

**Leisure and Cultural Services Department**  
**Conditions of Use of Public Swimming Pool Monthly Ticket and Smart Card System**

1. All holders of the Public Swimming Pool Monthly Ticket (ticket holders) and holders of the Public Swimming Pool Monthly Ticket Smart Card (smart card holders) must observe the Public Swimming Pools Regulation under the Public Health and Municipal Services Ordinance (Cap. 132), the rules of public swimming pools and any directions given by the management staff of the venues when using public swimming pools. According to sections 4(b) and (c) of the Public Swimming Pools Regulation under the Public Health and Municipal Services Ordinance (Cap 132), no person, within a swimming pool or the precincts thereof, shall conduct himself otherwise than in a quiet, decent and orderly manner; or do any act which is likely to endanger, obstruct, inconvenience or annoy any person (e.g. running, diving (except at a diving pool), pushing and shoving).
2. The Public Swimming Pool Monthly Ticket (monthly ticket) and the Public Swimming Pool Monthly Ticket Smart Card (smart card) are not transferrable. If a ticket holder/smart card holder allows others to use his/her monthly ticket/smart card, both the ticket holder/smart card holder and the impostor may be liable to prosecution.
3. Members of the public can purchase the monthly tickets only after completing their registration as SmartPLAY users upon the launch of the SmartPLAY system. Ticket holders are required to produce the valid electronic monthly ticket in the SmartPLAY mobile app together with the following identity documents (original or copy) before entering public swimming pools:

Hong Kong resident	<ol style="list-style-type: none"> <li>1. Original copy of HKID Card (original); or</li> <li>2. HKSAR Passport (original); or</li> <li>3. For children aged between 11 and 14 : HKID Card (original/ copy). If a copy of the HKID Card is produced, presentation of the original of a valid photograph-bearing student card/student handbook is required for verification.</li> <li>4. For children below aged 11 : HKID Card / Birth Certificate / Document of Identity for Visa Purposes / HKSAR Re-entry Permit / One-way Permit (original/ copy). If the identity documents used are non-photograph-bearing, presentation of the original of a valid photograph-bearing student card/student handbook is required for verification.</li> </ol>
Non-Hong Kong resident	Valid travel documents (e.g. passport, Exit-entry Permit for Travelling to and from Hong Kong and Macao (i.e. "Two-way Permit")) (original)

4. A half-rate concession is available to senior citizens aged 60 or above, persons with disabilities and their minders (on a one-to-one basis), children aged between 3 and 13, and full-time students. are required to produce the valid supporting documents that prove their eligibility for the concession (such as Registration Card for People with Disabilities or photograph-bearing full-time student card/student handbook) before entering public swimming pools.
5. After purchasing the monthly tickets through the mobile app, persons with disabilities and their minders (on a one-to-one basis) and full-time students enjoying half-rate concession are required to produce the valid supporting documents that prove their eligibility for the concession (such as Registration Card for People with Disabilities or photograph-bearing full-time student card/student handbook) for verification by our staff at the district leisure services offices (DLSOs) and the booking offices. Ticket holders who have not completed the verification process are required to provide the relevant supporting document every time before entering public swimming pools.

