

The Hong Kong Joint Council for People with Disabilities /
The Hong Kong Council of Social Services

2021 International Day of Persons with Disabilities
“Free Ride Day”

(Including Free Visit of Museums & Swimming Pools Facilities under LCSD
And Free Visit of Hong Kong Wetland Park)

User Guide

In view of the lasting impact of COVID-19, the operating hours and admission of public transport, museums, swimming pools and Hong Kong Wetland Park may be adjusted. Please pay attention to the opening hour and latest news of the relevant organization before you travel.

1. Effective Date : 14th November, 2021 (Sunday)

2. Coverage of Concession

(A) Public Transport Operators

MTR and Airport Express

Light Rail and MTR Bus

Kowloon Motor Bus

Long Win Bus

New World First Bus

Citybus (Except private hire, staff shuttle & sightseeing bus services)

New Lantao Bus

Sun Ferry (Only available on ordinary class of ordinary ferry services)

Star Ferry

Hong Kong & Kowloon Ferry

Hong Kong Tramways (Not applicable to any tram charter or “TramOramic Tour” services)

Park Island Transport Co. Ltd. (Only available on ferry services)

Green Minibus Services (Only available on designated routes)

(B) Museum

Fee-charging museum

Hong Kong Science Museum# (Include special exhibition)

Hong Kong Space Museum # (Except for Space Theatre programmes)

Free Opening Museum

Hong Kong Island

Oil Street Art Space

Hong Kong Film Archive (Except for film programmes)

Dr Sun Yat-sen Museum

Flagstaff House Museum of Tea Ware

Hong Kong Visual Arts Centre

Fireboat Alexander Grantham Exhibition Gallery

Law Uk Folk Museum

Kowloon

Hong Kong Museum of Art

Lei Cheng Uk Han Tomb Museum

Hong Kong Museum of History

New Territories

Sam Tung Uk Museum

Sheung Yiu Folk Museum

Hong Kong Heritage Museum

Hong Kong Railway Museum

(C) Swimming Pool

Sun Yat Sen Memorial Park Swimming Pool

Kennedy Town Swimming Pool

Morrison Hill Swimming Pool

Victoria Park Swimming Pool

Island East Swimming Pool

Siu Sai Wan Swimming Pool

Lai Chi Kok Park Swimming Pool

Sham Shui Po Park Swimming Pool

Kowloon Park Swimming Pool

Tai Kok Tsui Swimming Pool

Hammer Hill Road Swimming Pool
Kwun Tong Swimming Pool
Lam Tin Swimming Pool
Tung Chung Swimming Pool
Tuen Mun Swimming Pool
Tuen Mun North West Swimming Pool
Yuen Long Swimming Pool
Ping Shan Tin Shui Wai Swimming Pool
Tsing Yi Southwest Swimming Pool
Shing Mun Valley Swimming Pool
Fanling Swimming Pool
Sha Tin Jockey Club Swimming Pool
Hin Tin Swimming Pool
Tseung Kwan O Swimming Pool

(D) Hong Kong Wetland Park

3. Eligibility : Holders of valid “Registration Card for People with Disabilities” (printed with photo) issued by Labour and Welfare Bureau and one accompanying minder are entitled to enjoy free ride of the above public transport, free entrance of Museums, swimming pools facilities under LCSD and free visit of The Hong Kong Wetland Park.

4. Public Transport Modes and Services under the Scheme :

MTR and Airport Express

- Eligible passengers can use their Personalised Octopus with “Persons with Disabilities Status” to enter and exit ticket gates, no fare will be deducted from the Personalised Octopus.
- Eligible passengers can also redeem free Single Journey Tickets (except First Class on the East Rail Line, Intercity Passenger Services and High Speed Rail) by presenting their valid “Registration Card for People with Disabilities” with destination stated at any Customer Service Centre or approach station staff in MTR and Airport Express stations. Holders of a valid “Registration Card for People with Disabilities” or Personalised Octopus with “Persons with Disabilities Status” can redeem a free Single

Journey Ticket for an accompanying person.

