

The Hong Kong Joint Council for People with Disabilities /
The Hong Kong Council of Social Services

2024 International Day of Persons with Disabilities
“Free Ride Day”

(Including Free Visit of Museums & Swimming Pools Facilities under LCSD
And Free Visit of Hong Kong Wetland Park, Agriculture, Fisheries and Conservation Department)
User Guide

1. Effective Date : **10th November, 2024** (Sunday)

2. Coverage of Concession

2.1 Public Transport Operators

MTR and Airport Express

Light Rail and MTR Bus

KMB

Citybus (Except private hire and staff shuttle bus services)

Long Win Bus Company Limited

New Lantao Bus

Star Ferry

Sun Ferry (Only available on ordinary class of ordinary ferry services)

Hong Kong & Kowloon Ferry

Hong Kong Tramways (Not applicable to any tram charter or “TramOramic Tour” services)

Park Island Transport (Only available on ferry services)

Fortune Ferry

2.2 Museum

Fee-charging Museum

Hong Kong Science Museum

Hong Kong Space Museum (except for Space Theatre’s shows)

Free Opening Museum

Hong Kong Island

Oil Street Art Space

Hong Kong Film Archive (except for film programmes)
Flagstaff House Museum of Tea Ware
Hong Kong Visual Arts Centre
Fireboat Alexander Grantham Exhibition Gallery
Law Uk Folk Museum
The Hong Kong Museum of the War of Resistance and Coastal
Defence

Kowloon

Hong Kong Museum of Art
Lei Cheng Uk Han Tomb Museum
Hong Kong Museum of History

New Territories

Sam Tung Uk Museum
Hong Kong Heritage Museum
Hong Kong Railway Museum
Sheung Yiu Folk Museum

2.3 Swimming Pool

Sun Yat Sen Memorial Park Swimming Pool
Kennedy Town Swimming Pool
Morrison Hill Swimming Pool
Victoria Park Swimming Pool
Island East Swimming Pool
Siu Sai Wan Swimming Pool
Lai Chi Kok Park Swimming Pool
Sham Shui Po Park Swimming Pool
Kowloon Park Swimming Pool
Ho Man Tin Swimming Pool
Hammer Hill Road Swimming Pool
Morse Park Swimming Pool
Kwun Tong Swimming Pool
Lam Tin Swimming Pool
Tung Chung Swimming Pool
Tuen Mun Swimming Pool
Tuen Mun North West Swimming Pool

Yuen Long Swimming Pool
Ping Shan Tin Shui Wai Swimming Pool
Tin Sau Road Swimming Pool
Tsing Yi Southwest Swimming Pool
Shing Mun Valley Swimming Pool
Sha Tin Jockey Club Swimming Pool
Hin Tin Swimming Pool
Tseung Kwan O Swimming Pool
Fanling Swimming Pool
Tung Cheong Street Swimming Pool

2.4 Hong Kong Wetland Park, Agriculture, Fisheries and Conservation
Department

3. Eligibility:

Holders of valid “Registration Card for People with Disabilities” (printed with photo) issued by Labour and Welfare Bureau and one accompanying minder are entitled to enjoy free ride of the above public transport, free entrance of Museums, swimming pools facilities under LCSD and free visit of the Hong Kong Wetland Park (HKWP), Agriculture, Fisheries and Conservation Department.

4. Public Transport Modes and Services under the Scheme:

MTR and Airport Express

- Eligible passengers can use their Personalised Octopus or JoyYou Card with “Persons with Disabilities Status” to enter and exit ticket gates. No fare will be deducted from the Personalised Octopus or JoyYou Card (except First Class on the East Rail Line and High Speed Rail).
- Eligible passengers can also redeem free Single Journey Tickets (except First Class on the East Rail Line and High Speed Rail) by presenting their valid “Registration Card for People with Disabilities” with destination stated at any Customer Service Centre, Information Counter or by approaching station staff in MTR and Airport Express stations. Holders of a valid “Registration Card for People with Disabilities” or Personalised

Octopus or JoyYou Card with “Persons with Disabilities Status” can redeem a free Single Journey Ticket for an accompanying person.

