

1	<p><b>我已計劃遊覽水上樂園，我是否需要進行網上預約入園？</b></p> <p>所有訪客(3 歲以下小童除外)進入園區前均須於網上預約系統填寫到訪日期，姓名及電話號碼進行網上預約。</p> <p>另外，所有訪客必須符合疫苗通行證接種要求，以及使用「安心出行」流動應用程式掃描場所二維碼方可進入水上樂園 ( 見問題 2 及 3)。</p> <p><b>I have planned to visit Water World. Shall I be required to make online reservation in order to enter the Park?</b> All visitors (except Children aged below 3) are required to provide their visit dates, names and phone numbers for online reservation</p> <p>In addition, all visitors are required to fulfill Vaccine Pass requirement and use the “LeaveHomeSafe” app to scan the venue QR code before entering Water World (Please refer to Qs 2 &amp; 3.)</p>																								
2	<p><b>我是否必須接種新冠疫苗才可進園遊覽？</b></p> <p>根據政府公告，除因醫學原因獲發「新冠疫苗接種醫學豁免證明書」，所有 12 歲或以上的訪客均需符合「疫苗通行證」接種要求，方可進入水上樂園遊覽。有關「疫苗通行證」接種要求如下：</p> <table border="1" data-bbox="196 978 1524 1944"> <thead> <tr> <th data-bbox="196 978 529 1079">適用人士類別</th> <th data-bbox="529 978 862 1079">第一階段 ( 2022 年 4 月 29 日或之前 )</th> <th data-bbox="862 978 1195 1079">第二階段 ( 2022 年 4 月 30 日至 5 月 30 日 )</th> <th data-bbox="1195 978 1524 1079">第三段 ( 2022 年 5 月 31 日或之後 )</th> </tr> </thead> <tbody> <tr> <td data-bbox="196 1079 529 1180">18 歲或以上人士</td> <td data-bbox="529 1079 862 1180">第一針</td> <td data-bbox="862 1079 1195 1180">第二針</td> <td data-bbox="1195 1079 1524 1180">第三針，或第二針後未滿 6 個月</td> </tr> <tr> <td data-bbox="196 1180 529 1281">12 至 17 歲人士</td> <td data-bbox="529 1180 862 1281">第一針</td> <td data-bbox="862 1180 1195 1281">第二針，或第一針後未滿 6 個月</td> <td data-bbox="1195 1180 1524 1281">第三針，或第二針後未滿 6 個月</td> </tr> <tr> <td data-bbox="196 1281 529 1539">12 歲或以上，在感染 2019 冠狀病毒後康復未滿 6 個月之人士，又或於感染前已接種第二或第三針疫苗的康復者</td> <td colspan="3" data-bbox="529 1281 1524 1539">無需額外接種要求</td> </tr> <tr> <td data-bbox="196 1539 529 1745">12 歲或以上在感染 2019 冠狀病毒前未接種疫苗，而康復後滿 6 個月之人士</td> <td data-bbox="529 1539 862 1745">第一針</td> <td colspan="2" data-bbox="862 1539 1524 1745">第二針，或第一針後未滿 6 個月 已接種一針復必泰(BioNTech)疫苗的 12 至 17 歲人士，無需第二針接種要求</td> </tr> <tr> <td data-bbox="196 1745 529 1944">12 歲或以上在感染 2019 冠狀病毒前已接種第一針疫苗，而康復後滿 6 個月之人士</td> <td data-bbox="529 1745 862 1944">無需額外接種要求</td> <td colspan="2" data-bbox="862 1745 1524 1944">第二針 已接種一針復必泰(BioNTech)疫苗的 12 至 17 歲人士，無需第二針接種要求</td> </tr> </tbody> </table>	適用人士類別	第一階段 ( 2022 年 4 月 29 日或之前 )	第二階段 ( 2022 年 4 月 30 日至 5 月 30 日 )	第三段 ( 2022 年 5 月 31 日或之後 )	18 歲或以上人士	第一針	第二針	第三針，或第二針後未滿 6 個月	12 至 17 歲人士	第一針	第二針，或第一針後未滿 6 個月	第三針，或第二針後未滿 6 個月	12 歲或以上，在感染 2019 冠狀病毒後康復未滿 6 個月之人士，又或於感染前已接種第二或第三針疫苗的康復者	無需額外接種要求			12 歲或以上在感染 2019 冠狀病毒前未接種疫苗，而康復後滿 6 個月之人士	第一針	第二針，或第一針後未滿 6 個月 已接種一針復必泰(BioNTech)疫苗的 12 至 17 歲人士，無需第二針接種要求		12 歲或以上在感染 2019 冠狀病毒前已接種第一針疫苗，而康復後滿 6 個月之人士	無需額外接種要求	第二針 已接種一針復必泰(BioNTech)疫苗的 12 至 17 歲人士，無需第二針接種要求	
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訪客入場時須出示相關新冠疫苗接種紀錄、康復紀錄二維碼或證明書，以供核對。更多「疫苗通行證」的安排及詳情，請瀏覽相關網頁 <https://www.coronavirus.gov.hk/chi/vaccine-pass.html>。

