

Frequently Asked Questions – Sanxingdui Exhibition

All relevant details are online: www.hkmaritimemuseum.org/voyage-into-shu

PAYMENT QUESTIONS

Question: What is the cost per person?

- Ticket prices vary depending on when you intend to visit. Please check the website for details: www.hkmaritimemuseum.org/voyage-into-shu

Question: Are there any discounts?

- Yes, for students (valid id), children aged 12 or below, seniors aged 60 or above (valid id), persons with disabilities (valid certificate). There are also family ticket and group bookings.
- For group bookings, please contact museum front desk at 3713 2500 or info@hkmaritimemuseum.org
- Check the Museum's website for details and prices: www.hkmaritimemuseum.org/voyage-into-shu

Question: Can tickets be bought on site or in advance only?

- Both are available:
 - Onsite – at the reception desk but be prepared to queue before entering the VR experience
 - Online – using [China Travel Service](#) website, our online provider for a ticket (specific timeslot).

Question: What is the process for getting a refund?

- Tickets are non-refundable except in the following circumstances:
 - T8 Signal – When Typhoon signal number 8 or above is hoisted, the Museum will be closed and remain closed if the signal is lowered less than two hours before the normal closing time. Tickets that have been sold via online platform can be refunded through the China Travel Service ticketing platform.
 - Black Rainstorm – If Black Rainstorm warning is lifted less than two hours before the normal closing time, the Museum will not re-open for the day. Tickets that have been sold via online platform can be refunded through the China Travel Service ticketing platform

VR QUESTIONS:

Question: How long the VR experience lasts?

- Arrive 10 minutes early to queue and get the headset ready. Note that at busy periods you may have to wait longer than your allotted VR scheduled time.
- Experience lasts about 30 minutes.

Question: What languages is the VR in?

- The VR has three language options – just ask the staff when you get your headset.
 - Cantonese
 - Putonghua
 - English

Question: How many people per session?

- 35 people maximum per session

Question: When is the last session per day?

- Museum opening: Monday to Friday: 09:30 - 17:30, last session is 15:30-17:00
- Museum opening: Saturday, Sunday and Public Holidays: 10:00-19:00, last session is 16:00-18:00
- **Note 6 October the last session is from 13:30-15:00 (Mid-autumn Festival).**

Question: What restrictions are there?

- Children - This experience is only open to children aged 4 or above. Children aged 4 to 12 must be accompanied by a guardian.
- Pregnant women - Pregnant women who are more than 6 months along are advised to purchase tickets with caution.
- Medical conditions - Individuals with epilepsy, severe acrophobia, or heart diseases are not permitted to enter.
- General health - Those with other medical conditions should consult a doctor before the experience.

Question: Do I need to pay for the exhibition?

- Yes. The general museum ticket (Adult: HKD 30) includes already the admission to the special exhibition. However, the "Exploring Sanxingdui VR Experience" located in the Special Events Gallery requires a special exhibition ticket.
- You do not need to do the VR experience to visit the exhibition

《浮海探蜀：尋覓三星堆・金沙沉浸式考古 VR 特展》常見問題

更多詳情請瀏覽網站：www.hkmaritimemuseum.org/voyage-into-shu

關於票務安排問題

每人費用是？

- 票價會因應您的參觀時間而異。詳情請瀏覽網站：

<https://www.hkmaritimemuseum.org/voyage-into-shu?lang=zh>

有優惠票嗎？

- 有，學生（需提供有效學生證）、12 歲或以下兒童、60 歲或以上長者（需提供有效身份證明）、殘疾人士（需提供有效殘疾人證件）可享折扣，還有家庭套票和團體預訂亦可享折扣。
- 團體預訂請致電 3713 2500 或發送電郵至 info@hkmaritimemuseum.org 聯絡博物館前台。
- 詳情及票價請查閱博物館網站：

<https://www.hkmaritimemuseum.org/voyage-into-shu?lang=zh>

門票是提前購買，還是現場也可以購買？

- 兩種方式均可：
 - 現場購買 – 在博物館前台購買。如參加者眾多，或需排隊進入「尋覓三星堆 VR 體驗」。

- 提前購買 – 可在[中國旅行社網站](#) (CTG) 預訂門票 (指定時段)。

退款流程是怎樣的？

- 門票不予退款，除非遇上以下情況：
 - 八號或以上烈風信號生效期間，博物館將關閉。若八號風球除下時間距離博物館正常閉館時間不足兩小時，博物館當日將不會開放。經網上購買的門票可在 CTG 售票平台申請退票。
 - 若黑色暴雨警告在博物館開放前已經生效，博物館將不會開放，直至黑色暴雨警告除下。若黑色暴雨警告除下時間距離博物館閉館時間不足兩小時，博物館當日將不會開放。經網上購買的門票可在 CTG 售票平台申請退票。

關於 VR 體驗問題

VR 體驗大概多久？

- 請提前 10 分鐘到達排隊，並準備戴上 VR 頭戴裝置。注意，在繁忙時段，您可能需要等待較久，入場時間可能晚於預約時間。
- 整個 VR 體驗大約 30 分鐘。

VR 提供哪些語言選項？

- VR 提供三種語言選項 —— 領取 VR 頭戴裝置時，可向工作人員提出：
 - 廣東話
 - 普通話
 - 英文

每場最多可容納多少人？

- 每場最多 35 人。

每天最後一場體驗是什麼時間？

- 博物館開放時間：週一至週五：09:30 - 17:30，最後一場為 15:30-17:00
- 博物館開放時間：週六、週日及公眾假期：10:00 - 19:00，最後一場為 16:00-18:00
- 注意：10 月 6 日最後一場為 13:30-15:00（中秋節）。

有哪些限制條件？

- 兒童 - 4 歲以下小童謝絕入場，4 歲或以上 12 歲以下小童需監護人陪同。
- 孕婦 - 懷孕 6 個月以上的孕婦請謹慎購票。
- 健康狀況 - 癲癇、嚴重恐高，心臟病患者，謝絕入場。
- 一般健康 - 有其他疾病人士，應在體驗前諮詢醫生意見。

是否需要付費參觀特別展覽？

- 需要，博物館一般門票（成人：港幣 30 元）已包含參觀是次特別展覽。然而，設於專題文化活動展廳的「尋覓三星堆 VR 體驗」，公眾則需購買特別展覽門票。
- 不參與 VR 體驗也歡迎參觀展覽。