- Eligible passengers aged 60 to 64 can use their JoyYou Card with “Persons with Disabilities Status” to enter and exit ticket gates. No fare will be deducted from the JoyYou Card (except First Class on the East Rail Line and High Speed Rail). If eligible passengers do not have “Persons with Disabilities Status” in their JoyYou Card, they cannot automatically enjoy the free ride offer. They can redeem free Single Journey Tickets (except First Class on the East Rail Line and High Speed Rail) by presenting their valid “Registration Card for People with Disabilities” with destination stated at any Customer Service Centre, Information Counter or by approaching station staff in MTR and Airport Express stations.
- Passengers are advised to pay attention to the MTR website (www.mtr.com.hk), MTR Mobile, station and in-train announcements for the latest train service information when planning their journeys.
- Please arrange a person to accompany the passenger with disabilities if necessary. Eligible passengers can inform the MTR station staff for assistance as well. Wheelchair users are suggested to make a reservation before 10th November 2024.
- Every train car on the Kwun Tong Line, Tsuen Wan Line, Island Line, Tseung Kwan O Line, South Island Line, East Rail Line and Disneyland Resort Line is designed with multi-purpose spaces for the convenience of wheelchair users, while multi-purpose spaces for wheelchair users are only available in specific cars of the trains on Tung Chung Line and Tuen Ma Line. For specific needs, please check with station staff.
- For details of the multi-purpose spaces, please visit the MTR website: www.mtr.com.hk and refer to the “Caring for our Customers with Special Needs Booklet” under the “Services and Facilities > Special Needs Services and Other Schemes” section. Signage indicating the locations of the multi-purpose spaces are also available on the platforms to facilitate train boarding by wheelchair users.
- Portable ramps are available on the MTR network and Airport Express. MTR station staff will assist passengers to move between the platform and train by providing portable ramps. Please call the MTR station at least one hour in advance for the required services in order to reduce the waiting time.
- All MTR stations are equipped with Passenger Lifts, Wheelchair Aid, Stair Lift, Ramps and Portable Ramps etc. For details, please visit the MTR website: www.mtr.com.hk and

refer to the “Barrier-Free Facilities” under the “Services and Facilities > Special Needs Services and Other Schemes” section.

- Passengers can also browse MTR Mobile (under the “Barrier-free” icon) to check the latest status of station lifts before travelling.
- Passengers may also contact MTR stations for the latest information on barrier-free facilities, such as station lifts, ramps and stair lifts.
- For enquiry and service reservation, please call the MTR hotline at 2881 8888 (Mon – Fri: 8:30 am – 6 pm, Sat: 8:30 am – 1 pm, except Sundays and Public Holidays).
- On 10th November 2024 (Sunday), please call relevant MTR stations for enquiry and service reservation.

Light Rail and MTR Bus

- Holders of a valid Registration Card or Personalised Octopus or JoyYou Card with “Persons with Disabilities Status” can enjoy free rides with one accompanying person.
- Eligible passengers can use their Personalised Octopus or JoyYou Card with “Persons with Disabilities Status” to enter and exit Light Rail stops and get on MTR bus services as usual. No fare will be deducted from their Personalised Octopus or JoyYou Card. The accompanying person does not need to tap their Octopus, purchase a ticket or insert coins (applicable to MTR Bus only).
- Eligible passengers should present their valid Registration Card or Personalised Octopus or JoyYou Card with “Persons with Disabilities Status” and (if applicable) indicate the identity of the accompanying person to Customer Services and Revenue Protection Unit staff upon request.
- Eligible passengers aged 60 to 64 can use their JoyYou Card with “Persons with Disabilities Status” to enter and exit Light Rail stops and get on MTR bus services as usual. No fare will be deducted from their JoyYou Card. If eligible passengers do not have “Persons with Disabilities Status” in their JoyYou Card, they cannot automatically enjoy free ride offers. They should present their valid Registration Card to staff.
- For details, please call the MTR hotline at 2881 8888 (Mon – Fri: 8:30 am – 6 pm, Sat: 8:30 am – 1 pm, except Sundays and Public Holidays).
- On 10th November 2024 (Sunday), please call relevant MTR stations or Light Rail Customer Service Centres for details.

