



## Group Visit and Guided Tour Application Guidelines

1. Reservations are required for group visits (10 pax or more) and guided tours. [Please register here](#).
2. Applications will be accepted on a first-come, first-served basis and are subject to The University Museum and Art Gallery, The University of Hong Kong (UMAG)'s final approval.
3. Please allow ten working days for the application to be processed upon receipt of all required information. A confirmation letter will be sent via e-mail after the application is approved. Please bring along the confirmation letter on the day of your visit.
4. Large coaches can only drop off/pick up visitors at 94 Bonham Road, Pokfulam (HKU campus bus bay). Other small vehicles, including Rehabus, can enter campus via the Pokfulam Road West Gate entrance and follow signs to the T.T. Tsui Building or Swire Hall. No public parking spaces will be provided.
5. Due to limited exhibition space, visitors should avoid carrying large bags and luggage into the museum. Visitors are advised to bring a small bag for personal belongings.
6. Opening hours:  
Tuesday–Saturday      9:30 a.m.–6:00 p.m.  
Sunday                      1:00 p.m.–6:00 p.m.  
  
Closed: Mondays, Public and University Holidays
7. You have the right to request access to and to request the correction of personal data as stated in this form in accordance with section 18, 22 and Principle 6 of Schedule 1 to the Personal Data (Privacy) Ordinance. The personal data you provide by means of this form will be kept in the UMAG records.

## Group Visit (Without Guide)

8. Applications for group visits (10 pax or more) can be made up to six months in advance and must be made at least **two weeks** before the proposed date. Applications made less than **two weeks** before the proposed date of visit will not be considered.

## Guided Tour Service

9. Applications for guided tours can be made up to six months in advance and must be made at least **three weeks** before the proposed date. Applications made less than **three weeks** before the proposed tour date will not be considered.
10. The number of participants for each tour is **12 to 20 persons** (including accompanying staff). Each exhibition tour will last for approximately 20 to 30 minutes.
11. The following organisations are eligible to apply for free guided tour service (Tuesday–Friday, excluding Public and University Holidays):
  - Student groups from registered schools in Hong Kong (kindergartens, primary schools, secondary schools, UGC-funded undergraduate university programmes)
  - Welfare service units managed or funded by the Social Welfare Department





- ‘Social Service Organisation’, ‘Self-Help Group’ and ‘Uniform Group’ Agency Members of the Hong Kong Council of Social Service
- 12. Fee-waiving guided tour service is only available for direct application from eligible organisations. Applications submitted by travel companies or other agencies will not be exempted.
- 13. For eligible welfare service units managed or funded by the Social Welfare Department and Agency Members of the Hong Kong Council of Social Service, applicants should produce copies of supporting documents (i.e., Letter issued by the Inland Revenue Department under Section 88 of the Inland Revenue Ordinance; List of Approved Charitable Institutions and Trusts of a Public Character published on the Government Gazette; or Letter issued by the Social Welfare Department) to identify the charitable nature or non-profit-making nature of the organisation. The copies should be certified true by an authorised officer together with the organisation’s chop.
- 14. Applicants who do not fall into the stated categories may still apply for guided tours as long as any required fees are paid **two weeks** before the proposed visit date. Each tour will consist of 12–20 pax. Fees are charged based on the number of participants (HKD 100/pax) and the number of exhibition tours (preferably 1–2 exhibitions). Payment details will be sent via e-mail after approval of the application.

For example, a guided tour of twelve people for two exhibitions = 12 x HKD 100 x 2 = HKD 2,400

- 15. Please notify UMAG at least **five working days** (Monday to Friday, except for Public and University Holidays) before the scheduled visit if you need to make any alterations or cancel the guided tour service. UMAG may allow the tour to be rescheduled once (within three months from the original tour date). Except for cancellations due to inclement weather, no fees will be refunded (please see item 20. for details).
- 16. Guided tour services will be cancelled automatically for groups arriving **fifteen minutes** late. **Please contact 2219 4514 or 2241 5500 as soon as you know your group will be late.**
- 17. Visitors are welcome to stay and visit other exhibitions or to participate in exhibition-related activities before or after the guided tour.

### Special Arrangements Under Inclement Weather Conditions

- 18. **Guided tours / group visits will be cancelled:** When the following warning is issued by the Hong Kong Observatory and is still in force **four hours** before the tour is scheduled to begin:
  - Tropical Cyclone Warning Signal No. 3 or above; or Red/Black Rainstorm Warning (for kindergartens / primary schools / special schools / child centres / centres for elderly / similar organisations)
  - Tropical Cyclone Warning Signal No. 8 or above; or Black Rainstorm Warning (for secondary schools / tertiary institutions / similar organisations)
  - Education Bureau has announced class suspension. (For kindergartens, primary, secondary and special schools).
- 19. Group visits / guided tours **will be conducted as scheduled** when the Hong Kong Observatory lowers the relevant warning four hours before the tour commences.
- 20. UMAG will arrange rescheduling (within three months from the original tour date) or provide refund details within five working days after a guided tour is cancelled due to inclement weather.

For enquiries regarding group visits or guided tours, please contact our staff at 2219 4514 or [e-mail: museum-events@hku.hk](mailto:museum-events@hku.hk).

