

**CONTROLLING OFFICER'S REPLY**

**HAB442**

**(Question Serial No. 3541)**

Head: (95) Leisure and Cultural Services Department

Subhead (No. & title): (000) Operational Expenses

Programme: (1) Recreation and Sports

Controlling Officer: Director of Leisure and Cultural Services (Ms Michelle LI)

Director of Bureau: Secretary for Home Affairs

Question:

In regard to hirers failing to take up their booked sessions (“no-show”), will the Government inform this Committee of the following:

- (a) What are the numbers of no-show sessions in the past three years? Please provide a breakdown by district, sport venue and type of facilities.
- (b) Will the Government introduce further measures in 2016-17 to deal with no-shows? If so, what is the specific work plan? If no, what are the reasons?

Asked by: Dr Hon Kenneth CHAN Ka-lok (Member Question No. 272)

Reply:

- (a) The Leisure and Cultural Services Department (LCSD) introduced the penalty system for individual users on 15 August 2014. The number of “no show” sessions and “no show” rates of major facilities since the introduction of the penalty system in August 2014 are set out below -

Sports Facilities	September to December 2014		January to December 2015	
	No. of No-show Sessions	Percentage of No-show	No. of No-show Sessions	Percentage of No-show
Sports Centres (Arena)	13 612 (4 months)	1.6%	37 932 (12 months)	1.4%
Tennis Courts	4 637 (4 months)	1.8%	10 859 (12 months)	1.5%
Football Pitches	373 (4 months)	1.2%	939 (12 months)	1.1%

- (b) Under the penalty system, hirers who fail to take up the booked sessions on two occasions within 30 consecutive days without advance cancellation of booking will be barred from making advance booking of fee-charging recreation and sports facilities for 90 days. The LCSD will continue to monitor the implementation of the penalty system in 2016-17 before considering further improvement measures.

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