



## 海洋公园-爱心畅游服务申请守则

1. 游客如欲申请爱心畅游服务(本服务)，请填写妥本表格并附上由医生、政府部门或相关机构发出的有效证明以作查核用途。如透过电邮申请，请以附件形式附上前述之证明文件副本。
2. 服务使用者所提供由医生、政府部门或相关机构发出的有效证明须指出服务使用者之身体状况会导致使用者於游览本园当天未能在一般情况下长时间排队。
3. 如服务使用者未满12岁，须由一位年满18岁或以上之申请者代为填写及签署作实。
4. 如阁下选择不提供本申请表格必须填写之资料，本园保留不办理有关申请之权利。在任何情况下，海洋公园有权就本服务之批核作最终决定。海洋公园可根据其独有及绝对酌情权决定批准或拒绝任何申请。
5. 填妥之表格可亲身交回或电邮至 [QAS@oceanpark.com.hk](mailto:QAS@oceanpark.com.hk)。如以电邮方式递交表格，请於游览本园当日最少七天前递交申请。
6. 如於递交申请三天後仍未收到本园的回覆，请致电(852) 3923 2323海洋公园热线查询。

### Ocean Park – Terms and Conditions of Queue Assistance Service application

1. In applying for the Queue Assistance Service (QAS), please fill in the application form and present a valid medical proof/document issued by doctors, government departments or relevant organizations for verification. For application by email, please attach a copy of the aforesaid identification.
2. The medical proof/document issued by doctors, government departments or relevant organizations should prove the QAS user's difficulty in queuing up in a conventional environment and shall be valid throughout the visit day of the service user.
3. For QAS user under the age of 12, the application form shall be completed and endorsed by an applicant at or above 18 years old.
4. In case you choose not to supply any of the mandatory personal data required in this Application Form, Ocean Park reserves the right not to process your application. In any event, the acceptance of an application for QAS is subject to Ocean Park's final decision. Ocean Park may at its sole and absolute discretion approve or decline any such application.
5. Completed application form may be returned in person at the Park's Guest Relations or by email to [QAS@oceanpark.com.hk](mailto:QAS@oceanpark.com.hk). Please submit the application at least 7 days prior to your visit if you wish to apply through email.
6. If you do not receive the reply on your application status after 3 days, please contact our Enquiry Hotline at (852) 3923 2323.

海洋公園建基於教育、保育、及娛樂，銳意成為世界級最佳度假勝地及主題樂園，締造最佳遊樂體驗予遊人，啟發精彩探索，並將人與大自然緊密連繫起來。

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## 爱心畅游服务使用守则

1. 爱心畅游服务是为游客于游览公园当日因特殊身体或心理状况而未能在一般情况下长时间排队轮候而设。
2. 游客服务中心职员会为使用此服务之人士发出关爱畅游卡并盖上手印。持卡者须向现场工作人员出示关爱畅游卡以优先使用游乐设施。如有需要，持卡者可能会被要求出示附相片之身份证明文件或手印作核对之用。
3. 每位持卡者每日可享用最多十次优先轮候游乐设施的安排。
4. 当持卡者于游乐设施向工作人员出示关爱畅游卡时，工作人员会于卡面上的一个空格位置画上市号，以示持卡者已享用一次优先轮候安排。
5. 持卡者最多可于同一游乐设施享用爱心畅游服务的优先轮候安排两次，而有关安排不可连续使用。持卡者于同一游乐设施之使用次数，会被全数记录于关爱畅游卡上相应数量的空格内。
6. 持卡者每次最多可与三位同行人士凭关爱畅游卡优先轮候游乐设施。
7. 持卡者必须为其中一位游乐设施使用者方可获得优先轮候之安排。
8. 关爱畅游卡只于发出当天有效。
9. 关爱畅游卡不能转让予他人，亦不可用作售卖用途。
10. 持卡者及/或同行人士所享有的优先轮候安排不可转售。
11. 于任何情况下（包括遗失或损毁），本园概不会重发关爱畅游卡。
12. 如关爱畅游卡已损毁或卡面上所有十个空格均已被填写，该卡将不能再用作优先轮候游乐设施之用。
13. 关爱畅游卡不适用于探索号 R、巨人森林、小红熊堡垒、所有剧场节目、与吉祥物合照、摊位游戏、礼品店、餐厅、小食亭及需额外付费的项目。
14. 持有关爱畅游卡不代表能即时享用游乐设施，惟职员会视乎现场情况协助持卡者优先使用游乐设施。
15. 海洋公园保留爱心畅游服务于只限特别节日期间开放之游乐设施之使用权利。
16. 爱心畅游服务只为游客于排队轮候方面提供协助而设，游客必须遵守个别游乐设施之守则及现场职员之指示。
17. 本园职员有权因应现场营运情况而就此服务作出其他安排。
18. 海洋公园保留因应营运需要而不定时地实施、执行或更改爱心畅游服务的服务细则，或于服务使用者违反守则的情况下拒绝有关人士使用此服务之权利。