- Passengers are advised to pay attention to the MTR website (www.mtr.com.hk), MTR Mobile, station and in-train announcements for the latest train service information when planning their journeys. Passengers who plan to take the Airport Express are reminded to pay attention to the access controls at Airport Terminal Buildings before travelling.
- Please arrange a person to accompany the passenger with disabilities if necessary. Eligible passenger can inform the MTR station staff for assistance as well. Wheelchair users are suggested to make a reservation before 14th November, 2021.
- All cars of MTR trains on Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line and Disneyland Resort Line are designed with multi-purpose spaces for the convenience of wheelchair users. Please spread across different cars to take the train.
- Multi-purpose spaces are also available in trains on other MTR lines for wheelchair parking. For details, please visit the MTR website: www.mtr.com.hk and refer to the “Caring for our Customers with Special Needs Booklet” under the “Services and Facilities” section. Signages indicating the locations of the multi-purpose spaces are also available on the platform to facilitate train boarding of wheelchair users.
- Portable ramps are available on the MTR network and Airport Express. MTR station staff will assist passengers to move between platforms and trains by providing portable ramps. Due to time consideration, assisted boarding of one wheelchair is arranged per train. Please call the MTR station at least one hour before for the required services in order to reduce the waiting time.
- All MTR stations are equipped with Passenger Lift, Wheelchair Aid, Stair Lift, Ramps and Portable Ramps etc. For details, please visit the MTR website: www.mtr.com.hk and refer to the “Special Needs Services and Other Schemes” under the “Services and Facilities” section.
- Passengers can also browse MTR Mobile (under the “Barrier-free” icon) to check the latest status of station lifts before travelling.
- Passengers may also contact MTR stations for the latest information of the barrier-free facilities, such as station lifts, ramps and stair lifts.
- For enquiry and service reservation, please call the MTR hotline at 2881 8888 (Mon – Fri: 8:30am – 6pm, Sat: 8:30am – 1pm, except Sundays and Public Holidays).
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Light Rail and MTR Bus

- Holders of a valid Registration Card or Personalised Octopus with “Persons with Disabilities Status” can enjoy free rides with one accompanying person.
- Eligible passengers can use their Personalised Octopus with “Persons with Disabilities Status” to enter and exit Light Rail stops and get on MTR bus as usual. No fare will be deducted from their Personalised Octopus.
- Eligible passengers should present their valid Registration Card or Personalised Octopus with “Persons with Disabilities Status” to Ticket Inspection Unit staff upon request.
- For details, please call the MTR hotline at 2881 8888 (Mon – Fri; 8:30am – 6pm, Sat: 8:30am – 1pm, except Sundays and Public Holidays).

Kowloon Motor Bus (“KMB”)

- Passengers holding a “Registration Card for People with Disabilities” need only show their card when boarding a KMB bus. Such passengers together with one accompanying carer can enjoy free rides (the concession scheme is not applicable to Rt. P960 and Rt. P968 buses); or
- Passengers holding a personalised Octopus card for “Persons with Disabilities” should tap their card when boarding. Such passengers together with one accompanying carer can enjoy free rides (the concession scheme is not applicable to Rt. P960 and Rt. P968 buses).
- The concession scheme is available from 00:00 to 23:59 on Sunday 14 November 2021.
- All KMB buses are accessible to wheelchair users by deploying the super-low floor facility. Passengers may obtain all bus route information via the KMB and LWB smartphone App, “App1933” or KMB website www.kmb.hk. If they have enquiries, they should call the KMB Customer Service Hotline on 2745-4466 , visit the LiveChat service on the KMB website or App1933, or send a fax on 2745-0600 .

Long Win Bus (“LWB”)

- Passengers holding a “Registration Card for People with Disabilities” need only show their card when boarding a LWB bus. Such passengers together with one accompanying carer can enjoy free rides; or
- Passengers holding a personalised Octopus card for “Persons with

Disabilities” should tap their card when boarding. Such passengers together with one accompanying carer can enjoy free rides.

- The concession scheme is available from 00:00 to 23:59 on Sunday 14 November 2021.
- All LWB buses are accessible to wheelchair users by deploying the super-low floor facility. Passengers may obtain all bus route information via the KMB and LWB smartphone App, “App1933” or LWB website www.lwb.hk. If they have enquiries, they should call the LWB Customer Service Hotline on 2261-2791 , visit the LiveChat service on the LWB website or App1933, or send a fax on 2745-0600 .

