

海洋公園 (本園) 「P 牌」威威村民大聯盟 條款及細則

甲、參加者資格及條件

1. 此活動適合 3 歲或以上之小童及其家長 / 監護人^{註 1} 一同參加，每位合資格並已付費的家長 / 監護人最多可陪同一位 3-11 歲參加者進行活動。
2. 每位付費參加者均可得到一份材料包。每份材料包可供：一位 3-11 歲小童及 18 歲或以上成人陪同使用；或一位 12 歲或以上參加者使用。
3. 參加者如患有以下疾病，包括但不限於發燒、咳嗽、傷風 / 感冒、皮膚病、對動物有恐懼、敏感或免疫缺損者、受藥物或酒精影響，本園並不建議參與本活動。
4. 任何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^{註 2}，均不能參與本活動。
5. 身體不適者請留在家中休息，以保障其他參加者之安全。如有需要，本園亦會要求身體不適者於活動進行期間離開。
6. 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。
7. 參加者入場須遵守海洋公園入口處所示之公園所有的附例及安全規則。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。
8. 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活動場地。
9. 任何情況下，參加者均須絕對遵從海洋公園員工之指示。
10. 如參加者在活動期間遺失或損毀本園財產，參加者須照價賠償。
11. 本園職員擁有最終權力決定任何參加者是否適合參與活動，並為確保安全或秩序之情況下，有權拒絕任何人士參與活動。
12. 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: 「監護人」的涵義與《未成年監護人條例》中該詞的涵義相同。

註 2: 最新之《預防及控制疾病條例》(香港法例第 599 章) 第一附表中載明之傳染病可參閱以下連結：

https://www.elegislation.gov.hk/hk/cap599!en-zh-Hant-HK?INDEX_CS=N&xpId=ID_1438403500650_003

乙、基本條款

1. 所有報名表必須由參加者之家長或家長授權的監護人（須年滿 18 歲或以上）清楚填寫。
2. 所有已繳交之參加費用恕不退還。
3. 除戊部及己部所列明之條款以外，報名一經確定，參加者不得轉換活動班別、日期、時間、餐飲選擇（如適用）或參加者資料及電郵地址。
4. 參加者若有任何對食物敏感、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，其申請將會不予接納。
5. 參加者必須準時於指定地點集合，逾時不候。
6. 工作人員將於活動當日以參加者之姓名及電郵確定信核對。
7. 除得到本園導師批准外，所有參加者不得擅自離開團隊。
8. 請勿攜帶貴重物品參與本活動，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。
9. 參加者在幕後設施內不准拍照、錄影及使用手提電話。
10. 海洋公園會於活動期間為參加者拍攝照片或影片，以作推廣、紀錄或宣傳之用途。

丙、報名方法及程序

報名必須於活動日最少 2 日前於網上遞交。活動名額先到先得，額滿即止。報名成功完成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。

丁、活動優惠及報名

1. 全年會籍優惠

全年會籍會員可享課程費用折扣。此優惠不可與其他推廣優惠共用，如會員欲透過官方網站使用其優惠購買門票，此優惠將於網上購證後翌日生效。會員於選購門票前，必須以會籍條款編號登入購票網站才能享受折扣優惠。

2. 團體優惠安排

- i. 本園只預留一定比例的班別供包班之用，名額先到先得。海洋公園將保留最終之活動決定權。
- ii. 有意作團體購買的參加者請於活動公开发售前透過電話或電郵聯絡本園查詢活動批量購買事宜。
- iii. 本園只接受單一聯絡人作為包班活動之申請及聯絡人。
- iv. 每個團體購買申請必須購買最少 20 個同一活動時段之活動名額。
- v. 申請人不能在未經本園書面同意下將活動名額轉售。
- vi. 申請人必須於活動日最少四個星期前以電郵一併遞交已填妥的全數申請表格，及所需活動的付款紀錄，逾時將不獲受理，已預留班別之活動名額將全數釋出予公眾報名，而不作另行通知。

