預約專用二維碼，我們建議閣下擷取屏幕圖片並儲存該二維碼作入場之用。</p> <p>What should I do if I could not receive notification email after reservation?</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>假如我想預約的遊覽日子已額滿, 該如何處理?</p> <p>我們很遺憾 閣下所選擇的日子已額滿, 我們建議您可選擇其他尚未額滿之日子。</p> <p>What should I do if the reservation is full on my preferred visit date?</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>若我入園後打算離園並於同日再次進場, 該如何處理? 我需要再進行網上預約或掃瞄「安心出行」二維碼作入園登記嗎?</p> <p>如果你於遊覽當天需離園後再次進場, 毋須重新進行網上預約, 但仍須使用「安心出行」流動應用程式掃描場所二維碼 (或按規定以填妥指定表格的方式作為替代) 方可進入海洋公園。請於離園前向閘口處職員提出, 職員會為你提供手帶作辨識用途。於再次進場時, 須出示手帶及當天入園之門票或入場證作核對之用。</p> <p>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 scan the LeaveHomeSafe QR code again for my re-entry?</p> <p>No, you do not need to make another online reservation for re-entry, but you are required to use the “LeaveHomeSafe” app to scan the venue QR code (or use the specified form to register relevant information as an alternative in accordance with the requirement) before entering Ocean Park. Before you leave the Park, please approach our staff member at turnstile and you will be given a wristband. Then, you can present your wristband and the admission ticket / pass for re-entry verification.</p>