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## Terms and Conditions of the Queue Assistance Service

1. Guest who has difficulties in queuing up in a conventional queue environment due to physical or psychological constraints on the visit day would be entitled to the Queue Assistance Service (QAS).
2. Eligible guest of the QAS would be given a Care Card (The Card) and a hand stamp. The Card user is required to present the Care Card onsite for priority access arrangement at rides and attractions. The Card user may be asked to present his/her identification with photo or the hand stamp for verification.
3. Each Card user can enjoy a maximum of 10 priority accesses per day at the rides/attractions.
4. Upon presentation of the Card at the chosen ride/attraction, 1 check box on the Card would be checked to indicate 1 time of usage of priority access.
5. Each Card user can enjoy priority access at the same ride/attraction for no more than 2 times and not in succession. The onsite staff will check the box on the Care Card according to the number of times the priority access is redeemed at that particular ride/attraction.
6. The Card user together with a maximum of 3 accompanied guests can enjoy the entitled priority access at rides/attractions.
7. The named Card user must be enjoying the ride/attraction when redeeming the priority access.
8. The Card is date specific and is only valid on the day of visit.
9. The Card is non-transferrable and cannot be exchanged for money.
10. The Card and/or the companion priority access benefit may not be sold.
11. The Card would not be re-issued under any circumstances including loss or damage.
12. The Card would not be accepted for priority access if it is defaced or damaged, or if all 10 check boxes have been checked.
13. Care Card is not applicable for Jungle of Giant, Castle of Redd, all theatre programme, Mascot Meet & Greet, souvenir shops, skill games, restaurants, food kiosks and attractions requiring separate charges.
14. The Card does not guarantee immediate access to rides/attractions. Our onsite staff would assist the Card user and his/her companions to access in priority.
15. Priority access to attractions/activities that are offered as a part of a seasonal event program will be offered subject to situations.
16. QAS only serves as an aid in queue arrangement. Eligible guest of the QAS and his/her companions must observe the Rules & Regulations of all rides & attractions as well as the instructions from onsite staff.
17. Onsite staff reserves the right with discretion to adjust the priority access arrangement subject to operational needs.
18. Ocean Park Hong Kong reserves the right to decide the way to implement, execute or amend the terms and conditions of the QAS from time to time subject to operational needs, as well as to refuse access if this Service is misused.

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## 海洋公园公司（「本园」或「我们」）

### 收集个人资料声明

我们为了下列理由在此收集阁下的个人资料，并以此声明及本园的个人资料私隐政策声明中所列明的指引及原则，处理及持有该等资料。该等指引及原则广泛适用于我们持有的资料。我们力图充分遵守香港法例第 486 章个人资料（私隐）条例的条文。

我们提供此声明以表明我们对保护阁下私隐的坚定承诺及披露我们收集及移转资料的惯常做法。

### 收集方式

我们主要透过请求阁下填写表格或问卷直接收集个人资料，亦会为提供阁下要求的服务、活动或设施收集个人资料。

我们亦可能收集有关阁下的互联网协定地址、浏览器类型、域名及浏览时间的资料。

### 可能被收集的个人资料

我们为提供服务、活动及设施，视乎所提供的服务、活动及设施的性质，需要阁下不时向我们提供不同种类的个人资料。我们收集的个人资料可能包括（但不限于）阁下的姓名、年龄、称谓、职位、地址、联络号码（包括流动电话及传真号码）及电邮地址。该等个人资料亦可能关于跟阁下要求的资讯、服务、活动或设施有关的其他人士，例如阁下子女或其他家庭成员的个人资料。阁下可自行选择提供个人资料或任何资料，但若未能提供我们要求所需的个人或任何其他资料，可能会导致我们无法处理阁下的要求或提供阁下要求的服务、活动及设施。

我们提供的某些教育或其他课程或活动为团体活动，并会于海洋公园范围内动物或生物生活的栖息地内进行。该等活动亦会于本园开放时间内进行，除参加者外的客人可观看该等活动。因此参加者有机会被本园的摄影师、该等活动的其他参加者或栖息地或场所内的客人拍摄。该等活动的每位参加者因此必须无条件同意在活动过程中被本园的摄影师或其他参加者或客人拍摄。参加者递交参加有关活动的申请表格即代表其接受此条件。

