

常見問題 FAQs :

1) 我能在活動現場購買通行証嗎？

抱歉！所有通行証只能通過我們的官方通行証購買網站進行預購。

1) Can I purchase the event pass onsite at the venue?

Sorry! All passes could only be pre-ordered through our [official ticketing website](#).

2) 我能把通行証轉讓給親朋戚友嗎？

抱歉！所有通行証均不可轉售、轉讓、退款及退換。進場時，請出示該電子確認郵件及相關身份證明文件以作核對之用。

2) Can I transfer or resell my passes to my friends or relatives?

Sorry! Resell, transfer, refund or exchange of all passes are not allowed. Please bring along with the confirmation email(s) and related identity document for event entry authentications.

3) 我可以退款或更換時間段嗎？

所有通行証一經成功預定，均不可轉售、轉讓、退款及退換！在付款前，請再次檢查所有訂購資料是否正確。

3) Can the passes be refunded or changed to another date and time?

Unfortunately, no change, exchange or refund of passes is available once the purchase of passes is confirmed. Please double check for the purchase details before payment.

4) 通行証資料與個人資料不符怎樣辦？

由於活動為只招待會員的私人活動，如通行証資料與個人資料不符，入場人士需要在入場時重新填寫會員申請表格，成為會員後方可內進。

4) Can I enter the venue if there is an inconsistency of the personal information printed on the passes and my identity document?

As the event is privately open to members only, event visitors can only enter the venue by applying for membership after filling in the application forms again if there is an inconsistency of the personal information printed on the passes and the identity document?

5) 是否有學生、小童或長者優惠？

所有通行証種類都是大小同價。

5) Is there any discount offered for student, child, or senior citizen?

The prices of all passes are fixed.

6) 遲到可以內進嗎？

可以。觀覽者在購買該時段的任何時間內都可以進入會場，但由於疫情關係，場地須在每節完結後進行清潔，所以無論在什麼時間內進，各位必須在限時內離開，主辦方亦不會就任何原因為個別人士作出補時，敬請注意。

6) Can I still enter the venue if I am late?

Yes, you may still enter the venue despite late arrivals. Visitors are allowed to enter the venue during the session time designated on the purchased passes. However, due to hygienic consideration under the circumstances of COVID-19, cleaning and disinfection procedure will be arranged inside the venue after the end of each session. Please note that visitors shall leave the venue promptly at the end of the session time regardless of their entry time and there will be no overtime or compensation for late arrivals for any individual reasons.

7) 必須要齊人才可以進場嗎？

由於入場時需要核實客人身分，故主辦方鼓勵 2 位或以上的客人組同時進場，增加效率；如有需要獨立進場的情況，先到達的客人可以用獨立通行証 QRcode 先進場，把沒有使用過的通行証 QRcode 留給稍後到場之親友。

7) Are we allowed to enter the venue only after everyone in the group is present?

Due to the authentication process before the venue entry, it is highly encouraged by the organizer that visitors shall enter the venue at the same time in group of 2 or above to increase efficiency. If there is a need to enter the venue individually, the first arriving visitor can go inside the venue by scanning the separated QR code, leaving the unused QR code on the passes to your companions coming after.

8) 可以帶腳架、自拍棒入場嗎？

可以。唯客人在使用時須注意安全，慎妨影響到其他觀覽的客人，如雙方因腳架、自拍棒引起任何問題，主辦方均不會負責。

8) Is it allowed to take selfie sticks, tripods, and monopods inside the venue?

Yea, it is allowed under the conditions that the safety of the usage of the equipment is guaranteed, and the rights of other visitors are respected. The organizer of the event is not liable and responsible for any conflicts, arguments and issue related to the usage of all photo-taking equipment including but not limited to selfie sticks, tripods, and monopods.

9) 可提早預約場內的某個場景嗎？

《人生照相館 II》為自助式影樓，客人可於場內任何造景中拍照留念，每個造景均以先到先得的方式自助進行拍攝，如想使用的造景中有其他觀覽者正在使用，煩請先到其他空置的造景進行拍攝，或在一旁耐心等待！

9) Is early reservation for specific photo booths available?

