

## Q&A

- Q1: I have made the tour payment, however when I proceed online enrollment, the tour was full, what can I do? Can I get refund?
- A1: We do not accept enrollment after payment, the correct procedure should be as follows:-
- i. Online enrollment
    - Paypal: participant information submitted online, online payment through paypal / credit card, enrollment successful after successful payment.
    - Bank-in: participant information submitted online, Bank-in and whatsapp or e-mail the payment advice within 24 hours, enrollment successful after successful payment.
  - ii. Volcano Discovery Centre
    - Pay by cash or octopus only: submit participant information on site, enrollment successful after payment.
- Q2: I bought the tickets, however on the tour date, due to the heavy rain or Amber rainstorm signal, I could not make the trip, can I have refund or tour reschedule?
- A2: There is no refund, no replacement on participant's name, no reschedule for participant cannot make the trip due to personal reason. refund and reschedule is applicable on the following weather conditions:  
> Amber Rainstorm warning is hoisted 2 hours before departure  
> Typhoon Signal No. 3 warning is hoisted 2 hours before departure
- Q3: How do we know the tour is cancelled when the Typhoon signal and the Rainstorm signal is hoisted?
- A3: Activities of the day will be suspended if the Amber Rainstorm Warning or the Typhoon Signal No.3 warning or above is hoisted two hours before departure.
- Q4: If I cannot make the trip due to personal reason, can I have tour reschedule or refund?
- A4: Paid fees will not be refunded if participants cannot make the trip for personal reasons or request cancellation. No tour change and participant's name change, or rescheduling will be accepted.
- Q5: Is the East Dam half day tour is available on weekdays?
- A5: No, it is not available on weekdays. East Dam half day tour is scheduled on Saturdays, Sundays and public holidays (except the 1<sup>st</sup> and 2<sup>nd</sup> day at Lunar New Year)
- Q6: Can I buy the single tip to East Dam?
- A6: Sorry, single trip are not available.
- Q7: Can we have optional return schedule?
- A7: Sorry, the time are fixed.
- Q8: The on-board tour guide will follow us after arrive at East Dam?
- A8: No, visitors will explore the East Dam on their own.
- Q9: Can we buy the one-way return ticket at Volcano Discovery Centre?
- A9: Sorry, combination ticket available only.

Q10: Can we purchase return ticket at East Dam?

A10: Sorry, single trip are not available. Combination ticket are only available at VDC.

Q11: If I don't have credit card or paypal for online payment, can I reserve the return ticket at VDC in advance?

A11: You can online enrolment first, then choose bank-in method. Or enroll on site at VDC. In case if you cannot catch the coach from East Dam back to Sai Kung, you may call the New Territories taxi or walk back to Pak Tam Chung bus terminal to take the bus back (takes 2.5 hours). Kindly note that there are no reservation services at VDC.

Q12: If I do not have credit card to pay online, and make the cash payment, can I join the tour after WhatsApp the payment advice?

A12: The correct procedure is to fill out the participant information online, and make cash payment within 24 hours, then whatsapp the payment advice for tour confirmation reply. On the tour date, please present the payment advice and tour confirmation for verification.

Q13: Is there shuttle bus service for East Dam and Sai Kung?

A13: East Dam Half-day tour is the bus tour, with docents service on the bus.

Q14: Why we need to input the participants' name for the tour?

A14: Names need to be submitted to the insurance company for insurance purposes.

Q15: How many trips on the daily East Dam half-day tour?

A15: There are total of three trips on the daily East Dam Half-day tour.

Q16: If I do not want to purchase the combination tickets, what can we do?

A16: I would suggest go by public transportation.

Q17: How can I enroll for the East Dam half-day tour, if I have missed the on-line enrollment, which is closed 3 days before tour date?

A17: You can purchase the tickets at Sai Kung Volcano Discovery Centre (VDC) and pay by cash or Octopus.

Q18: What is the available schedule on East Dam half-day tour can be purchased at Volcano Discovery Centre?

A18: You can purchase as from the coming week, and the tour dates in the coming 6 weeks.

Q19: There is safety guidelines notification on boat tour after receiving tour confirmation, do we need to take the boat on the East Dam Half-Day tour?

A19: The East Dam Half-Day tour, the safety guidelines on boat tour is applicable to boat tour only.

Q20: What is the deadline for bank-in payment after on-line enrollment on the participant information? Is the enrollment to be cancelled if bank-in payment is later than deadline?

A20: The bank-in payment should be completed within 24 hours after on-line enrollment, then whatsapp the payment advice for tour confirmation, otherwise enrollment will be cancelled