**Am I required to receive COVID-19 vaccine prior to my visit to Water World?**

According to Hong Kong Government's announcement, except the individuals who are issued with a COVID-19 Vaccination Medical Exemption Certificate, visitors aged 12 or above are required to fulfill the vaccination requirements of the Vaccine Pass for visiting Water World. The vaccination requirements under Vaccine Pass are as follow:

Category of Persons	Stage One (From 20 March to 29 April 2022)	Stage Two (From 30 April to 30 May 2022)	Stage Three (From 31 May 2022 onwards)
Persons aged 18 or above	1 <sup>st</sup> dose	2 <sup>nd</sup> dose	3 <sup>rd</sup> dose, or within 6 months from 2 <sup>nd</sup> dose
Persons aged 12 to 17	1 <sup>st</sup> dose	2 <sup>nd</sup> dose or within 6 months from 1 <sup>st</sup> dose	3 <sup>rd</sup> dose, or within 6 months from 2 <sup>nd</sup> dose
Recovered persons aged 12 or above within 6 months from recovery, or had already received 2 <sup>nd</sup> or 3 <sup>rd</sup> dose before COVID-19 infection	No additional dose required		
Recovered persons aged 12 or above, who have not vaccinated before COVID-19 infection, after 6 months from recovery	1 <sup>st</sup> dose	2 <sup>nd</sup> dose or within 6 months from 1 <sup>st</sup> dose 2 <sup>nd</sup> dose not required from a person aged 12-17 who took Comirnaty (BioNTech) as 1 <sup>st</sup> dose	
Recovered persons aged 12 or above, who have received 1 <sup>st</sup> dose before COVID-19 infection, after 6 months from recovery	No additional dose required	2 <sup>nd</sup> dose 2 <sup>nd</sup> dose not required from a person aged 12-17 who took Comirnaty (BioNTech) as 1 <sup>st</sup> dose	

Visitors should present the relevant vaccination record, recovery record QR code or exemption certificate for verification upon entry. For more details of "Vaccine Pass" arrangement, please visit relevant website at <https://www.coronavirus.gov.hk/eng/vaccine-pass.html>.

**3 於遊覽當天，我入場時仍須掃描「安心出行」二維碼嗎？**

按照政府最新宣布之新增防疫指引，所有人士必須使用「安心出行」流動應用程式掃描場所二維碼方可進入水上樂園，而以下三類指定人士可以填妥指定表格的方式替代使用「安心出行」：

- (1) 65 歲或以上和 15 歲或以下的人士
- (2) 殘疾人士
- (3) 其他獲政府或政府授權機構認可的人士。

若 15 歲或以下人士在成年人陪同下進入水上樂園，而該成年人已履行「安心出行」規定，則該名 15 歲或以下人士無須填寫登記個人資料的表格。

獲豁免使用「安心出行」人士必須填寫表格登記其姓名、聯絡電話、到訪日期和時間，並向職員出示相關身分證明文件以作核實。

有關網上預約入園、使用「安心出行」及出示「疫苗通行證」相關紀錄的概要，可參考以下列表：

	網上預約 入園	使用「安心出行」 流動應用程式掃描 場所二維碼	以填妥指定表格的 方式作為替代「安 心出行」	出示「疫苗通行 證」相關紀錄
65 歲或以上之遊客	✓	×	✓	✓
16 歲或以上及 65 歲 以下之遊客	✓	✓	×	✓
12 歲至 15 歲之遊客	✓	×	✓ (如由已履行「安心 出行」規定的成年 人陪同下入園，則 無須填寫。)	✓
3 歲至 11 歲之遊客	✓	×	×	×
3 歲以下之遊客	×	×	×	×

