

## 海洋公園水上樂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水上樂園售票處、官方網站、正式授權之旅行社或售票平台購買 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，可先憑該門票於網上預約到訪日期，並於 2022 年 10 月 31 日或之前到海洋公園水上樂園票務處換領當日入場門票（休園日除外）入場。

### 指定日期之門票或產品

遊客如經海洋公園水上樂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（例如停車場儲物櫃、水上通行證、映灣台、映灣小屋），而因樂園暫停開放未能享用，樂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。

遊客如經海洋公園水上樂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，而因樂園暫停開放未能享用，請向原購票渠道查詢門票安排。海洋公園水上樂園會提供相關協助。

### 贈票（員工贈票除外）

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 10 月 31 日或之前到海洋公園水上樂園票務處換領當日入場門票（休園日除外）。

### 水上樂園無限次入場證

為確保會員可繼續尊享獨家優惠及遊樂體驗，「水上樂園無限次入場證」會籍限期會按樂園暫停開放日數順延。

海洋公園水上樂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 Water World's Temporary Closure**

### **Open Day Admission Ticket**

Guests holding unused open day electronic or physical ticket purchased through Water World's Ticketing Office, official website or official ticket distributors with ticket expiry date between January 6 and June 30, 2022, can first use their tickets to make online reservation for their visit date, and go to Water World Ticketing Office to exchange a ticket valid for on-day admission on or before October 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 storage locker, Splash Pass, VIP Cabanas, Cabanas) through Water World'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 Water World's official ticket distributors, which were unused because of the Park's temporary closure, please reach out to your original purchase channel for enquiry. Water World will provide the necessary assistance where needed.

### **Complimentary Ticket (except Staff Complimentary ticket)**

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

### **Water World Unlimited Entry Pass**

To ensure Water World Unlimited 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.