



海洋公園-愛心暢遊服務申請守則

1. 遊客如欲申請愛心暢遊服務(本服務)，請填妥本表格並附上由醫生、政府部門或相關機構發出的有效證明以作查核用途。如透過電郵申請，請以附件形式附上前述之證明文件副本。
2. 服務使用者所提供由醫生、政府部門或相關機構發出的有效證明須指出服務使用者之身體狀況會導致使用者於遊覽本園當天未能在一般情況下長時間排隊。
3. 如服務使用者未滿12歲，須由一位年滿18歲或以上之申請者代為填寫及簽署作實。
4. 如閣下選擇不提供本申請表格必須填寫之資料，本園保留不辦理有關申請之權利。在任何情況下，海洋公園有權就本服務之批核作最終決定。海洋公園可根據其獨有及絕對酌情權決定批准或拒絕任何申請。
5. 填妥之表格可親身交回或電郵至 QAS@oceanpark.com.hk。如以電郵方式遞交表格，請於遊覽本園當日最少七天前遞交申請。
6. 如於遞交申請三天後仍未收到本園的回覆，請致電(852)3923 2323海洋公園熱線查詢。

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. 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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愛心暢遊服務使用守則

1. 愛心暢遊服務是為遊客於遊覽公園當日因特殊身體或心理狀況而未能一般在一般情況下長時間排隊輪候而設。
2. 遊客服務中心職員會為使用此服務之人士發出關愛暢遊卡並蓋上手印。持卡者須向現場工作人員出示關愛暢遊卡以優先使用遊樂設施。如有需要，持卡者可能會被要求出示附相片之身份證明文件或手印作核對之用。
3. 每位持卡者每日可享用最多十次優先輪候遊樂設施的安排。
4. 當持卡者於遊樂設施向工作人員出示關愛暢遊卡時，工作人員會於卡面上的一個空格位置畫上記號，以示持卡者已享用一次優先輪候安排。
5. 持卡者最多可於同一遊樂設施享用愛心暢遊服務的優先輪候安排兩次，而有關安排不可連續使用。持卡者於同一遊樂設施之使用次數，會被全數記錄於關愛暢遊卡上相應數量的空格內。
6. 持卡者每次最多可與三位同行人士憑關愛暢遊卡優先輪候遊樂設施。
7. 持卡者必須為其中一位遊樂設施使用者方可獲得優先輪候之安排。
8. 關愛暢遊卡只於發出當天有效。
9. 關愛暢遊卡不能轉讓予他人，亦不可用作售賣用途。
10. 持卡者及/或同行人士所享有的優先輪候安排不可轉售。
11. 於任何情況下（包括遺失或損毀），本園概不會重發關愛暢遊卡。
12. 如關愛暢遊卡已損毀或卡面上所有十個空格均已被填寫，該卡將不能再用作優先輪候遊樂設施之用。
13. 關愛暢遊卡不適用於巨人森林、小紅熊堡壘、所有劇場節目、與吉祥物合照、攤位遊戲、禮品店、餐廳、小食亭及需額外付費的項目。
14. 持有關愛暢遊卡不代表能即時享用遊樂設施，惟職員會視乎現場情況協助持卡者優先使用遊樂設施。
15. 海洋公園保留愛心暢遊服務於只限特別節日期間開放之遊樂設施之使用權利。
16. 愛心暢遊服務只為遊客於排隊輪候方面提供協助而設，遊客必須遵守個別遊樂設施之守則及現場職員之指示。
17. 本園職員有權因應現場營運情況而就此服務作出其他安排。
18. 海洋公園保留因應營運需要而不定時地實施、執行或更改愛心暢遊服務的服務細則，或於服務使用者違反守則的情況下拒絕有關人士使用此服務之權利。

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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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跟閣下要求的資訊、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：

1. 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；
2. 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；
3. 設計及提供比賽、遊戲、抽獎、推廣、意見調查及/節目；
4. 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；
5. 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）；
6. 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；
7. 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；
8. 進行內部統計研究及分析；
9. 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；
10. 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
11. 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）：

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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1. 我們的附屬公司、聯營公司及/或商業夥伴；
2. 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；
3. 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；
4. 對我們有保密責任的任何人士；及
5. 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

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- 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
- 消閒產品
- 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

閣下不欲我們在直接促銷中使用閣下資料，煩請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 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 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.

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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 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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愛心暢遊服務申請表格 Application Form for Queue Assistance Service

服務使用者資料 QAS User Information

服務使用者姓名 Name of QAS user _____ (Mr/Ms/ Miss/Mrs*)
(先生/小姐/女士/太太*)

如服務使用者未滿12歲，或此表格並非由服務使用者本人填寫，請於以下位置填寫申請者姓名。
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.

申請者姓名 Name of applicant _____ (Mr/Ms/ Miss/Mrs*)
(先生/小姐/女士/太太*)

聯絡電話 Contact no. _____

為使我們更有效處理閣下之申請，請於以下位置概述服務使用者在一般情況下長時間排隊會面對的困難：
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:

* 請刪去不適用者 Please delete as appropriate

請將相關病歷證明以附件形式連同此申請表格傳送至 QAS@oceanpark.com.hk 作申請之用。

Please send the completed form and the relevant medical proof to Guest Relations at QAS@oceanpark.com.hk for application purpose.

- 您所提供的個人資料僅供申請愛心暢遊服務之用。而本園將嚴格按照香港法例第 486 章個人資料（私隱）條例處理有關資料。
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.
- 我們並不會向任何第三方轉移或披露閣下資料。
We will not transfer or disclose your information to any 3rd party.

本人確認本人/服務使用者已詳閱及會遵守海洋公園愛心暢遊服務的條款及細則。

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

服務使用者/申請者簽署 QAS user / Applicant Signature _____

申請日期 Date of Application _____

由海洋公園職員填寫 For Official Use Only

成功批核 Successful Application	Yes 是 / No 不是
檔案編號 Reference Number:	
核對有效病歷證明 Verification of medical document	Yes 有 / No 沒有
獲批申請之有效日期 Validity of the application	
處理職員 Handled by	

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