**I have made online reservation for my coming visit. Upon arrival at the Park, am I still required to scan the LeaveHomeSafe QR code at the Park entrance?**

To comply with the Hong Kong Government's latest anti-pandemic guidelines, all visitors are required to use the "LeaveHomeSafe" app to scan the venue QR code before entering Water World, except the following 3 categories of persons may fill in a specified form as an alternative:

- (i) Persons aged 65 or above and aged 15 or below
- (ii) Persons with disability
- (iii) Other persons recognized by the Government or organization(s) authorized by the Government.

People aged 15 or below would not have to register his or her personal information using the specified form if he or she is accompanied by an adult who has complied with the LeaveHomeSafe requirement.

The "LeaveHomeSafe" exempted persons are required to register their name, contact number and visiting date and time. The respective identity document must be presented to our staff for verification purpose.

Regarding the arrangement of online reservation, LeaveHomeSafe and presentation of COVID-19 Vaccine Pass related records, please refer to the below table:

	Online Reservation	Use the "LeaveHomeSafe" app to scan the venue QR code	Use the specified form to register relevant information as an alternative in	Presentation of COVID-19 Vaccine Pass related records

				accordance with the requirement	
	Guest aged 65 or above	✓	×	✓	✓
	Guest aged 16 or above and below 65	✓	✓	×	✓
	Guest aged 12-15	✓	×	✓ No registration required if he or she is accompanied by an adult who has complied with the LeaveHomeSafe requirement.	✓
	Guest aged 3-11	✓	×	×	×
	Guest aged below 3	×	×	×	×

4	<p><b>最早可在甚麼時候進行預約？</b></p> <p>水上樂園預約系統會根據所售門票之有效日期開放入園 / 穿梭巴士名額供訪客預約，名額先到先得，額滿即止。</p> <p><b>How far could I make reservation for my next visit?</b></p> <p>The Water World's Online Reservation System will open admission and shuttle bus reservation according to the validity period of tickets being sold, while reservation will be on a first-come, first-served basis.</p>
5	<p><b>網上預約需要填寫甚麼資料？</b></p> <p>進行預約時，需填寫遊客身份證上的姓名、聯絡人的電話號碼及門票 / 入場證資料。另外，遊客亦需填寫有效電郵地址，以收取確認電郵。</p> <p><b>What kind of information is required for reservation?</b></p> <p>Visitors' name as printed on identity document, contact person's phone number and the ticket / pass details must be filled in at the time of registration, plus a valid email address for receiving the reservation notification.</p>
6	<p><b>我可否在同一個預約中為朋友或家人進行預約？</b></p> <p>可以，你可在預約頁面中選擇入園人數為朋友或家人一同進行預約。</p> <p><b>Can I make online reservation for friends /family in the same reservation?</b></p> <p>Yes, you may select the number of guests in the reservation page so that you can make reservation for your friends / family under the same reservation.</p>
7	<p><b>我該如何使用預約名額入場？</b></p> <p>成功預約後，網頁會即時顯示預約專用的二維碼及發送確認電郵到登記之電子郵箱。遊客須於入園時同</p>

