

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

2019 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

Due to the possible public activities in communities, the operating hours 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 : 10th November, 2019 (Sunday)

2. Coverage of Concession

(A) Public Transport Operators

MTR Corporation Ltd.

The Kowloon Motor Bus Co. (1933) Ltd.

Long Win Bus Co. Ltd.

New World First Bus Services Ltd.

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

New Lantao Bus

Lok Ma Chau – Huanggang Cross-boundary Shuttle Bus Service
(24-hour operation)

New World First Ferry Services Limited

(Only available on ordinary class of ordinary ferry services)

The "Star" Ferry Co., Ltd.

Hong Kong & Kowloon Ferry Holdings Ltd.

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

Peak Tramways Co. Ltd.

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
Hong Kong Space Museum (except film programmes at the
Space Theatre)

Free Opening Museum

Hong Kong Island

Oil Street Art Space
Hong Kong Film Archive (except 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

Lei Cheng Uk Han Tomb Museum
Hong Kong Museum of History (Include free admission to special
exhibition)

New Territories

Sam Tung Uk Museum
Sheung Yiu Folk Museum
Hong Kong Heritage Museum
Hong Kong Railway Museum

- ❖ The Hong Kong Museum of Art and The Hong Kong Museum of Coastal Defence are currently closed for renovation.

(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
Kowloon Park Swimming Pool
Tai Kok Tsui Swimming Pool
Ho Man Tin 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
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 Persons with Disabilities” with destination stated at any Customer Service Centre or Information Counter in MTR and Airport Express stations. Holders of a valid “Registration Card for Persons with Disabilities” or Personalised Octopus with “Persons with Disabilities Status” can redeem a free Single Journey Ticket for an accompanying person.
- 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 10 November, 2019.
- 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 or call the MTR station for the latest information.
- If any passenger lift is not available for use, passengers in need can contact station staff for assistance where suitable.
- 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)

Light Rail or 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 (1933) Co., Ltd.

- 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; or
- Passengers holding a personalised Octopus card for “Persons with Disabilities” should swipe 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 10 November 2019.
- 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”. If they have enquiries, they should call the KMB Customer Service Hotline on 2745-4466 (a hotline operator service is available daily from 7:00 a.m. to 11:00 p.m., complemented by a 24-hour hotline system). Alternatively, they may Live Chat with us on the KMB website or App1933, or send a fax on 2745 0600.

Long Win Bus Company Limited

- 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 swipe 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 10 November 2019.
- 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”. If they have enquiries, they should call the LWB Customer Service Hotline on 2261-2791 (a hotline operator service is available daily from 7:00 a.m. to 11:00 p.m., complemented by a 24-hour hotline system). Alternatively, they may Live Chat with us on the LWB website or App1933.

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, 10 November 2019 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, 10 November 2019 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

Lok Ma Chau – Huanggang Cross-boundary Shuttle Bus Service (24-hour operation)

- Please present the “Registration Card for People with Disabilities” to the duty officer at the station.
- Holders of valid “Registration Card for People with Disabilities” can enjoy free ride with their accompanying caretaker.
- Some buses are accessible to wheelchair users by deploying the super-low floor facility. For details, please call the 24-hour service hotline at 2471 3437.

New World First Ferry Services Limited (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 First Ferry 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 First 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 First Ferry website at www.nwff.com.hk or “First Ferry” mobile app.

The “Star” Ferry Company Limited

- 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, Limited (Not applicable to any tram charter or “TramOramic Tour” services)

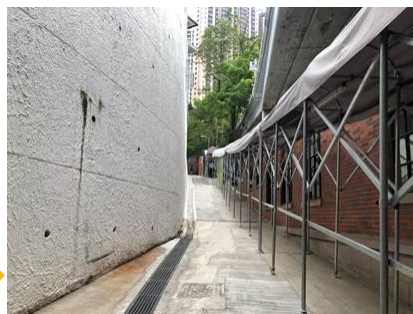
- People with disabilities and their one accompanying carer can enjoy free regular passenger tram rides upon presentation of their “Registration Card for People with Disabilities” to the motormen when alighting.
- For enquiries, please call Tramways’ 24-hour Customer Service Hotline: 2548 7102.