KMB

- Passengers holding a “Registration Card for People with Disabilities” need only show their card when boarding a KMB bus. Such passengers together with one accompanying carer can enjoy free rides (the concession scheme is not applicable to Rt. P960, Rt. P968 and Rt. HK1 buses); or
- Passengers holding a personalised Octopus card for “Persons with Disabilities” should swipe their card when boarding. Such passengers together with one accompanying carer can enjoy free rides (the concession scheme is not applicable to Rt. P960, Rt. P968 and Rt. HK1 buses).
- The concession scheme is available from 00:00 to 23:59 on Sunday 10 November 2024.
- All KMB buses are accessible to wheelchair users by deploying the super-low floor facility. Passengers may obtain bus route information via 24-hour artificial intelligence Chatbot channel, bot1933 on website www.kmb.hk and App1933, or contact the KMB Customer Service Hotline on 2745-4466.

Citybus

- Disabled passengers should present the “Registration Card for People with Disabilities” to bus captain or tap the Personalised Octopus with “Persons with Disabilities Status” to enjoy free rides on all Citybus routes (except private hire and staff shuttle bus services) with an accompanying helper.
- The offer is valid on Sunday, 10 November 2024 from 00:00am to 11:59pm.
- All buses are wheelchair accessible with low floor and ramp.
- For route enquiries, please use Citybus App, visit the Citybus website at www.citybus.com.hk, call the Citybus Customer Service Hotline at 2136 8888 (Service hours: 8:00am to 8:00pm daily; pre-recorded messages are available after service hours) or send a fax to the Citybus Customer Service Hotfax at 2136 2136.

Long Win Bus Company Limited

- Passengers holding a “Registration Card for People with Disabilities” need only show their card when boarding a LWB bus. Such passengers together with one accompanying

carer can enjoy free rides; or

- Passengers holding a personalised Octopus card for “Persons with Disabilities” should swipe their card when boarding. Such passengers together with one accompanying carer can enjoy free rides.
- The concession scheme is available from 00:00 to 23:59 on Sunday 10 November 2024.
- All LWB buses are accessible to wheelchair users by deploying the super-low floor facility. Passengers may obtain all bus route information via 24-hour artificial intelligence Chatbot channel, bot1933 on website and App1933, or contact the LWB Customer Service Hotline on 2261-2791.

New Lantao Bus

- Please show the Registration Card for People with Disabilities to the bus captains when getting on the bus. People who held the card can take any bus routes (except route no.1R from Hung Hom (Hung Luen Road) to Ngong Ping (Polin Monastery) & no.X11R between Sheraton Hong Kong Tung Chung Hotel and Tai O) operated by New Lantao Bus free of charge with no more than one accompanying carer.
- Remarks: The passenger with the above mentioned registration card do not need to pay for the fare with Octopus Card.
- If there are any enquiries, please contact our customer service hotline 2984 9848 during Monday to Sunday from 9:00 am to 18:00 pm or send email to info@nlb.com.hk

Star Ferry

- Present the "Registration Card for People with Disabilities" before enter the gate.
- Passengers presenting the “Registration Card for People with Disabilities” can enjoy free rides with one companion on routes of Star Ferry
- Wheelchair-accessible facilities are only located on the lower deck of the ferry. Each ferry is limited to four wheelchairs. If necessary, you can ring the bell at the entrance and the duty staff will provide assistance.
- For sailing schedule, please call the 24-hour hotline at 2367 7065 or visit our website at www.starferry.com.hk .

Sun Ferry Services Company Limited (only available on ordinary class of ordinary ferry service)

- Present the "Registration Card for People with Disabilities" before enter the gate.
- Passengers presenting the “Registration Card for People with Disabilities” can enjoy free rides with one companion on Sun Ferry’s ordinary class of ordinary ferry service for the inner-harbour ferry routes and outlying-islands ferry routes.
- Applicable ferry routes included Central – Cheung Chau, Central – Mui Wo, Inter Islands (Peng Chau – Mui Wo – Chi Ma Wan – Cheung Chau), North Point – Hung Hom, and North Point – Kowloon City routes.
- Ordinary classes of outlying-islands sailings are set on the ground deck and second deck for triple-deck ordinary ferries, and the ground deck and rear upper deck (near the stern part) for double-deck ordinary ferries.
- Seats on vessels are available on a first-come-first-served basis.
- Spaces for wheelchair users are set on the ground deck of ferries. Subject to different ferry conditions, each ordinary ferry can accommodate one to three disabled persons in wheelchairs.
- Passengers are advised to pay attention to the schedule of the ordinary ferry service.
- Please speak to any members of staff for assistance if necessary.
- For enquiries, please call Sun Ferry Customer Service Hotline at (852) 2131 8181 (Office hours: 9:00am – 12:55pm and 2:15pm – 5:00pm from Mondays to Fridays and 9:00am – 12:00nn on Saturdays. Recording service is available during non-office hours), visit the Sun Ferry’s corporate website at www.sunferry.com.hk or “Sun Ferry” mobile app.