戊、活動更改或取消

1. 本園擁有最終決定權即時終止或取消活動。
2. 若報名人數不足，本園有權取消或更改活動日期。
3. 所有活動行程或內容如有更改，恕不另行通知。
4. 如活動期間遇上惡劣天氣，本活動有可能因以下情況而取消，在一般情況下，本園職員會通知家長有關安排。家長請參閱活動網頁上之「特別情況及惡劣天氣指引」：
 - 活動時間前兩小時：
 - i. 若香港天文台發出紅色或黑色暴雨警告信號，或三號或以上之熱帶氣旋警告信號，所有活動將會取消。
 - ii. 若香港天文台取消紅色或黑色暴雨警告信號，或三號或以上之熱帶氣旋警告信號，所有活動將會繼續進行。
 - 活動開始後：
 - i. 若香港天文台發出紅色或黑色暴雨警告信號，或三號或以上之熱帶氣旋警告信號，所有活動將會在安全情況下於室內繼續進行。
 - ii. 若香港天文台改發或預告將會改發八號或以上之熱帶氣旋警告信號，所有活動會立即中止。
 - 香港教育局宣佈停課；
 - i. 若香港教育局宣佈所有幼稚園上午班、下午班或全日班停課，所有活動將會取消。
 - ii. 若香港教育局宣佈所有小學及日校停課，所有活動將會取消。
 - 香港教育局宣佈暫停所有面授課程。

5. 若活動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，活動將會取消。正在前來參加活動的家長應妥善安排參加者返家。本園會盡量安排導師照顧已抵園的參加者。
6. 本園會為本園決定取消之活動作出下列安排：
 - i. 當天活動取消後並不會順延，往後的活動會按照原定的時間和日期進行。
 - ii. 本園職員會於活動取消後起計七個工作天內以電話或電郵通知家長改期或退款安排。
 - iii. 如課程被取消或受任何影響，活動包括的公園日間成人入場贈券將不會重發，改期或退款。

己、請假安排

1. 如需要為參加者請病假，請盡早致電(852) 3923 2323（請於接通後選擇語言，續按[4]字）聯絡我們。
2. 由於每個活動調動/退款要求均需要特別處理，我們會就每個活動調動、病假（提交參加者活動當日之醫生證明除外）及退款要求收取港幣 200 元作行政費用，以及相關活動費用差額。

庚、資料如有更改，恕不另行通知。

辛、海洋公園將保留最終之活動決定權。

壬、海洋公園公司收集個人資料聲明 及 個人資料私隱政策聲明

1. 參加者可以此連站參閱聲明之最新版本：<https://www.oceanpark.com.hk/tc/corporate-policy/>

Ocean Park (The Park)
"Newbie" Whiskers Villager Alliance
Terms and Conditions

(A) Criteria for Participation

1. The programme is suitable for children aged 3 or above and their parent/guardian. An eligible paying parent/guardian can accompany a maximum of ONE eligible paying participants aged 3-11.
2. A paying participant is eligible for one set of materials pack. Each material pack could be used by: Child aged 3-11 with an accompanying adult aged 18 or above; OR one participant aged 12 or above.
3. Participants who are suffering from any disease (including, but not limited to fever, coughing, cold/flu, skin disease, fainting/giddiness/loss of consciousness when in contact with animals, phobia of animals, allergy to or depressed immune mechanisms), under the influence of medication and/or alcohol are not recommended to participate in this programme.
4. Participants must not be suffering from any infectious disease ^{Remark 2} specified in the First Schedule to the Prevention and Control of Disease Ordinance (Cap 599 of the laws of Hong Kong).
5. To safeguard all participants, sick participants will be requested to stay home. Ocean Park reserves the right to request sick participants to leave the programme in case of such necessities.
6. If a situation arises where a participant threatens the safety or security of other participants, or if a participant shows disregard of programme guidelines, we will make every appropriate effort to communicate with the parents 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.
7. A condition of entry is to 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 any loss of any kind or any damage to any property of any person in the Park.
8. In case of emergency, participants must be able to quickly exit the activity venue under the guidance of Park's staff.
9. Participants must absolutely follow all the instructions given by the Park's staff at all times.
10. If the Park's property is found lost or damaged during the programme, 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 programme 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: 'Guardian' has the same meaning as in the < Guardianship of Minors Ordinance >.

