



香港電車

HONG KONG TRAMWAYS

Hong Kong Tramways' TRAMORAMIC TOUR - Terms & Conditions

These Terms & Conditions are binding on any user ("CUSTOMER") of TRAMORAMIC TOUR and related services provided by the Hong Kong Tramways, Limited ("COMPANY") as indicated on the website www.hktramways.com ("WEBSITE").

In order to make an online purchase, CUSTOMER should register on the WEBSITE www.hktramways.com.

The COMPANY reserves the right to amend, add or delete these Terms & Conditions, which shall take effect after disclosure on the WEBSITE.

The COMPANY reserves the right to amend, suspend or cancel any tourist products and transport service and their respective prices. The COMPANY further reserves the right to terminate or change any discount offer without prior notice. The COMPANY will not be liable to compensate CUSTOMER or any parties for such acts.

Where these Terms & Conditions are translated into languages other than English, in the event of any conflict or inconsistency, the English version shall prevail.

Purchased service, e-Voucher and Ticket

CUSTOMER may purchase ticket on the WEBSITE. Alternatively, CUSTOMER may purchase ticket on board provided that there are available seats. CUSTOMER purchasing ticket on board will receive TRAMORAMIC GOLDEN TICKET upon payment of the ticket price.

CUSTOMER purchasing ticket on the WEBSITE will have it delivered to them by way of E-VOUCHER. CUSTOMER will need either to print the E-VOUCHER and bring with them to present to the COMPANY staff at the CUSTOMER's chosen boarding point, or to hold any mobile device showing the E-VOUCHER and to present it to the COMPANY staff at the CUSTOMER's chosen boarding point. CUSTOMER with E-VOUCHER must also present the credit card used to make the purchase or valid identification document of the LEAD CUSTOMER.

The COMPANY staff will exchange the E-VOUCHER for a valid TRAMORAMIC GOLDEN TICKET.

The COMPANY reserves the right to refuse any E-VOUCHER presented without either credit card or identification document.

CUSTOMER must show their TRAMORAMIC GOLDEN TICKET as they board. The TRAMORAMIC GOLDEN TICKET remains the property of the COMPANY and must be produced for inspection and, if requested to do so, be surrendered upon demand to the COMPANY staff.

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The TRAMORAMIC GOLDEN TICKET entitles the CUSTOMER to attend the TRAMORAMIC TOUR at the booked schedule only and to use the COMPANY's REGULAR TRAM SERVICES during only the whole day and the two next days of the booked TRAMORAMIC TOUR.

CUSTOMER cannot attend any TRAMORAMIC TOUR other than the one booked. CUSTOMER should leave the tram when COMPANY staff advises so.

CUSTOMER has to travel on the TRAMORAMIC TOUR and get the TRAMORAMIC GOLDEN TICKET before traveling on the REGULAR TRAM SERVICES. When travels on the REGULAR TRAM SERVICES, CUSTOMER has to present the TRAMORAMIC GOLDEN TICKET to the motorman when alighting.

When the booked TRAMORAMIC TOUR completes, CUSTOMER must quickly leave the tram.

Child tickets are available for children aged 4 to 11 years old. Children must be accompanied by an adult at all times. Children below the age of 4, if accompanied by an adult, will be carried free of charge if not occupying a seat to the exclusion of fare-paying CUSTOMER. No more than one child will be carried free of charge for any one adult.

Lost Ticket, Cancellation and Refunds

The TRAMORAMIC GOLDEN TICKET is valid for use by the bearer only and cannot be transferred or sold.

Lost or damaged TRAMORAMIC GOLDEN TICKET will not be re-issued.

CUSTOMER found travelling on the TRAMORAMIC TOUR without a valid TRAMORAMIC GOLDEN TICKET will be charged the full TRAMORAMIC GOLDEN TICKET price.

CUSTOMER found travelling on REGULAR TRAM SERVICES without a valid TRAMORAMIC GOLDEN TICKET will have to tender the exact REGULAR TRAM SERVICES fare.

The TRAMORAMIC GOLDEN TICKET is non-refundable.