	<p>時出示預約二維碼及用作登記之入場門票/入場證。預約二維碼只可使用一次，故所有登記人士必須一同進場。</p> <p><b>What should I do with my reservation upon entry to the Park?</b> A: Upon successful reservation, guests will receive a reservation QR code on the screen instantly and an email notification. Guests must present both the QR code and registered admission ticket/passes. As the reservation QR code is only valid for one-time entry, all registrants must enter the Park at the same time.</p>
8	<p><b>如果我沒有完成網上預約，我可以於遊覽當天入場嗎？</b> 基於水上樂園實施人流管制措施，所有訪客進入園區前均須於預先作網上預約，未有預約的遊客將不能入園。</p> <p><b>If I have not completed the online reservation, can I visit the Park simply by either providing my name and phone number or scanning the LeaveHomeSafe QR code at the park's entrance?</b> As the Park is implementing crowd control policy, all visitors must make online reservation prior to the visit, and we are unable to arrange guests without online reservation to enter the Park.</p>
9	<p><b>我是 65 歲以上本地長者。我知道我須於遊覽當天掃瞄「安心出行」二維碼或登記姓名和聯絡電話入場，但我可以提前網上辦理嗎？</b> 遊客須於遊覽當天入園時掃瞄「安心出行」二維碼或提供姓名及聯絡電話作入園登記。</p> <p><b>I am a local senior resident aged over 65. I acknowledged that I am required to scan the LeaveHomeSafe QR code or provide my name and phone number upon entry. Can I do it online in advance?</b> You are required to either scan the LeaveHomeSafe QR code or provide your name and phone number for arrival registration upon entry on the visit date.</p>
11	<p><b>如果我和家人/朋友分開入園該怎麼辦？</b> 由於預約二維碼只可使用一次，所有已登記人士需同時入園。遊客如打算於不同時間入園，可分開進行預約。</p> <p><b>What should I do if I arrive at different time with my friend/family?</b> Since the QR code of an online reservation is only valid for one-time entry, all registrants must enter the Park at the same time. If you will be entering the Park at different time, you may consider making separate reservation for your entry.</p>
12	<p><b>假如我未持有入場門票，我可以怎樣辦理網上預約？</b> 我們建議遊客先於本園網上購票系統購買門票，然後再辦理網上預約。</p> <p><b>How could I make online reservation if I do not have an admission ticket on hand?</b> Guests are recommended to buy admission tickets from our official website before making online reservation.</p>
13	<p><b>如我預約時選擇的遊園日期或輸入資料有誤，能作出更改嗎？</b> 訪客如需更改或取消入園 / 穿梭巴士班次預約，須最少於遊覽日前一天透過預約電郵上的連結網址進行更改。</p>

	<p><b>Can I amend my reservation if I selected a wrong visit date or input wrong information?</b> If visitor wishes to modify or cancel the shuttle bus reservation, visitor must amend the reservation via the link provided in the confirmation email at least one day before the visit.</p>
14	<p><b>如果預約後未能收取確認電郵，我該如何處理？</b> 成功預約後，網頁會即時顯示預約專用二維碼，我們建議閣下擷取屏幕圖片並儲存該二維碼作入場之用。</p> <p><b>What should I do if I could not receive notification email after reservation?</b> Guests will receive a reservation QR code on the screen instantly upon successful reservation for admission purpose. You are welcome to capture the screen and save it for entry.</p>
15	<p><b>假如我想預約的遊覽日子已額滿, 該如何處理？</b> 我們很遺憾 閣下所選擇的日子已額滿，我們建議您可選擇其他尚未額滿之日子。</p> <p><b>What should I do if the reservation is full on my preferred visit date?</b> We are sorry if your preferred visit date is fully reserved. You are highly recommended to reschedule your visit on another day which is available for reservation.</p>
16	<p><b>若我入園後打算離園並於同日再次進場，該如何處理? 我需要再進行網上預約或掃瞄「安心出行」二維碼作入園登記嗎？</b> 如果你於遊覽當天需離園後再次進場，毋須重新進行網上預約，但仍須使用「安心出行」流動應用程式掃描場所二維碼（或按規定以填妥指定表格的方式作為替代）方可進入水上樂園。請於離園前向閘口處職員提出，職員會為你提供手帶作辨識用途。於再次進場時，須出示手帶及當天入園之門票或入場證作核對之用。</p> <p><b>What should I do if I need to exit the Park for a while and re-enter within the day? Do I need to make another reservation or scan the LeaveHomeSafe QR code again for my re-entry?</b> No, you do not need to make another online reservation for re-entry, but you are required to use the “LeaveHomeSafe” app to scan the venue QR code (or use the specified form to register relevant information as an alternative in accordance with the requirement) before entering Water World. Before you leave the Park, please approach our staff member at turnstile and you will be given a wristband. Then, you can present your wristband and the admission ticket / pass for re-entry verification.</p>