我们亦可能产生及编制有关阁下的资料。阁下提供的或我们不时产生及编制有关阁下的个人资料及其他资料统称为「阁下资料」。

### 使用阁下资料

我们可能不时使用阁下资料作下列一个或多个用途：

1. 提供服务、活动及设施及处理有关的申请或要求，包括但不限于购买海洋公园门票及香港海洋公园学院的教育课程/活动及智纷全年入场证会员申请、运作我们的网站及有关的行政、管理、运作及维修事宜；
2. 与阁下沟通，包括但不限于回应阁下对资讯、服务、活动及设施的要求；
3. 设计及提供比赛、游戏、抽奖、推广、意见调查及/节目；
4. 使阁下能够从我们的网站向朋友发送有关所选网页的电邮或电子贺卡；
5. 促销产品、服务、活动、设施及其他标的（详情请参阅以下「在直接促销中使用阁下资料」部分，阁下可选择接收促销资讯）；
6. 订制阁下于我们网站的体验、显示阁下感兴趣的内容、利用与广告商（在不透露我们网站的个人用户的身份的基础上）综合分享的人口数据根据阁下的喜好显示内容；
7. 诊断我们伺服器出现的问题及使用阁下的互联网协定地址管理我们的网站；
8. 进行内部统计研究及分析；
9. 在香港境内或境外适用的任何法律、法院命令、指令、守则或指引要求下作出披露；
10. 调查及处理涉及本园，包括香港海洋公园学院或香港海洋公园保育基金，或我们的任何客人或网站使用者的投诉或个案；及
11. 预防、侦测或调查可疑或非法活动。

若个人资料将于收集后被显示，例如宣布比赛获奖人士详情，我们将适当地把资料匿名并预先告知阁下。

### 披露阁下资料

我们重视接收到的所有个人资料并尽力保持其私隐。除非阁下事先同意或法律要求，我们并不会向任何第三方转移或披露阁下资料，唯我们可能如以下所述于香港境内或境外转移或披露阁下资料（而我们并不会向另一方转移阁下资料以供其在直接促销中使用）：

海洋公园建基于教育、保育、及娱乐，锐意成为世界级最佳度假胜地及主题乐园，缔造最佳游乐体验予游人，启发精彩探索，并将人舆大自然紧密连繫起来。

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1. 我们的附属公司、联营公司及/或商业夥伴；
2. 就我们的运作向我们提供服务或意见（使我们能够提供或协助我们提供阁下要求的服务、活动或设施）的任何人员、代理人、顾问、核数师、承包商或服务供应商；
3. 若阁下同意或不反对我们在直接促销中使用阁下资料（详情请参阅以下「在直接促销中使用阁下资料」部分），我们与其分享资料以向阁下提供特别优惠及资讯的促销传讯及营运夥伴；
4. 对我们有保密责任的任何人士；及
5. 我们根据香港境内或境外适用的任何法律、法院命令、指令、守则或指引要求需要向其作出披露的任何人士。

因我们无力控制非我们代理人的任何第三方（例如我们需要向其披露阁下资料的任何政府机构）的行为，阁下应留意此声明内所载列的私隐保障并不适用于根据此声明向该等第三方披露的任何资料。我们会尽量只跟负责的第三方往来，但我们对该等第三方所提供的私隐保障并不负责。

#### 在直接促销中使用阁下资料

除非阁下同意或不反对，我们方可在直接促销中使用阁下资料。

就直接促销，我们有意：

(i) 使用我们不时收集、编制、产生或持有的阁下姓名、联络详情、客户分析资料、服务、产品及活动组合资料及交易模式及行为资料；及

(ii) 促销及推广有关本园（包括香港海洋公园学院及香港海洋公园保育基金）或我们的商业及合作夥伴的产品、服务、活动、设施、教育课程、比赛、游戏、抽奖、推广及/或项目，包括：

- 我们的「智纷全年入场证」会员奖赏计划、福利及优惠
- 园内餐饮推广
- 园内纪念品及商品推广
- 亲子、教育或康乐活动
- 本园设施、景点及动物资讯或香港海洋公园保育基金的消息及资讯
- 节日或慈善活动或特别节目
- 购票服务及相关资讯
- 动物及环境保育

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- 交通运输服务
- 酒店住宿及款待
- 意见调查；及

我们的商业及合作夥伴提供的产品及服务包括：

- 航空及交通运输服务
- 旅游服务及产品
- 餐饮
- 家居用品
- 个人护理产品
- 电讯及相关产品及服务
- 书刊及其他印刷品
- 影音产品
- 教育、玩具及儿童商品及服务
- 消闲产品
- 运动用品
- 美容产品及服务
- 时装及服装
- 鲜花及礼物篮
- 银行、金融及保险产品
- 钟表及首饰珠宝
- 电脑、电子产品及游戏
- 汽车及相关产品及服务
- 互联网及社交媒体服务
- 房地产
- 购物中心
- 超级市场及便利店
- 博物馆、文化中心、戏院及其他场所及相关节目、展览、表演及娱乐
- 酒店住宿及款待
- 现金券、优惠券及礼品卡
- 慈善活动