In the event that the COMPANY is unable to provide the TRAMORAMIC TOUR at the specified date and time due to adverse weather condition or traffic condition, mechanical breakdown or any other reasons, CUSTOMER shall be entitled to a full or partial refund of the price of the TRAMORAMIC GOLDEN TICKET.

In the event that the COMPANY provides the TRAMORAMIC TOUR without its famous open-top double-decker trams, CUSTOMER cannot request for any discount or refund.

In the event that the COMPANY provides the TRAMORAMIC TOUR without the audio-guide commentary or any content displays on the screen, CUSTOMER cannot request for any discount or refund.

CUSTOMER should take care of all personal property. The COMPANY will not be responsible for any loss, damage, delay, inconvenience, direct or consequential loss, however caused, unless due to negligence

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by the COMPANY, in which case liability of the COMPANY is limited (except for death or personal injury) to a maximum of the refund of the TRAMORAMIC GOLDEN TICKET price.

Transport services and Safety

The COMPANY endeavours to provide departure points and times for the service as accurate as possible. CUSTOMER must arrive 20 minutes prior to the scheduled departure time to be able to board the TRAMORAMIC TOUR.

If CUSTOMER misses the departure of the booked TRAMORAMIC TOUR, the COMPANY shall have no responsibility and CUSTOMER cannot request for any discount or refund.

The COMPANY reserves the right to postpone such departure times without notice as circumstances require.

While the COMPANY endeavours to operate its famous open-top double-decker trams, it reserves the right to operate closed-top double-decker trams from time to time.

CUSTOMER will get a seat on the tram during the TRAMORAMIC TOUR but no guarantee of a seat on the upper deck.

The COMPANY reserves the right to refuse access to travel on a particular departure should circumstance be deemed to compromise tour safety.

For safety reasons, CUSTOMER on the upper deck is required to remain seated while the tram is in motion.

The COMPANY staff may at their discretion requires any person to alight the tram if the COMPANY staff deem the person's conduct offensive or nuisance to other CUSTOMER or in such a way as to constitute a risk to his/her safety or to the safety of other CUSTOMER. The COMPANY shall have no further liability.

Passengers' rules

Either on the TRAMORAMIC TOUR or during the REGULAR TRAM SERVICES, the CUSTOMER has to respect the passengers' rules.

- Do not board or alight while the tram is in motion, or while the doors are opening or closing.
- Passengers should board or alight through specified doors.
- Do not obstruct the staircases or doorways, or stand on the staircases.
- Do not place any parts of the body out of the windows.
- Keep the tram compartments clean and do not throw litter out of the tram.
- Do not eat or drink inside the tram.
- Do not bring any animals onto the tram except guide dogs accompanying visually impaired persons.
- Open all upper deck windows during typhoons.

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- Smoking on trams is strictly prohibited.
- Only luggage not over 7 kg in mass or 30 litre in volume is allowed on trams. Besides, no goods are allowed which in the COMPANY staff's opinion are, or will be, inconvenient to other passengers.
- No dangerous goods are allowed on trams.
- The scheduled tram frequency of the REGULAR TRAM SERVICES may be adjusted subject to traffic conditions without prior notice to passengers.
- Passengers should leave the tram when the motorman advises so.

Definitions

“COMPANY” means HONG KONG TRAMWAYS, LIMITED registered in Hong Kong with its registered office situated at Whitty Street Tram Depot, Connaught Road West, Western District, Hong Kong.

“E-VOUCHER” means the purchasing confirmation received by email and specifying the LEAD CUSTOMER's name, the number of booked seats, the departure time of the booked TRAMORAMIC TOUR and the reservation number.

“LEAD CUSTOMER” means the CUSTOMER whose name is registered on the WEBSITE and printed on the E-VOUCHER.

“REGULAR TRAM SERVICES” means the public transport tram services operated by the COMPANY on Hong Kong Island excluding any private hires and the TRAMORAMIC TOUR.

“TRAMORAMIC TOUR” means the scheduled tour on a dedicated tram vehicle starting from one defined location and ending at another defined location.

“TRAMORAMIC GOLDEN TICKET” means an individual printed paper ticket provided in exchange of the E-VOUCHER (for purchase of ticket on the WEBSITE) or upon payment of the ticket price at the beginning of the booked TRAMORAMIC TOUR.