



Visitors Guidelines @ Mai Po

Preparation:

- Bring your HKID or passport (original or scanned copy) - it's required for registration when entering the nature reserve.
- Wear plain-coloured clothes, comfortable walking shoes.
- Bring plenty of water in a reusable water bottle. We are a single-use plastic bottle free zone! Water stations are available at all our centres.
- Insect repellent, sun screen, hat, raincoat and umbrella are recommended if needed.

Code of Conduct:

- Please arrive at the Visitor Centre at least 10 to 15 minutes before the activity starts and present your confirmation email receipt to our staff. Late arrivals can be scheduled for a later tour subject to availability and the discretion of WWF staff.
- Baby strollers are not permitted on the reserve.
- Avoid flash/phone torches when taking videos/photos outdoors.
- Please keep noise to a minimum inside the reserve and mobile phones should be switched to quiet mode.
- To preserve the integrity of the centre and ensure all visitors enjoy a pleasant visit, please pay attention to the following:
 - Smoking is not permitted inside the reserve (including e-cigarettes).
 - No littering so please take your trash with you.
 - No feeding wildlife.

- Leave the environment as you found it.
- Visitors are responsible for their (and their children's) safety and should follow all staff instructions.
- The organisation is not liable for any injury or loss of personal belongings during the event.
- Parking is not available at Mai Po.
- The centre is not suitable for animals but trained assistance dogs are welcome (i.e. guide dogs).

Safety Advice:

- Our professional guides will look after your safety during your visit with us. If you need assistance, please speak with your guide.
- Your guide will advise you on what you may or may not touch – let's respect nature.

Rescheduling, No Refund and Cancellation Policy:

- Activities will be arranged indoors when the following signals are hoisted during outdoor programmes: Amber/Red/Black Rainstorm, Typhoon Signal No. 3 or above. In such circumstances that are beyond our control, there will be no refund or rescheduling of activities.
- In the event one of the signals listed below is hoisted and notifications are arranged at least 3 hours prior to the activity start time, bookings can and will be rescheduled.
 - Typhoon Signal No. 3 or above, or Amber/Red/Black Rainstorm Signal being hoisted, or when the Air Quality Health Index reaches band 10+ (local district).
- Refunds/Rescheduling do not apply to "No shows" (which are regarded as cancellations without notice) nor to cancellations requested less than 14 days prior to programme start date. Full payment will be charged.
- In the event cancellation requests are made at least 14 days before the programme date, WWF will arrange to reschedule the programme to the next available date. Any refund will be at the discretion of WWF.
- WWF retains the right to change the above "Rescheduling, No Refund and Cancellation Policy" at its own discretion at any time.