Hong Kong and Kowloon Ferry

- Disabilities presenting the “Registration Card for People with Disabilities” to pier staff at the time of passing through the turnstile will be entitled to enjoy free rides with his/her accompany friend on HKKF ferry routes of Central < > Yung Shue Wan, Central < > Sok Kwu Wan (Note: Wheelchair access ramp is NOT available at Sok Kwu Wan Ferry Pier.) and Central < > Peng Chau.
- For any assistance during the ferry journey, please contact our duty staff.

- Spaces for wheelchair users are designated at lower deck. Subject to ferry type, 1-2 wheelchair users will be served for each sailing. For enquiry on sailing schedule and wheelchair boarding arrangement, please visit www.hkkf.com.hk or contact HKKF Customer Enquiries Hotline at 2815 6063 during office hours from 9:00 am to 6:00 pm on Mondays to Saturdays. Calls will be connected to a voice mailbox after office hours.

Hong Kong Tramways Limited (Not applicable to any tram charter or “TramOramic Tour Tram” services)

- People with disabilities and their one (1) accompanying carer can enjoy free regular passenger tram rides upon presentation of their “Registration Card for People with Disabilities” to the motorman when alighting. Such offer is not applicable to any tram charter or "TramOramic Tour Tram" services.
- For enquiries, please call HK Tramways’24-hour Customer Service Hotline (852) 2548 7102.

Park Island Transport Co. Ltd.

- Please present the " Registration Card for People with Disabilities " to our staff.
- Free rides on Central and Tsuen Wan ferry services routes for people with disabilities and one accompanying carer.
- Each ferry can accommodate a maximum of 2 disabled persons on wheelchairs.
- For information on shifts and services, please contact our customer service hotline at 2946 8888 (Monday to Friday 9:00 am – 1:00 pm and 2:20 pm – 6:15 pm, recording service during non-office hours) or visit our website: www.pitcl.com.hk

Fortune Ferry

- Present the "Registration Card for People with Disabilities" before enter the gate.
- Passengers presenting the “Registration Card for People with Disabilities” can enjoy free rides with one companion on the following routes of Fortune Ferry:
Central – Hung Hom Line
North Point – Kwun Tong – Kai Tak Line
Tuen Mun – Tung Chung – Sha Lo Wan – Tai O Line

- People with disabilities please note:
We apologize for the inconvenience caused to people with mobility impairments in using ferry services due to limited wheelchair facilities and lack of barrier-free access on board the ships of the three ferry Routes.
- For sailing schedule, please call the 24-hour hotline at 5801 2200 or visit our website at <https://www.fortuneferry.com.hk/zh/>.

5. Museums of LCSD under the scheme

- Holder of “Registration Card of Persons with Disabilities” and one accompanying minder can enjoy the free entrance of the below museums.

Fee-Charging Museum	Contact
Hong Kong Science Museum	2732 3232
Hong Kong Space Museum (<i>except for Space Theatre's shows</i>)	2721 0226

Free Opening Museum	Contact
Hong Kong Island	
Oil Street Art Space	2512 3000
Hong Kong Film Archive (<i>except for film programmes</i>)	2739 2139
Flagstaff House Museum of Tea Ware	2869 0690
Hong Kong Visual Arts Centre	2521 3008
Fireboat Alexander Grantham Exhibition Gallery	2367 7821
Law Uk Folk Museum	2896 7006
The Hong Kong Museum of the War of Resistance and Coastal Defence	2569 1500
Kowloon	
Hong Kong Museum of Art	2721 0116
Lei Cheng Uk Han Tomb Museum	2386 2863
Hong Kong Museum of History	2724 9042
New Territories	
Sam Tung Uk Museum	2411 2001
Hong Kong Heritage Museum	2180 8188
Hong Kong Railway Museum	2653 3455
Sheung Yiu Folk Museum	2792 6365

* Dr Sun Yat-sen Museum was temporarily closed from May 1, 2024 for upgrading the permanent exhibition galleries to enhance the design and presentation, as well as for maintenance and renovation works. It is expected to re-open in the second quarter of 2025.