Remark 2: For the latest list of Scheduled Infectious Diseases, please refer to the Prevention and Control of Disease Ordinance (Cap 599 of the laws of Hong Kong) Schedule 1: https://www.elegislation.gov.hk/hk/cap599!en-zh-Hant-HK?INDEX_CS=N&xpid=ID_1438403500650_003

(B) Enrolment Information

1. All enrolment documents should be clearly filled in by the parent or the authorized guardian^{Remark 2} (aged 18 or above).
2. All payments made are non-refundable.
3. The chosen programme code, date, time, meal's selection (if applicable) and participant's information and email cannot be changed upon confirmation, except the circumstances stated in Part (E) and Part (F).
4. 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.
5. Please arrive at the gathering point punctually. Late-comer might not be admitted to the programme.
6. Participant's name and the email of confirmation letter should be presented for verification on the programme date.
7. All participants are not allowed to leave the group without prior approval from the instructor.
8. 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.
9. It is prohibited to take photo, video or use mobile phone at the back-of-house of all animal facilities.
10. Ocean Park Corporation will take photos or videos during the adventure programme for any publicity, record or promotional materials of Ocean Park.

(C) Enrolment Method & Procedures

Enrolment must be made online at least 2 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) Privileges and Enrolment

1. Annual Membership Privilege
 - i. Annual member could enjoy a special discount on programme fee. This offer cannot be used in conjunction with other promotional offers. Each member can purchase a maximum of 1 ticket per transaction. Discount will be only effective from the next day of purchasing the membership if members purchase ONLINE. Members must login our ticketing site with their membership barcode number before adding the ticket to the cart in order to enjoy the discount.
2. Group booking arrangement
 - i. A certain proportion of classes is reserved for charter classes. Enrolment is on a first-come, first-serve basis. In case of any dispute, the decision of Ocean Park Corporation shall be final and binding.
 - ii. Interested party please contact us via phone or email before enrolment opens to public.
 - iii. Only single point of contact (applicant) will be accepted for every application of group booking.
 - iv. The applicant must purchase at least 20 capacities of the bulk purchase class per application.
 - v. Group booking cannot be for resale or for re-package as other commercial product without Ocean Park's written approval.
 - vi. The completed application form(s) and payment slip/record are required to submit in one go by the applicant via email at least 4 weeks prior the programme date. No late submission will be entertained and the reserved class will be released without prior notice.

(E) Cancellation and Changes of Programme

1. Decision for immediate cancellation of the programme shall be at the sole discretion of Ocean Park.
2. If there is insufficient enrolment, we reserve the right to cancel or arrange another programme date for the participant.
3. The itinerary or content of the programme may be subject to change without prior notice.
4. Programme will be cancelled under the following circumstances. Instructors will contact parents about the arrangement in such cases of adverse weather during the programme period. You are also welcomed to check with the "Special Circumstances & Weather Arrangement" in the Park's website for further details:
 - 2 hours before programme time:
 - i. If a red or black rainstorm warning, or a Tropical Cyclone Warning Signal No. 3 or above is issued by the Hong Kong Observatory, all programmes will be cancelled.
 - ii. If a red or black rainstorm warning, or a Tropical Cyclone Warning Signal No. 3 or above is lowered by the Hong Kong Observatory, all programmes will be resumed.
 - After programme commences:
 - i. If a red or black rainstorm warning, or a Tropical Cyclone Warning Signal No. 3 or above is issued by the Hong Kong Observatory, all programmes will be continued in indoor locations.
 - ii. **If a Tropical Cyclone Warning Signal Pre-No. 8 or above is issued by the Hong Kong Observatory, all programmes will be cancelled immediately.**
 - An announcement of the suspension of schools by the Education Bureau;
 - i. If classes of AM, PM or whole-day kindergartens are suspended, all programmes will be cancelled.
 - ii. If classes of all primary schools and day schools are suspended, all programmes will be cancelled.
 - An announcement of suspension of face-to-face classes by the Education Bureau.

5. When 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 participants home even when they are on the way. Ocean Park will arrange staff to look after participants who might have already arrived.
6. The park would make the following arrangements for the programmes that are decided to be cancelled by the Park:
 - i. Cancelled programmes will not be postponed to the next programme day. Future activities will accord with the original time and date.
 - ii. Detailed reschedule or refund arrangements will be arranged by email or via phone within 7 working days after the cancellation of a programme.
 - iii. If the programme is cancelled, the complimentary daytime adult admission ticket will not be issued and cannot be rescheduled or refunded.

(F) Leave Arrangement

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. An administration fee of HK\$200 and any payment in excess of the amount of initial payment will be charged to each course change, sick leave (except providing medical certificate with the designated programme date of the participant) or refund request.

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

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

(I) Ocean Park Corporation Personal Information Collection Statement & Privacy Policy Statement

1. For the latest version of statements, participant please visit: <https://www.oceanpark.com.hk/en/corporate-policy/>