New World First Bus (“NWFB”)

- Disabled passengers should present the “Registration Card for People with Disabilities” to bus captain or tap the Personalised Octopus with “Persons with Disabilities Status” to enjoy free rides on all NWFB routes with an accompanying helper.
- The offer is valid on Sunday, 14 November 2021 from 00:00am to 11:59pm.
- All buses are wheelchair accessible with low floor and ramp.
- For route enquiries, please use Citybus & NWFB App, visit the NWFB website at www.nwfb.com.hk, call the NWFB Customer Service Hotline at 2136 8888 (Service hours: 8:00am to 8:00pm daily; pre-recorded messages are available after service hours); send an SMS to 9526 1111 (Service hours: 8:00am to 8:00pm daily); or send a fax to the NWFB Customer Service Hotfax at 2136 2136.

Citybus

- Disabled passengers should present the “Registration Card for People with Disabilities” to bus captain or tap the Personalised Octopus with “Persons with Disabilities Status” to enjoy free rides on all Citybus routes (except private hire, staff shuttle and sightseeing bus services) with an accompanying helper.
- The offer is valid on Sunday, 14 November 2021 from 00:00am to 11:59pm.
- All buses are wheelchair accessible with low floor and ramp.
- For route enquiries, please use Citybus & NWFB App, visit the Citybus website at www.citybus.com.hk, call the Citybus Customer Service Hotline

at 2873 0818 (Service hours: 8:00am to 8:00pm daily; pre-recorded messages are available after service hours); send an SMS to 9751 8282 (Service hours: 8:00am to 8:00pm daily); or send a fax to the Citybus Customer Service Hotfax at 2857 6179.

New Lantao Bus

- Please show the Registration Card for People with Disabilities to the bus captains when getting on the bus. People who held the card can take any bus routes (except route no.1R from Hung Hom (Hung Luen Road) to Ngong Ping (Polin Monastery)) operated by New Lantao Bus free of charge with no more than one accompanying carer.
- Remarks: The passenger with the above mentioned registration card do not need to pay for the fare with Octopus Card.
- If there are any enquiries, please contact our customer service hotline 2984 9848 during Monday to Sunday from 9:00 am to 18:00 pm or send email to info@nlb.com.hk

Sun Ferry (only available on ordinary class of ordinary ferry service)

- Present the "Registration Card for People with Disabilities" before enter the gate.
- Passengers presenting the "Registration Card for People with Disabilities" can enjoy free rides with one companion on Sun Ferry's ordinary class of ordinary ferry service for the inner-harbour ferry routes and outlying-island ferry routes.
- Applicable ferry routes included Central – Cheung Chau, Central – Mui Wo, Inter Islands (Peng Chau – Mui Wo – Chi Ma Wan – Cheung Chau), North Point – Hung Hom, and North Point – Kowloon City routes.
- Ordinary classes are set on the ground deck and second deck for triple-deck ordinary ferries, and the ground deck and rear upper deck (near the stern part) for double-deck ordinary ferries.
- Seats on vessels are available on a first-come-first-served basis.
- Passengers are advised to pay attention to the schedule of the ordinary ferry service.
- Please speak to any members of staff for assistance if necessary.
- For enquiries, please call Sun Ferry Customer Service Hotline at (852) 2131 8181 (Office hours: 9:00am – 12:55pm and 2:15pm – 5:00pm from

Mondays to Fridays and 9:00am – 12:00nn on Saturdays. Recording service is available during non-office hours), visit the Sun Ferry website at www.sunferry.com.hk or “Sun Ferry” mobile app.

Star Ferry

- Present the "Registration Card for People with Disabilities" before enter the gate.
- Passengers presenting the “Registration Card for People with Disabilities” can enjoy free rides with one companion on routes of Star Ferry
- Wheelchair-accessible facilities are only located on the lower deck of the ferry. Each ferry is limited to four wheelchairs. If necessary, you can ring the bell at the entrance and the duty staff will provide assistance.
- For sailing schedule, please call the 24-hour hotline at 2367 7065 or visit our website at www.starferry.com.hk .