阁下不欲我们在直接促销中使用阁下资料，烦请[按此](#)或以电话通知我们的客务经理行使阁下选择不接受直接促销的权利。阁下亦可在任何时候致函下列地址、致电（852）3923 2323 或按直接促销资讯中提供的联系方式联络我们选择不接受直接促销。



#### 查閱及改正資料

閣下有权查閱及（如适用）改正或更新我们持有的有关閣下的任何个人资料。閣下亦有权要求获悉我们的私隱政策及我们持有的个人资料种类的详情。

如閣下希望行使任何该等权利，烦请向我们的客务经理发送电邮至 [gr@oceanpark.com.hk](mailto:gr@oceanpark.com.hk) 或致函下列地址：

客务经理  
香港海洋公园  
香港香港仔海洋公园  
电话：(852) 3923 2323  
传真：(852) 2873 5584

#### 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

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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:

1. 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;
2. communicating with you, including but not limited to responding to your requests for information, services, activities and facilities;

3. designing and offering contests, games, lucky draws, promotions, surveys and/or events;
4. enabling you to send e-mails, e-cards of preferred pages from our website to friends;
5. 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);
6. 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);
7. diagnosing problems with our server and administering our website by use of your Internet Protocol address;
8. conducting internal statistical research and analysis;
9. making disclosure when required by any law, court order, direction, code or guideline applicable in or outside Hong Kong;
10. 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
11. 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.

海洋公園建基於教育、保育、及娛樂，銳意成為世界級最佳度假勝地及主題樂園，締造最佳遊樂體驗予遊人，啟發精彩探索，並將人與大自然緊密連繫起來。

Ocean Park Corporation, with focus on education, conservation and entertainment, will be the world's best resort and theme park, providing excellent guest experiences through the thrill of discovery, while connecting people to nature.

Member of **ASSOCIATION  
OF ZOOS &  
AQUARIUMS**



### 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):-

1. our subsidiaries, associated companies and/or business associations;
2. 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;
3. 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;
4. any person under a duty of confidentiality to us; and
5. 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

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- 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 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

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## 爱心畅游服务申请表 Application Form for Queue Assistance Service

### 服务使用者资料 QAS User Information

服务使用者姓名 Name of QAS user \_\_\_\_\_ (Mr/Ms/ Miss/Mrs\*)  
(先生/小姐/女士/太太\*)

如服务使用者未满12岁，或此表格并非由服务使用者本人填写，请於以下位置填写申请者姓名。  
If the QAS user is under 12 years old, or if the form is not completed by the QAS user, please provide the applicant's name below.

申请者姓名 Name of applicant \_\_\_\_\_ (Mr/Ms/ Miss/Mrs\*)  
(先生/小姐/女士/太太\*)

联络电话 Contact no. \_\_\_\_\_

为使我们更有效处理 阁下之申请，请於以下位置概述服务使用者在一般情况下长时间排队会面对的困难：  
In order to let us understand how the QAS user is unable to queue up in a conventional queue environment, please elaborate more about the difficulties the QAS user would encounter if he/she is required to queue up:

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\* 请删去不适用者 Please delete as appropriate

请将相关病历证明以附件形式连同此申请表格传送至 [QAS@oceanpark.com.hk](mailto:QAS@oceanpark.com.hk) 作申请之用。

Please send the completed form and the relevant medical proof to Guest Relations at [QAS@oceanpark.com.hk](mailto:QAS@oceanpark.com.hk) for application purpose.

- 您所提供的个人资料仅供申请爱心畅游服务之用。而本园将严格按照香港法例第 486 章个人资料（私隐）条例处理有关资料。  
While the information you provided will be used by Ocean Park for handling of Queue Assistance Service application, the personal data provided to us will be handled in accordance with the Personal Data (Privacy) Ordinance (Chapter 486) of the laws of Hong Kong.
- 我们并不会向任何第三方转移或披露阁下资料。  
We will not transfer or disclose your information to any 3rd party.

本人确认本人/服务使用者已详阅及会遵守海洋公园爱心畅游服务的条款及细则。

I confirm that I/ the applicant have/has read the above Terms and Conditions and agree to comply with them.

服务使用者/申请者签署 QAS user / Applicant Signature \_\_\_\_\_

申请日期 Date of Application \_\_\_\_\_

### 由海洋公园职员填写 For Official Use Only

成功批核 Successful Application	Yes 是 / No 不是
档案编号 Reference Number:	
核对有效病历证明 Verification of medical document	Yes 有 / No 沒有
获批申请之有效日期 Validity of the application	
处理职员 Handled by	

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