Life Photo Studio is a self-service photography space that visitors can take photos with any photo scenes inside the venue. However, the availability of every scene is on a first-come-first-serve basis that you may please move to another photo booths for photo taking or wait patiently beside the desired photo booth if it is occupied.

10) 會場有攝影師嗎？

《人生照相館 II》為自助式影樓，客人須自備相機到場拍攝，場地內不會提供拍攝工具，亦不會有駐場攝影師，但如須攝影照時，可以向現場工作人員尋求幫助。

10) Are there any on-site photographers available at the venue?

Life Photo Studio is a self-service photography space that event visitors shall bring their own cameras for photo taking. Neither photo-taking equipment including camera nor photographers will be available in the venue. For any group photo request, please ask our event staff for further assistance.

11) 擺出任何姿勢拍攝都可以嗎？

在不影響到其他人、保護造景裝置的情況下，我們歡迎客人發揮創意，拍攝出自己心目中的「人生照」，但主辦方並不鼓勵客人擺出危險、高難度、裸露的姿勢進行拍攝，現場工作人員會即場制止，煩請各位客人合作。

11) Can I take whatever pose I want?

Visitors are welcomed to show their creativity to take their life shots with our photo booths under the conditions that the right of usage of other visitors are respected and the scene settings are protected. However, any poses with high level of danger, difficulty or nudity are not encouraged. Please be cooperative or otherwise the mentioned actions will be immediately stopped.

12) 場地有洗手間嗎？

場地內不設洗手間，觀覽者可以使用商場內的洗手間，離開會場的時候，現場工作人員會在客人手上戴上指定手帶以資識別，客人重新入場時將會剪除。

12) Are there any washrooms located in the venue?

Washrooms are located outside the venue. Visitors in needed shall approach to the nearest washrooms located inside Nan Fung Space that a designated wristband will be distributed by the staff for identification before leaving the venue. The wristband will then be cut off after the visitors going back to the venue.

13) 我可以預訂場次進行公司或團體活動嗎？

如需安排私人團體場次，請電郵至 lifephotostudiohk2@hotmail.com 與我們聯繫。

13) Can I reserve any sessions for group or company events?

For any private event arrangement, please email to lifephotostudiohk2@hotmail.com for further enquiry.

14) 當遇上惡劣天氣，活動還會如期進行嗎？

當遇上 1 號和 3 號颱風訊號或暴雨警告（黃色/紅色），活動將正常運行，但因個人原因未能出席，通行証一概不設退換。當遇上 8 號颱風訊號或暴雨警告（黑色），當天的活動有機會整日取消，觀覽者可以到通行証購買網站上重新預定覽觀時間，但通行証將不予退款或賠償。有關颱風訊號及暴雨警告的入場安排，可關注活動 Facebook 及 Instagram 留意最新消息。

14) Will the event remain open under adverse weather conditions?

If Typhoon Signal No. 1, Typhoon Signal No 3, Amber Rainstorm Warning Signal or Red Rainstorm Warning Signal is issued, the event will remain open to the public. The passes are non-refundable or non-exchangeable for any individual reasons. If Typhoon Signal No. 8 or above, or Black Rainstorm Warning Signal is expected or hoisted before or during the operating hours, there is a chance to cancel the event on the day. Visitors

affected can reschedule the visiting date and time on the ticketing website. However, no compensation or refund will be offered for any sold passes. Regarding the admission arrangements for typhoon signals and storm warnings, please follow the event Facebook and Instagram for the latest news.

寵物通行証常見問題 FAQs of Pet Access Package Purchase :

1) 什麼寵物可進場？

寵物只限貓隻或狗隻。

1) Is that all pets are allowed for admission?

Unfortunately, only dogs and cats are allowed for admission.

2) 我可以帶多大的寵物入場？

每隻寵物體重不能重於 20 KG (執行任務之警犬、導盲犬或由專業人員陪同之導盲幼犬不在此限) , 由於商場場地限制的原因, 所有寵物進入商場範圍內均需要放置於寵物袋內 (寵物車、寵物籠恕不接受) , 直至進入活動區為止。

貓和狗以外的寵物, 或是寵物身型過大, 主辦方有權禁止其進入, 通行証將不予退款或賠償。人生照相館 [II](#) 保留解釋及修訂上述服務條款之權利。

2) Are there any size limitations on the pet for admission?