6. The holder of a monthly ticket bought at the concessionary rate should declare that he/she is eligible for the concession throughout the validity period of the ticket before purchase. If a ticket holder/smart card holder is found ineligible for the concession after buying the ticket or becomes ineligible for the concession within the validity period of the ticket, the ticket/smart card can no longer be used and the fee paid or any part thereof will not be refunded. In this case, he/she should pay the prescribed admission fee or use an appropriate monthly ticket/smart card for entry to public swimming pools.
7. The half-rate concession is available to the minders of persons with disabilities on a one-to-one basis. The holder of a monthly ticket bought at the concessionary rate as a minder is not eligible for the concession when he/she is not accompanying a person with a disability to public swimming pools. In this circumstance, the monthly ticket is not applicable and he/she must pay the prescribed admission fee or use an appropriate monthly ticket for entry to public swimming pools.
8. Ticket holders who fail to produce the valid electronic monthly ticket in the SmartPLAY mobile app are required to print the electronic monthly ticket at the smart self-service station by presenting the original of their identity card and produce the printed ticket together with the identity documents before entering public swimming pools. A half-rate concession is available to senior citizens aged 60 or above, persons with disabilities and their minders (on a one-to-one basis), children aged between 3 and 13 and full-time students. Ticket holders enjoying half-rate concession are required to produce the original of valid supporting documents that prove their eligibility for the concession (such as Registration Card for People with Disabilities or photograph-bearing full-time student card/student handbook) together with the identity documents mentioned above for verification. Ticket holders who fail to produce a valid monthly ticket and identity documents must pay the prescribed admission fee for entry to public swimming pools.
9. Holders of valid monthly tickets may apply for the smart card. Data of monthly tickets stored in the smart card will be updated automatically when ticket holders purchase the monthly tickets through SmartPLAY. Smart card holders are required to produce their smart cards on which information of a valid monthly ticket is stored for inspection before entering public swimming pools through the designated turnstiles. When necessary, they may also be required to produce the identity document, proof of eligibility for the concession (if applicable) and/or a valid monthly ticket mentioned in paragraph 3 above and paragraph 6 below for verification.
10. The smart card system will continue to operate after the launch of SmartPLAY. Smart card holders are required to produce their smart cards on which information of a valid monthly ticket is stored for inspection before entering public swimming pools through the designated turnstiles. When necessary, they may also be required to produce the identity document, proof of eligibility for the concession (if applicable) and/or a valid monthly ticket mentioned in paragraph 3 above and paragraph 6 below for verification.
11. Ticket holders are entitled to unlimited admission to all public swimming pools (except the Wan Chai Swimming Pool, which is designated for group training) during public sessions (normally three sessions a day) within one month from the effective date of the monthly ticket. No refund of the monthly ticket fee paid will be made to any ticket holder who fails to use the swimming pool facilities during the validity period of the monthly ticket for any personal reasons.
12. Ticket holders/smart card holders under the age of 12 are not allowed admission unless accompanied by an adult.
13. Ticket holders/smart card holders should line up with other users when waiting for admission on a first-come-first-served basis and no admission priority will be given.
14. All public swimming pool users, including ticket holders/smart card holders, must leave the swimming pools at the end of each session.
15. The LCSD may set the maximum capacity of a public swimming pool after taking into account public safety and management considerations.

16. The validity period of a monthly ticket will not be extended and the fee paid or any part thereof will not be refunded in case public swimming pools are temporarily closed to the public due to inclement weather (for example, when Tropical Cyclone Warning Signal No. 8, Thunderstorm Warning or Red/Black Rainstorm Warning Signal is issued by the Hong Kong Observatory), or in case swimming pool facilities are to be used free of charge under any free use scheme.
17. When all or part of the facilities in a public swimming pool are closed to the public for conducting activities or training, or for maintenance, weekly cleansing operations or any special incidents, ticket holders/smart card holders may consider using the swimming pool facilities that remain open in the public swimming pool or using other public swimming pools under the LCSD. The LCSD does not guarantee the availability of any specific public swimming pools or any specific facilities therein to ticket holders/smart card holders. In this case, the validity period of a monthly ticket will not be extended and the fee paid or any part thereof will not be refunded.
18. All public swimming pools are normally closed on the Leisure Facilities Free Use Day. Despite this, the validity period of the monthly ticket will not be extended and the fee paid or any part thereof will not be refunded.
19. All public swimming pools are normally closed on the first three days of the Chinese New Year. Despite this, the validity period of the monthly ticket will not be extended and the fee paid or any part thereof will not be refunded.
20. The LCSD may refuse any person entry to any swimming pool facilities if that person does not observe the Conditions of Use. In addition, the LCSD may remove any person from any swimming pool facilities if that person is in breach of the Public Swimming Pools Regulation under the Public Health and Municipal Services Ordinance (Cap. 132) or other regulations in force. If that person is a ticket holder/smart card holders, no compensation will be given with regard to the validity period of the monthly ticket/smart card concerned under these circumstances.

#### **Public Swimming Pool Monthly Ticket Smart Card**

21. The smart card is the property of the LCSD. When non-compliant use of the smart card is detected, staff of the swimming pool have the right to forfeit the smart card.
22. Smart card holders who have lost their card are required to report the loss to any of the DLSOs, designated booking offices for the sale of the monthly tickets or public swimming pools of the LCSD. To apply for a replacement card, they should complete the application procedure and pay a fee at a DLSO. A replacement smart card will be issued to holder of regular-rate public swimming pool monthly ticket holder at \$25. A replacement smart card will be issued to holder of half-rate public swimming pool monthly ticket holder at \$13.
23. In general, a smart card is valid for ten years whereas a concessionary smart card for students/children is valid for five years. For renewal, a smart card holder is required to approach any DLSOs under the LCSD within one month before the expiry date of the smart card to complete the renewal application and return the existing smart card for cancellation.
24. The half-rate concession is available to the minders of persons with disabilities on a one-to-one basis. The holder of a smart card obtained with a monthly ticket bought at the concessionary rate as a minder is not eligible for the concession when he/she is not accompanying a person with a disability to public swimming pools. In this circumstance, both the smart card and the monthly ticket are not applicable and he/she must pay the prescribed admission fee or use an appropriate smart card/monthly ticket for entry to public swimming pools.

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