Hong Kong and Kowloon Ferry

- Disabilities presenting the “Registration Card for People with Disabilities” to pier staff at the time of passing through the turnstile will be entitled to enjoy free rides with his/her accompany friend on HKKF ferry routes of Central < > Yung Shue Wan, Central < > Sok Kwu Wan (Note: Wheelchair access ramp is NOT available at Sok Kwu Wan Ferry Pier.) and Central < > Peng Chau.
- For any assistance during the ferry journey, please contact our duty staff.
- Spaces for wheelchair users are designated at lower deck. Subject to ferry type, 1-2 wheelchair users will be served for each sailing. For enquiry on sailing schedule and wheelchair boarding arrangement, please visit www.hkkf.com.hk or contact HKKF Customer Enquiries Hotline at 2815 6063 during office hours from 9:00 am to 6:00 pm on Mondays to Saturdays. Calls will be connected to a voice mailbox after office hours.

Hong Kong Tramways (Not applicable to any tram charter or “TramOramic Tour”services)

- People with disabilities and their one (1) accompanying carer can enjoy free regular passenger tram rides upon presentation of their “Registration Card for People with Disabilities” to the motormen when alighting. Such offer is

not applicable to any tram charter or "TramOramic Tour Tram" services.

- For enquiries, please call Tramways' 24-hour Customer Service Hotline: 2548 7102.

Park Island Transport

- Please present the "Registration Card for People with Disabilities" to our staff.
- Free rides on Central and Tsuen Wan ferry services routes for people with disabilities and one accompanying carer.
- Each ferry can accommodate a maximum of 2 disabled persons on wheelchairs.
- For information on shifts and services, please contact our customer service hotline at 2946 8888 (Monday to Friday 9:00 am – 1:00 pm and 2:20 pm – 5:50 pm; Saturday 9:00 am – 1 pm , recording service during non-office hours) or visit our website: www.pitcl.com.hk

Green Minibus Services (Only available for designated route as below)

- Please show the “Registration Card for People with Disabilities” when boarding a minibus. The card holder and his one accompany caretaker are entitled to the free rides of the designated minibus route as below.

	Route	Terminal		Hotline	
New Territories	15	Hang Hau	↔	Hong Sing Garden	2701 9901
	15A	Hang Hau (North)	↔	Verbena Heights	
	15M	Po Lam Station	↔	Hong Sing Garden	
	16	Po Lam	↔	Po Toi O	
	17	Tsui Lam Estate	↔	Lam Tin Station	
	17M	Po Lam Station	↔	Tsui Lam Estate	
108 A	Choi Ming Public Transport Interchange	↔	Hang Hau (North)	2880 9271	

- Please visit the website of Transport Department: <http://www.td.gov.hk> or

HK ETransport: <http://hketransport.gov.hk/> for route details.

5. Museums of LCSD under the scheme:

- Holder of “Registration Card of Persons with Disabilities” and one accompanying minder can enjoy the free entrance of the below museums.

Fee-Charging Museum	Contact
Hong Kong Science Museum <i> #(Include special exhibition)</i>	2732 3232
Hong Kong Space Museum <i> #(except for Space Theatre programmes)</i>	2721 0226
Free Opening Museum	Contact
Hong Kong Island	
Oil Street Art Space	2512 3000
Hong Kong Film Archive <i>(except for film programmes)</i>	2739 2139
Dr Sun Yat-sen Museum	2367 6373
Flagstaff House Museum of Tea Ware	2869 0690
Hong Kong Visual Arts Centre	2521 3008
Fireboat Alexander Grantham Exhibition Gallery	2367 7821
Law Uk Folk Museum	2896 7006
Kowloon	
Hong Kong Museum of Art	2721 0116
Lei Cheng Uk Han Tomb Museum	2386 2863
Hong Kong Museum of History	2724 9042
New Territories	
Sam Tung Uk Museum	2411 2001
Sheung Yiu Folk Museum	2792 6365
Hong Kong Heritage Museum *	2180 8188
Hong Kong Railway Museum	2653 3455

Note:

- (1) Please show the “Registration Card for People with Disabilities” to the staff of the paid museums to get admission.