The weight of each pet shall not exceed 20kg (except for dogs serving as guide dogs for the blind, guide puppies lead by specialists or police dogs performing statutory duties). Based on the restrictions of the venue, all pets entering the shopping area of Nan Fung Place shall be settled inside a pet carrier (pet strollers and pet kennels are not accepted) until arriving at the event venue. For pets other than dogs and cats, or the size and weight of those exceeding the mentioned restrictions, the organizer reserves the rights of forbidding their entry and is not liable for any refund and compensation related. The organizer also reserves the right to interpret and amend the regulations and details of the events.

3) 可以推寵物車入場嗎？

抱歉, 不可以。由於商場場地限制的原因, 所有寵物進入商場範圍內均需要放置於寵物袋內 (寵物車、寵物籠恕不接受) , 直至進入活動區為止。主辦方強烈呼籲所有寵物主人無論任何時候均以雙手緊抱寵物或放於寵物袋內, 切勿放置寵物於會場內行走, 以免走失或引起不必要的意外。

3) Is access to the venue with pet strollers allowed?

Unfortunately, pet strollers are not allowed due to the restrictions on the shopping area of the Nan Fung Place. All pets entering the shopping area of Nan Fung Place shall be

settled inside a pet carrier (pet strollers and pet kennels are not accepted) until arriving at the event venue. The organizer strongly recommends that all pet-owners shall hold their pets tight anytime or pet carrier inside the event venue without leaving them walking and wandering along alone to prevent any lost or unnecessary accidents caused.

4) 有獨立的寵物通行証出售嗎？

抱歉，沒有。為了給予每位寵物有最全面和悉心照料，主辦單位鼓勵每位寵物均由兩位成年人陪同入場。

4) Is there any pet access solely open for sales?

Sorry that all pet access is to be purchased under Pet Access Package. It is highly encouraged by the organizer that each pet shall be accompanied by 2 adults to ensure that they are having attentive and comprehensive care.

5) 我可以帶兩位以上的寵物進場嗎？

抱歉，不可以。為了給予每位寵物有最全面和悉心照料，主辦單位鼓勵每位寵物均由兩位成年人陪同入場。如需帶兩位寵物，須要買兩套寵物通行証，並由四位成年人陪同入場；三位寵物就需由六位成年人陪同入場，如此類推。

5) Can I enter the venue with more than 2 pets accompanied?

Unfortunately, you are not allowed to enter the venue with more than 2 pets accompanied. It is highly encouraged by the organizer that each pet shall be accompanied by 2 adults to ensure that they are having attentive and comprehensive care. 2 Pet Access Package shall be purchased with 4 adult companions if 2 pets are to be admitted into the venue. For the admission of 3 pets, there shall be 6 adult companions and so on.

6) 場內有寵物清潔用品嗎？

會場內會設有寵物廁所板，以及一些基本的清潔用品（乾、濕紙巾和寵物用消毒清潔劑）。寵物所有糞便和其他廢物必須由寵物主人妥善收集和處置，否則須向主辦方支付相關清潔費用。

6) Are there any pet cleaning supplies available in the venue?

Pet trays and basic cleaning products (including tissues, wet wipes, and cleaning kits and deodorizer for pets) are available in the venue. All the faeces and waste of the pets shall be wrapped up and tidied up by the pet owners to maintain a clean and neat

environment of the venue. Otherwise, the organize reserves the rights to charge the pet owners for the cleaning fee.

7) 場內設有獸醫駐場醫療服務？

場內不設任何獸醫駐場醫療服務，如有需要，請向在場工作人員查詢或要求協助。

7) Is there any on-site veterinarian medical service available in the venue?

No veterinarians will be present onsite to provide medical service in the venue. For any enquiry or assistance, please talk to our staff.

參觀須知 Visiting Rules and Guidelines:

1) 是否提供衣帽間和嬰兒車存放位置？

很抱歉！由於場地空間不足，恕無法額外提供存放行李的空間，建議觀覽者盡量避免攜帶大型行李到場參觀。為免影響體驗，嬰兒車將無法帶進場地內，敬請留意。

1) Is there any cloakroom service or baby stroller parking area available?

