

Hong Kong Heritage Museum

Guidelines for Group Visitors

1. Assembly

Group visitors should arrive the Museum 10 minutes before the scheduled time. Upon arrival, group visitors are advised to assemble and queue up in front of the “Assembly Point” sign and wait aside to leave way for other visitors for entering into the Museum. The accompanying staff/teachers approach to the Reception located on Ground Floor and present the confirmation letter for registration.

2. Visiting Rules

- (a) Accompanying staff/teachers are advised to maintain the order of their members.
- (b) Please do not use flash-light/ lighting apparatus, tripods or selfie stick within the exhibition galleries. To avoid damage to the exhibits and disturbance to other visitors, please follow the photography and filming regulations of each exhibition gallery.
- (c) To help keeping a calm environment for the museum, group visitors are advised to lower their voice when talking and do not use loudhailers and mobile phones inside the galleries.
- (d) Please do not run or play inside the Museum for public safety.
- (e) Eating, drinking and smoking are not allowed inside the Museum.
- (f) To ensure a pleasant visit for everyone, please do not bring large objects and bags, and any items which may cause annoyance or inconvenience to others into the Museum. Museum staff have the right to inspect personal belongings, and request visitors to deposit their personal belongings at the cloakroom/lockers.

3. Please use the Main Entrance of the Museum for admission and exit.

4. There are male, female and accessible toilets on each floor of the Museum. Lifts for disabled persons are also available.

5. There is a Café at the foyer and automatic vending machines by the right hand side of the Main Entrance.

6. Coaches may drop off/ pick up visitors at the public carpark / outside the Sha Tin Government Secondary School. No parking spaces provided. To avoid traffic congestion in the coach drop off point, after the visit, accompanying staff/teachers are advised to gather their members outside the Side/Main Entrance for conducting a roll call first before calling the coach drivers to pick up their group members in the drop off point.

A fee-charging car park is available in the Museum for parking of private cars and light vans. Rehabus may drop off/pick up disabled visitors at the covered carpark of the Museum’s staff entrance (near the Sha Tin Clinic). No parking spaces will be provided.

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7. Inclement Weather Arrangements of the Museum

(a) Tropical Cyclone Warning Signal No. 8 or above

- The Museum will remain closed if the signal is in effect before the Museum opens.
- The Museum will close if the signal is issued during the opening hours.
- The Museum will resume service within 2 hours if the signal is cancelled or lowered to Signal No.3 or below, and there are at least 3 hours or more before the normal closing time, and conditions permit. If less than 3 hours remain until closing, the Museum will remain closed.

(b) "Extreme Conditions" *

- The Museum will remain closed if "Extreme Conditions" are in effect before the Museum opens.
- The Museum will resume service within 2 hours upon cancellation of "Extreme Conditions" if there are at least 3 hours or more before the normal closing time, and conditions permit. If less than 3 hours remain until closing, the Museum will remain closed.
- If the Museum is already open, the opening hours may be subject to adjustment.
(*In the case of severe disruption of public transport services, widespread flooding, severe landslides, or large-scale power outage caused by a super typhoon, the Government will announce "Extreme Conditions".)

(c) Black Rainstorm Warning

- The Museum will remain closed until the warning is lifted if the warning is in effect before the Museum opens.
- The Museum will remain open if the warning is issued during the opening hours.
- The Museum will resume service within 2 hours if the warning is cancelled, and there are at least 3 hours or more before the normal closing time. If less than 3 hours remain until closing, the Museum will remain closed.

8. In case of emergency, please contact our on-site staff for immediate assistance.