

Hong Kong Heritage Museum
Guidelines for Group Visit and Guided Tour Services

1. Assembly

Group visitors should arrive the Museum 10 minutes before the scheduled time. Upon arrival, group visitors are advised to assemble and queue up in front of the “Assembly Point” sign and wait aside to leave way for other visitors for entering into the Museum. The accompanying staff/teachers approach to the Reception located on Ground Floor and present the confirmation letter for registration.

The accompanying staff/teachers shall produce the confirmation letter for registration at the reception counter on ground floor. Free admission and docent services may be cancelled if the group turns up late for more than 30 minutes.

2. Visiting Rules

- (a) Accompanying staff/teachers are advised to maintain the order of their members , follow the instructions from docents during the tours, and avoid blocking the ways of other visitors in the galleries.
- (b) Please do not use flash-light/ lighting apparatus, tripods or selfie stick within the exhibition galleries. To avoid damage to the exhibits and disturbance to other visitors, please follow the photography and filming regulations of each exhibition gallery.
- (c) To help keeping a calm environment for the museum, group visitors are advised to lower their voice when talking and do not use loudhailers and mobile phones inside the galleries.
- (d) Please do not run or play inside the Museum for public safety.
- (e) Eating, drinking and smoking are not allowed inside the Museum.
- (f) To ensure a pleasant visit for everyone, please do not bring large objects and bags, and any items which may cause annoyance or inconvenience to others into the Museum. Museum staff have the right to inspect personal belongings, and request visitors to deposit their personal belongings at the cloakroom/lockers.

3. Please use the Main Entrance of the Museum for admission and exit.

4. There are male, female and accessible toilets on each floor of the Museum. Lifts for disabled persons are also available.

5. There is a Café at the foyer and automatic vending machines by the right hand side of the Main Entrance.

6. Coaches may drop off/ pick up visitors at the public carpark. No parking spaces provided. To avoid traffic congestion in the coach drop off point, after the visit, accompanying staff/teachers are advised to gather their members outside the Main Entrance for conducting a roll call first before calling the coach drivers to pick up their group members in the drop off point.

A fee-charging car park is available in the Museum for parking of private cars and light vans. Rehabus may drop off/pick up disabled visitors at the covered carpark of the Museum’s staff entrance (near the Sha Tin Clinic). No parking spaces will be provided.

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7. Inclement Weather Arrangements of the Museum

- (a) Tropical Cyclone Warning Signal No. 8 or above: The Museum will close. Museums will resume service within 2 hours if the signal is cancelled or lowered to Signal No.3 or below 3 hours or more before the normal closing time as conditions allow. The museums will remain closed if the signal is lowered less than 3 hours before the normal closing time.
- (b) Black Rainstorm Signal: If the signal is issued during normal opening hours, the Museum will remain open. If the signal is issued before the Museum opens, the Museum will be closed until the signal is cancelled. If the signal is cancelled less than 2 hours before normal closing hours, the Museum will remain closed that day.
- (c) "Extreme Conditions"*: The museum will close. Museums will resume service within 2 hours if "extreme conditions" is cancelled 3 hours or more before the normal closing time as conditions allow. Museums will remain closed if "extreme conditions" is cancelled less than 3 hours before the normal closing time.

* In the case of serious disruption of public transport services, extensive flooding, major landslides or large-scale power outage caused by a super typhoon, the Government will make an announcement of "extreme conditions".

8. Inclement Weather Arrangements of Guided Tours

Unless otherwise specified by school/organisation in the application form, the guided tour arrangements under inclement weather conditions are as follows:

Guided tour will be cancelled: When the following signal is issued by the Hong Kong Observatory and is still in force 3 hours before commencement of the scheduled tours:

- (a) Tropical Cyclone Warning Signal No. 3 or above; or Red/Black Rainstorm Signal (For kindergartens/primary schools/special schools/child centres/centres for the elderly/similar organisations)
- (b) Tropical Cyclone Warning Signal No. 8 or above; or Black Rainstorm Signal (For secondary schools/tertiary institutions/similar organisations)
- (c) Education Bureau has announced the class suspension. (For kindergartens, primary, secondary and special schools)

Guided tour will be conducted as scheduled: When the following signal is lowered by the Hong Kong Observatory 3 hours before commencement of the scheduled tours:

- (a) Tropical Cyclone Warning Signal No. 3; or Red/Black Rainstorm Signal (For kindergartens/primary schools/special schools/child centres/centres for the elderly/similar organisations)
- (b) Tropical Cyclone Warning Signal No. 8 or above; or Black Rainstorm Signal (For secondary schools/tertiary institutions/similar organisations)

9. In case of emergency, please contact our on-site staff for immediate assistance.