Unfortunately, due to the limited space of the venue area, we are not able to provide extra spaces for the storage of personal belongings. Visitors are strongly advised to avoid taking oversized baggage into the venue. To ensure the experience quality of every visitor in this interactive event, please note and understand that baby strollers are not allowed to be taken inside the event venue.

2) 我能帶食物和飲料入內嗎？

很抱歉！所有外來食品或飲品均不得帶入場地內。

2) Can I bring my own food or drinks to the event venue?

Sorry that food and beverage from outside are forbidden.

3) 我們能在活動區內拍照和錄影嗎？

可以！在會場內可以隨意拍照留念，但同時亦請顧及其他正在觀覽的人士，以免影響體驗。如果是商業或產品拍攝、媒體拍攝、新聞採訪均需事先申報，並在獲得主辦單位認可後，才可進場拍攝。有關詳情及安排，請電郵至 lifephotostudiohk2@hotmail.com 與我們聯繫。

3) Is photo taking and video recording allowed inside the event venue?

Yes! Visitors are welcomed to capture their precious moments inside the venue while at the same time the rights of the other visitors to enjoy the event shall be respected. Photo taking or video recording for commercial use, product shooting, media converges and interviews etc are only allowed upon the approval of the organize under the conditions that all professional and advanced equipment among the industry shall be declared to the organizer. For further details and arrangement, please email to lifephotostudiohk2@hotmail.com.

「寵物韓服衣櫃」租借服務須知 “Pet Hanbok Wardrobe”

Rental Service Guidelines :

1) 我可以同時為寵物租借多件衣服嗎？

每位寵物的主人只可同時租用 1 件寵物衫及 1 件飾物，須妥善歸還後才可再進行下次租借。
(例如：2 位主人 (A 主人+B 主人) + 1 隻寵物，A 主人可租用 1 件寵物衫+1 件飾物，B 主人可租用 1 件寵物衫+1 件飾物 = 2 位主人共租借了 2 件寵物衫+2 件飾物)

1) Can I rent more than 1 costume for my pet at the same time?

Every pet owner could only rent 1 pet costume and 1 accessory at the same time. Another pet costume and accessory could be rented only after the previous ones are returned. For example, when 2 pet owners (Owner A + Owner B) accompanying 1 pet join the event, Owner A and Owner B could rent 1 pet costume and 1 accessory respectively. In total, they rent 2 pet costumes and 2 accessories.

2) 租借前寵物可以試穿衣服嗎？

由於時間有限，寵物韓服在租借前均不設試穿，建議租用者先參考場內張貼的衣服尺寸或詢問現場工作人員意見，同時檢查所有配飾齊全、衣物沒有破損，所有服飾一旦借出，任何原因下均不設退款。

2) Can the pet try on the costumes before the pet owner renting the costumes and accessories?

Due to the limited experience time, all pet Hanboks are not available for fitting before rental. Pet owners are highly recommended to ask for the advice from the staff or take reference from the size details posted in the venue. Please double check to make sure that all accessories are available, and the costumes are not damaged or soiled before leaving. All rental charge is not refundable for any reasons once the costumes and accessories are rented.

3) 可以用什麼付款形式進行租借？

填妥租借表格後，可選用轉數快或八達通付款。

3) How can I pay for the rental charge?

You can pay for the rental charge via FPS or Octopus Card after completing the rental forms.

4) 我購買了兩個相連時段的通行証，可以租到下一個時段繼續穿嗎？不可以。所有寵物衣服須在入場時段內歸還，不可帶到下一節入場時段，如在該時段完結前仍未歸還相關租借的衣服，主辦方將收取100元港幣逾時罰款。

4) If I have purchased the Pet Access Package for 2 consecutive sessions, can I keep the rented costumes for my pet and return them at the end of the second session?
No. You must return the rented costumes and accessories promptly at the end of each session or HK\$100 overdue cost will be charged to the pet owners otherwise.

5) 寵物韓服可以訂購嗎？
歡迎向在場工作人員查詢。

5) Can I purchase the Hanboks for me pets?
Please talk to our staff for further enquiry.