- (2) The Hong Kong Museum of Coastal Defence is currently closed.
- (3) Please browse the website of LCSD (www.lcsd.gov.hk) or Hong Kong Public Museums (<http://www.museums.gov.hk/>) for details on opening hours of LCSD museums.

6. Swimming Pool Facilities of LCSD under the scheme:

- Holder of “Registration Card for People with Disabilities” and one accompanying minder can enjoy the below swimming pool facilities free of charge.

Indoor Heated Pool	Contact	Facilities
Sun Yat Sen Memorial Park Swimming Pool	2540 6708	Main pool & Training pool
Kennedy Town Swimming Pool	2817 7973	Secondary pool, Training pool & Jacuzzi
Morrison Hill Swimming Pool	2575 3028	Main pool & Training pool
Victoria Park Swimming Pool	2570 8347	Main pool & Multi-purpose pool
Island East Swimming Pool	2151 4082	Training pool, Toddlers' pool & Leisure pool
Siu Sai Wan Swimming Pool	3427 3341	Training pool
Lai Chi Kok Park Swimming Pool	2745 5234	Secondary pool
Kowloon Park Swimming Pool	2724 3577	Main pool · Diving Pool, Training Pool (Level 1) & Training Pool (Level 2)
Tai Kok Tsui Swimming Pool	2393 1237	Leisure pool & Training pool
Hammer Hill Road Swimming Pool	2350 6062	Leisure pool & Training pool
Kwun Tong Swimming Pool	2717 9022	Main pool & Training pool
Lam Tin Swimming Pool	2205 6535	Training pool & Teaching pool
Tung Chung Swimming Pool	2109 9107	Main pool
Tuen Mun North West Swimming	2164 8355	Training pool, Leisure pool & Jacuzzi
Ping Shan Tin Shui Wai Swimming Pool	2856 2244	Training pool,
Tsing Yi Southwest Swimming Pool	2715 4202	Training pool,

Indoor Heated Pool	Contact	Facilities
Shing Mun Valley Swimming Pool	2416 0622	Main pool
Hin Tin Swimming Pool	2607 3423	Main pool & Jacuzzi

<u>Outdoor Swimming Pool</u>	<u>Contact</u>	<u>Facilities</u>
Lai Chi Kok Park Swimming Pool	2745 5234	Main pool
Sham Shui Po Park Swimming Pool	2360 2329	Main pool
Tuen Mun Swimming Pool	2164 8355	Main pool
Yuen Long Swimming Pool	2475 0184	Main pool
Fanling Swimming Pool	2675 6951	Main pool
Sha Tin Jockey Club Swimming Pool	2693 6613	Main pool
Tseung Kwan O Swimming Pool	2706 6767	Main pool

- Please show the “Registration Card for People with Disabilities” to the staff of the swimming pool.
- Please browse the website of LCSD (www.lcsd.gov.hk) for details on opening hours of LCSD swimming pools.

7. Hong Kong Wetland Park:

- Please visit the website of Hong Kong Wetland Park to check the latest information on opening hours and entry requirements before your visit (www.wetlandpark.gov.hk).
- Holders of Registration Card for People with Disabilities (PWD) and one accompanying caretaker of each PWD can enjoy free admission to Hong Kong Wetland Park.
- Please present the Registration Card for PWD to staff at the entrance gate of the Visitor Centre, Hong Kong Wetland Park.
- For transportation to Hong Kong Wetland Park, please refer to the following website: www.wetlandpark.gov.hk/en/information/transport.
- For other enquiries, please call the hotline of Hong Kong Wetland Park at 3152 2666 during office hours (every day from 9:00 a.m. to 5:00 p.m.) or email to info@wetlandpark.gov.hk

8. Enquiry :

For further information, please contact HKCSS by,

Tel : 2864 2934 ,

Fax : 2864 2962 ,

Email : reh@hkcss.org.hk .

Remark : People with Disabilities include can be categorized into Intellectual Disabilities, Physically Disabilities, Hearing Impairment, Visually Impairment, Mental Illness, Autism, Visceral Disabilities, Attention Deficit/Hyperactivity Disorder, Specific Learning Difficulties and Speech Impairment

October 29, 2021