

## 海洋公園暫停開放期間的門票安排

### 非指定日期之門票

如遊客持有透過海洋公園售票處、官方網站或7-Eleven 便利店購買2022年1月6日至6月30日期間有效之非指定日期之電子門票或實體門票而未經使用，可於2022年7月31日或之前到海洋公園票務處換領當日入場門票（休園日除外）。

遊客如經海洋公園正式授權旅行社或售票平台購買了任何非指定日期之門票或產品，而因公園暫停開放未能享用，請向原購票渠道查詢門票安排。海洋公園會提供相關協助。

### 全日優惠套票

如遊客持有於2022年1月31日到期並未經使用之「全日優惠套票」，可於2022年7月31日或之前到海洋公園票務處換領當日入場門票（休園日除外）。

### 指定日期之門票或產品

遊客如經海洋公園官方網站或微信小程序購買了任何指定日期之門票或產品（例如停車場預約訂金，海洋快證），而因公園暫停開放未能享用，公園將透過遊客預約時所使用之付款途徑自動退還款項，並以電郵通知客人。退款程序大約需時6至8星期。

遊客如經海洋公園正式授權旅行社或售票平台購買了任何指定日期之門票或產品，而因公園暫停開放未能享用，請向原購票渠道查詢門票安排。海洋公園會提供相關協助。

### 港人生日優惠

遊客可於公園重開後的生日當天到公園票務處出示香港身份證明文件或香港出生證明書，即可免費換領當日入場門票。有關優惠只適用於公園開放日子。

### 贈票

不適用於退款安排。如遊客持有2022年1月6日至6月30日期間有效而未經使用的贈票，可於2022年7月31日或之前到海洋公園票務處換領當日入場門票（休園日除外）。

### 智紛全年入場證及無限FUN入場證

為確保會員可繼續尊享獨家優惠及遊樂體驗，「智紛全年入場證」及「無限FUN入場證」會籍限期會按公園暫停開放日數順延。

海洋公園公司有權隨時更改/終止以上門票安排而毋須預先另行通知。

## **Ticket Arrangement During Ocean Park's Temporary Closure**

### **Open Day Admission Ticket**

Guests holding unused open day electronic or physical ticket purchased through Ocean Park's Ticketing Office, official website or 7-Eleven stores with ticket expiry date between January 6 and June 30, 2022, can go to Ocean Park Ticketing Office to exchange a ticket valid for on-day admission, on or before July 31, 2022 (except park closure day).

Guests who have purchased open day admission tickets or products through Ocean Park's official ticket distributors, which were unused because of the Park's temporary closure, please reach out to your original purchase channel for enquiry. Ocean Park will provide the necessary assistance where needed.

### **All Day Package**

Guests holding unused "All Day Package" ticket with expiry date on January 31, 2022, can go to Ocean Park Ticketing Office to exchange a ticket valid for on-day admission, on or before July 31, 2022 (except park closure day).

### **Admission Ticket or Product with a Fixed Date**

Guests who have purchased fix date admission tickets or products (for example, car park reservation deposit, Ocean FasTrack) through Ocean Park's official website or WeChat Mini Program, which were unused because of the Park's temporary closure, refund will be made automatically to guests through the payment channel used to purchase the ticket, and guests will receive a confirmation email. The refund process would take approximately 6 - 8 weeks.

Guests who have purchased fix date admission tickets or products through Ocean Park's official ticket distributors, which were unused because of the Park's temporary closure, please reach out to your original purchase channel for enquiry. Ocean Park will provide the necessary assistance where needed.

### **Birthday Offer for Local Resident**

When the park is reopened, guest can enjoy free day time admission on his/her birthday upon presentation of Hong Kong Identity documents or Hong Kong Birth Certificate at Ocean Park Ticketing office. This offer is applicable to the Park's operating days only.

### **Complimentary Ticket**

Not applicable for refund. Guests holding unused complimentary ticket with expiry date between January 6 and June 30, 2022 can go to Ocean Park Ticketing Office to exchange a ticket valid for on-day admission, on or before July 31, 2022 (except park closure day).

### **SmartFun Annual Pass and InFUNity Entry Pass**

To ensure SmartFun members and InFUNity Entry Pass holders can enjoy their privileges and park experience to the fullest, the validity of all existing memberships will be extended according to the number of days the Park has been closed.

Ocean Park Corporation reserves the right to change/terminate the above ticket arrangement at any time without prior notice.