



Terms & Conditions

To Our Visitors,

Welcome to the “H₂OPE CENTRE” (hereunder referred to as “the CENTRE”)! By booking or visiting the Centre, you fully agree to be bound by the following:

CONFIRMATION / AMENDMENT / CANCELLATION / ATTENDANCE

- a. Any incomplete, insufficient or incorrect data may affect the processing time and the result of application.
- b. Once an individual booking is confirmed, the applicant will receive confirmation by email within 1 day.
- c. For organisation booking, the applicant will receive acknowledgement of application by email within 1 day. Our staff will handle the application and notify the applicant of the booking results by phone or email as soon as possible.
- d. Visitors shall visit the CENTRE according to the date and time booked and present the admission ticket at the entrance for registration upon arrival. Please arrive 10 minutes earlier for registration. For late arrival over 15 minutes after the start of the selected time slot, the reserved place may be released to other visitors, and the visitors may not be allowed for entry.
- e. Visitors who have booked the Dome Theatre shall arrive at the theatre 10 minutes before the start of the screening for registration. Once the screening has started, the audience will not be allowed to enter the Dome Theatre.
- f. All bookings are non-transferable.
- g. Amendment is not allowed for individual booking. For change of number of visitors, the selected time slot or other booking items, applicants should cancel the confirmed booking and re-submit a new booking application. For organisation booking, the applicant should contact our Office for making amendment to the booking items.

- h. Applicants for individual or organisation booking can cancel their bookings via the online booking system.
- i. The CENTRE does not endorse any for-profit third party to organise visits. We reserve the right at our discretion to cancel any visit including if any person or party purports to charge any fees.
- j. We have the right, without liability to you, to refuse your entry to the CENTRE or to escort you from the CENTRE if you, at our discretion, breach any of the above.

We endeavour to offer a safe environment and enjoyable experience for all of our visitors. You are responsible for your behavior and your group's at all times. Please note and observe the following house rules:

1. This Centre is admission free and open for public visit and participation in related activities organised by the Centre.
2. This Centre is under security camera surveillance and recording.
3. Please do not bring any sizable luggage to the Centre.
4. No cycling, skateboarding, rollerblading or ball games are allowed.
5. No person shall bring any animal into the Centre, except guide dogs.
6. No eating, alcoholic beverages, smoking, running, yelling, hazardous or inflammable item is allowed. Only drinks purchased from the vending machine in the Centre are allowed at designated area.
7. No unauthorised video taking, audio tape recording, or use of any reproduction appliances is allowed within the Centre. Any media or commercial-related photography shall first be applied to the Centre, and can only be conducted after receiving approval from the Centre.
8. No person shall enter any part of the Centre which is not open for the public.
9. No person shall remove, disturb or otherwise interfere with any exhibit.

10. Throwing objects, employing foul language and behaving in a disorderly manner in the Centre are not allowed.
11. No person shall display banners, buntings, flyers or publicity materials of any kind in the Centre without the permission of Centre staff.
12. No unauthorised events, demonstrations, speeches and other public performance are allowed.
13. No loudhailers shall be used in the Centre without the permission of Centre staff.
14. No promotional materials, souvenirs and give-away items shall be distributed or sold in the Centre without the permission of Centre staff.
15. No person shall wilfully obstruct any member of the staff in performing his duty or wilfully obstruct, disturb, interrupt or annoy any other person in using the Centre or of any of the facilities provided therein.
16. No person shall wilfully write upon, mark, soil or otherwise damage in any way whatever or destroy any wall, door, furniture, fitting, publications, materials or other thing in the Centre, or any exhibit. No person shall indemnify the Centre against any losses, damages or expenses incurred to the Centre arising from a breach of these guidelines. A charge will be made for any Centre exhibit lost or damaged, which will be such sum as the Centre staff considers necessary to replace the exhibit or set of exhibits which the Centre exhibit forms a part.
17. No publications and materials shall be taken out from the Centre. All materials are for reference only. The Centre cannot control, nor is responsible for the accuracy or content of the information contained in the publications.
18. Please respect copyright and do not infringe any copyright when making photocopies. All copyright works are protected by the “Copyright Ordinance” (Cap 528 of the Laws of Hong Kong), which can be read by consulting the webpage of the HKSAR Government on the internet for details.
19. The Centre shall not be held responsible for any infringement of intellectual property rights or other laws which a person may commit in making use of materials made accessible through the Centre.

20. Personal computers may be used. However, there is no electricity supply service for personal computers in the Centre. Please use your own batteries for the operation of personal computer.
21. For security reason, the Centre staff, if required, reserves the right to request users to show their belongings for inspection before leaving.
22. The Centre staff reserves the right to ask any person not using the Centre facilities, exhibits or materials properly and correctly to stop their activities or leave the Centre.
23. If there are too many visitors at the Centre, we will arrange the admission on a first come, first served basis according to the capacity of the Centre. Queuing up outside the Centre for entry may be required.
24. Please do not leave your belongings unattended. The Centre is not responsible for the safe custody and/or loss of personal property brought to and/or left in the Centre.

25. Inclement Weather Arrangements

Typhoon sign No. 8 or above:	The Centre will close. If the signal is lowered less than 2 hours before the normal closing time, the Centre will remain closed that day.
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Black rainstorm warning:	If the warning is issued during normal opening hours, the Centre will remain open. If the warning is issued before the Centre opens, the Centre will be closed until the warning is cancelled. If the warning is cancelled less than 2 hours before normal closing hours, the Centre will remain closed that day.
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26. This Centre reserves the right and is entitled to change, alter, add, delete, suspend, revise and update all information on this “House Rules” at any time at its absolute discretion without giving any reasons and prior notice.