



## Visitors Guidelines @ Island House

### Preparation:

- Wear sturdy 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:

- Island House is a monument declared under the Antiquities and Monuments Ordinance. Please do not deface the site, buildings or facilities.
- 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 on site (including e-cigarettes).
  - No littering. No feeding wildlife.
  - Leave the environment as you found it.
- The centre is not suitable for pets, guide dogs are most welcome.
- Some areas of Island House can only be accessed via stairs. If you require assistance to access these areas, kindly contact WWF staff.
- 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 Island House.

- 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.