Peak Tramways Company Limited

- Upon presentation of a valid “Registration Card for People with Disabilities” to the Ticket Office of the Peak Tram Terminus in Garden Road or The Peak Tower, one (single journey) complimentary tram ticket will be offered. If accompanied by a caregiver, a maximum of one additional (single journey) ticket will be offered. Wheelchair users who need station assistance, please call 2522 0922 or 2522 1983

(07:00 to 24:00 daily) in advance. (Note: Due to public event in the nearby area, the Peak Tram operating hours will be adjusted. Please visit our website at www.thepeak.com.hk for latest updates.)

- The Peak Tram is accessible to most visitors with disabilities including manual/electronic wheelchair users. Our staff are trained and more than happy to offer assistance to any visitors.
- The Peak Tram is undergoing a substantial Upgrade of the Peak Tram system and stations, which commenced in 2018 and is scheduled to complete in 2021. The project will replace the current 120 passengers capacity tramcar with a 210 passengers capacity tramcar and refurbish the termini to create additional queuing capacity at the Lower Terminus for 1,300 people in a more comfortable and entertaining environment.
- The Peak Tram Lower Terminus on 33 Garden Road is now closed for construction. Temporary boarding and alighting platforms are located 70m uphill from the former platforms. This ensures we can minimise the total length of time that the Peak Tram service must be suspended, as we can carry out construction works in the vacated terminus whilst still operating the current Peak Tram service until the second service suspension scheduled to commence in Summer 2020.
- The temporary platform can be accessed via Tramway Lane and Tramway Path on a slope. The steepest section is approximately 9 to 10 degrees, next to the World Wide Fund Central Visitor Center (WWF Hong Kong) – see pictures below.



Park Island Transport Co. Ltd.

- 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	
Kowloon	17M	Kowloon Hospital	↔	Prince Edward Station (Circular)	2715 7850
	1A	Sai Kung	↔	Choi Hung Public Transport Terminus	2792 6433
New Territories	108A	Choi Ming Public Transport Interchange	↔	Hang Hau (North)	2880 9271
	114A	Tseung Kwan O Station	↔	Ocean Wings (Circular)	5227 3025
	114B	Tiu Keng Leng Station	↔	Alto Residences (Circular)	

- 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

Hong Kong Science Museum

Contact

2732 3232

Hong Kong Space Museum (except film programmes at the Space Theatre) 2721 0226

Free Opening Museum

Contact

Hong Kong Island

Oil Street Art Space	2512 3000
Hong Kong Film Archive (except film programmes)	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

Lei Cheng Uk Han Tomb Museum	2386 2863
Hong Kong Museum of History (Include free admission to special exhibition)	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

- ❖ The Hong Kong Museum of Art and The Hong Kong Museum of Coastal Defence are currently closed for renovation.

Note:

- (1) Please show the “Registration Card for People with Disabilities” to the staff of the paid museums to get admission.
- (2) 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.

<u>Indoor Heated Pool</u>	<u>Contact</u>	<u>Facilities</u>
Sun Yat Sen Memorial Park Swimming Pool	2540 6788	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
Ho Man Tin Swimming Pool	2715 0139	Leisure 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 Pool	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
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

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

- For details, please call the hotline for the designated swimming pools facilities.

7. Hong Kong Wetland Park:

- 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 People with Disabilities to staff at the entrance gate of the Visitor Centre, Hong Kong Wetland Park.
- Hong Kong Wetland Park opens from 10:00 a.m. to 5:00 p.m. (closed on Tuesdays, except public holidays).
- For transportation to Hong Kong Wetland Park, please refer to the following website: www.wetlandpark.gov.hk
- For any 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

November 7, 2019