換領「香港居民生日免費入場門票」預約安排的常見問題
Frequently Asked Questions on Online Reservation Arrangements for Complimentary Birthday Admission Tickets for Hong Kong Residents

1	我已計劃遊覽海洋公園，我是否需要進行網上預約入園？ 由 2023 年 7 月 27 日起，除換領香港居民生日免費門票優惠外，所有遊客均無須進行網上預約入園。 **I have planned to visit Ocean Park, shall I be required to make online reservation in order to enter the Park?** From 27 July 2023 onwards, all visitors, except those who redeem complimentary birthday ticket for Hong Kong residents, are not required to make online reservations prior to their visits.
2	換領香港居民生日優惠最早可在甚麼時候進行預約？ 系統會於每月 15 日下午 5 時開放未來四星期的名額供遊客預約，名額先到先得，額滿即止。 **How far could I make reservation for my birthday admission offer?** The system will release booking quota for the upcoming 4 weeks at 5pm on 15th of every month for visitors to make online reservations, while reservation will be on a first-come, first-served basis.
3	網上預約需要填寫甚麼資料？ 進行預約時，需填寫遊客身份證上的姓名及有效電郵地址，以收取確認電郵。 **What kind of information is required for reservation?** Visitors' name as printed on identity document and a valid email address must be filled for receiving the reservation notification.
4	如同行親友有多於一位遊客換領生日優惠，我可否在同一個預約中為他們進行預約？ 每次預約登記人數最多 1 人。你可以分開為同行親友進行預約。 **If more than one person enjoying the birthday ticket offer on the same day, can I make online reservation for them in the same reservation?** Each reservation is made for a maximum of 1 person. You may make separate reservation for your friend / family who enjoy the birthday ticket offer on the same day.
5	我該如何使用預約入場？ 成功預約後，載有預約二維碼的確認電郵會發送至登記之電子郵箱。入園時須於公園票務處出示預約二維碼及香港身份證明文件作核對，以換領生日當天有效的免費門票。二維碼只限指定的入園日期使用，並只可使用一次。

5	**What should I do with my reservation upon entry to the Park?** A: Upon successful reservation, visitors will receive an email notification with the reservation QR code. Visitors must present both the reservation QR code and their Hong Kong identity document at Ticketing Office for verification and redemption for on-day complimentary birthday ticket upon admission. The reservation QR code is only valid for one-time entry on the registered date.
6	如果我沒有完成網上預約，我可以於遊覽當天換領香港居民生日優惠嗎**?** 換領香港居民生日免費門票優惠的遊客必須完成網上預約以換領生日當天有效的免費門票。 **If I have not completed the online reservation, can I redeem birthday admission offer for Hong Kong residents on visit day?** Visitors who would redeem complimentary birthday admission offer for Hong Kong residents are required to make advance reservations through the official Ocean Park website.
7	如果預約後未能收取確認電郵，我該如何處理？ 確認電郵或會被誤標示為垃圾郵件，你可查看電子郵箱的垃圾郵件資料夾。如確認未能收取預約二維碼，你亦可於早上九時至晚上六時致電本園查詢熱線(852)3923 2323 與我們聯絡。 **What should I do if I could not receive notification email after reservation?** The notification email maybe classified as a junk mail and you are advised to check your junk mail box. If you have not received the email, you may contact our Enquiry Hotline at (852) 3923 2323 for assistance during office hour from 9am to 6pm.
8	假如我生日當天適逢公園休園日或公園因天氣限制需要暫停開放，生日免費入場將有何安排？ 如你的生日正日適逢公園休園日，相關優惠享用日期會順延至下一個公園開放日。然而，未能於網上成功預約入園，或者生日當天/指明可順延享用優惠當天公園因防疫措施、天氣限制或其他特殊情況需要暫停開放，生日免費入場優惠將不會作另行安排。 **What will be the arrangement if my birthday falls on the Park's rest day or the Park is temporarily closed due to adverse weather conditions?** If your birthday falls on the Park's rest day, you can enjoy the offer on the next Park's opening day. However, no alternative arrangements for free birthday admission will be offered if the visitor cannot secure an online reservation or the Park is temporarily closed due to anti-pandemic measures, adverse weather conditions or any other special circumstances on their birthday or on the day of eligible postponement.
9	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作入園登記嗎？ 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。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作核對之用。 **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 for my re-entry?** No, you do not need to make another online reservation for re-entry. 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 for re-entry verification.