Note:

- (1) Please show the “Registration Card for People with Disabilities” to the staff of the paid museums to get admission.
- (2) Please browse the website of LCSD (www.lcsd.gov.hk) or Hong Kong Public Museums (<https://www.museums.gov.hk/>) for details on opening hours of LCSD museums.

6. Swimming Pool Facilities of LCSD under the scheme:

- Holder of “Registration Card for People with Disabilities” and one accompanying minder can enjoy the below swimming pool facilities free of charge.

Indoor Swimming Pool	Contact	Facilities
Sun Yat Sen Memorial Park Swimming Pool	2540 6708	Main pool & Training pool
Kennedy Town Swimming Pool	2817 7973	Secondary pool, Training pool & Jacuzzi
Morrison Hill Swimming Pool	2575 3028/ 2891 7335	Main pool & Training pool
Victoria Park Swimming Pool	2570 8347	Main pool & Multi-purpose pool
Island East Swimming Pool	2151 4082	Training pool, Leisure pool & Toddlers' pool
Siu Sai Wan Swimming Pool	3427 3341	Training pool
Lai Chi Kok Park Swimming Pool	2745 5234	Secondary pool
Kowloon Park Swimming Pool	2724 3577	Training Pool (Level 2)
Ho Man Tin Swimming Pool	2715 0139	Leisure pool
Hammer Hill Road Swimming Pool	2350 6062/ 2350 6450	Leisure pool & Training pool
Morse Park Swimming Pool	2320 2023/ 2324 1795	Secondary pool
Kwun Tong Swimming Pool	2717 9022	Main pool & Training pool

Lam Tin Swimming Pool	2205 6535	Training pool & Teaching pool
Tung Chung Swimming Pool	2109 9107	Main pool
Tuen Mun North West Swimming	2164 8355	Training pool, Leisure pool & Jacuzzi
Ping Shan Tin Shui Wai Swimming Pool	2856 2244	Training pool
Tin Sau Road Swimming Pool	2381 1433	Training pool & Jacuzzi
Tsing Yi Southwest Swimming Pool	2715 4202	Training pool
Shing Mun Valley Swimming Pool	2416 0522	Main pool
Hin Tin Swimming Pool	2607 3423	Main pool & Jacuzzi
Tung Cheong Street Swimming Pool	2691 2428/ 2691 2433	Training Pool, Teaching pool & Jacuzzi
<u>Outdoor Swimming Pool</u>	<u>Contact</u>	<u>Facilities</u>
Lai Chi Kok Park Swimming Pool	2745 5234	Main pool
Sham Shui Po Park Swimming Pool	2360 2329	Main pool
Tuen Mun Swimming Pool	2404 1918	Main pool
Yuen Long Swimming Pool	2475 0184	Main pool
Sha Tin Jockey Club Swimming Pool	2693 6613	Main pool
Tseung Kwan O Swimming Pool	2706 6767	Main pool
Fanling Swimming Pool	2675 6951	Main pool

- Please show the “Registration Card for People with Disabilities” to the staff of the swimming pool.
- Please browse the website of LCSD (www.lcsd.gov.hk) for details on opening hours of LCSD swimming pools.

7. Hong Kong Wetland Park, Agriculture, Fisheries and Conservation Department:

- Holders of Registration Card for People with Disabilities (PWD) and one accompanying caretaker of each PWD can enjoy free admission to HKWP.
- Please present the Registration Card for People with Disabilities to staff at designated counter at HKWP.
- HKWP opens from 10:00 a.m. to 5:00 p.m. (closed on Tuesdays, except public holidays).
- Please note that the Hong Kong Wetland Park has temporarily closed the exhibition

galleries and some visitor facilities in the Visitor Centre for upgrading. Please refer to the HKWP website for the latest information before your visit:

<https://www.wetlandpark.gov.hk/en>

- For any other enquiries, please call the hotline of HKWP at 3152 2666 during office hours (every day from 9:00 a.m. to 5:00 p.m.) or email to info@wetlandpark.gov.hk

8. Enquiry:

For further information, please contact HKCSS by,

Tel: 2864 2934

Fax: 2864 2962

Email: reh@hkcss.org.hk

Remark:

People with Disabilities can be categorized into Intellectual Disabilities, Physically Disabilities, Hearing Impairment, Visually Impairment, Mental Illness, Autism, Visceral Disabilities, Attention Deficit/Hyperactivity Disorder, Specific Learning Difficulties and Speech Impairment.