



Booking Procedures and Important Notes:

https://longcoast.hk/?page_id=16603

- The voucher is non-refundable
- The dates of use have to be specified upon purchase.
- Guests have to initiate the voucher upon checking in at LCS' reception counter; otherwise normal rates will apply for all seasports activities.
- The voucher is valid for the date specified and the following day.
- Our reception counter closes at 7:00 pm. Please make prior arrangements for late arrival
- Check-out before 10am has to be confirmed in advance.
- All watersport rentals will start at 10:00am until sunset. You are welcome guest(s) to come earlier to enjoy the watersports.
- Once the voucher is purchased, administrative charge will apply for change of dates of use. (please refer to change date and cancellation policy)
- Once the voucher is initiated, it cannot be transferred, deferred, refunded and/or sold to other persons under any circumstances
- During peak seasons, kind of equipment's rental may need to wait, subject to availability
- All extra amount consumed should be settled by cash.
- The full value of the voucher can be consumed on all rentals of kayaks, bodyboards, SUP, beginner surfboard & skimboard
- Discount off rental of other non-motorized seasports equipment (ie. windsurfer, and surfboard)
- 1 night FREE accommodation which is use for voucher(s) of watersports only, we don't have room(s) or tent(s) rental. Extra person(s) can purchase our supplementary voucher(s) to enjoy the same benefit
- Beach towel, shampoo, shower gel and other bathroom amenities will not be provided.
- Floor mattress (with bedding) will be provided in **Safari tent** and **Supplementary Voucher holder(s)** ,if guests need extra bedding(s) (pillows and quilt) at HK\$50 per set (onsite booking at HK\$80).
- All activity voucher holder(s) can be offered at \$250 to get One session (3 hours) BBQ facility. Unauthorized user(s), we will charge HK\$500 of open furnace charge
- If there are power / short circuit problems cause by weather, accidents or human factors at LCS center /camping area, no refund can be made.
- Cooking is NOT allowed in room/ safari tent/ Caravan/ LCS open space and deck area. Unauthorized user(s), we will charge HK\$500
- Voucher holder(s) BBQ and cooking shall be in LCS arranged area, burning or make fire in our camp zone are not permitted.
- Guests can use our locker & shower facilities during visit to LCS



- The use of the open space and the deck area at the campground/main building is on a share use basis, and please note that we may have other campers or BBQ users during the same period. Quiet time starts at 10:00 pm.
- Our Centre has a variety of beverages sold, if guests bring/order drinks to here, LCS will not provide any fridge service.
- The Centre reserves the absolute discretion to amend and supplement the above rules at any time without notice.
- The Centre reserves the right to terminate services without reason.
- In case of dispute, Long Coast Seaports (LCS) reserves the rights for its final decision.

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Cancellations/change date(s):

- more than 45 days before check in date no charge
- more than 30-44 days before check in date will be subject to a 10% admin fee;
- more than 15-29 days before check in date will be subject to a 30% admin fee;
- more than 5-14 days before check in date will be subject to a 50% admin fee;
- less than 5 days before check in date: no refund

Cancellation/ Change date request must be notified by email. The calculation date will be based on our receive working day.

Bad Weather Policy and Social Incidents Arrangement:

- Typhoon Signals No. 1 /3 or Yellow/Red Rainstorm Warning, normal Operation
- Typhoon Signal No. 3 (if forecast show may have signal No.8 within 24 hours)
 1. Postponing the date for use of the vouchers can be made without additional charge OR;
 2. Alternatively, if guests would like to cancel their bookings, 50% administration fee will be applied
- Tropical Cyclone Warning Signal No. 8 or Black Rainstorm Warnings
 1. Postponing the date for use of the vouchers can be made without additional charge OR;
 2. Alternatively, if guests would like to cancel their bookings, 30% administration fee will be applied
- Any social incidents which might affect transportations or traffics.
 1. Postponing the date for use of the vouchers can be made without additional charge OR;
 2. Alternatively, if guests would like to cancel their bookings, 50% administration fee will be applied
- All other situations are subject to the on-day condition and LCS' final decision.



Change date(s) arrangement noted:

- If guest to postpone the date(s) of use under reason, the revised date(s) should be made within 6 months from the original date, pre-book shall be requested, overdue will be abandoned.
- If the revised date(s) fall on a different price zone, i.e. peak season to value season, there will be no refund on the price difference.
- If the revised date(s) from value season to peak season, the balance needs to be settled by guests.

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Covid-19 Arrangement:

In the following situations of Covid-19, Longcoast Seasports Centre will have the right to not entertain visitors and customers.

1. Guests that have travel history within 14 days, or have been in close contact to people with confirmed/suspected cases, or have symptoms of physical discomfort.
2. Covid-19 is spreading rapidly in the community, and infected cases has increased significantly.
3. Due to the restriction gathering policy, it will affect the number of guests per activity/camp package.
4. Transportation or traffic might be affected.
5. All other situations are subject to LCS' final decision.

Those who have booked voucher customer(s) can reschedule the booking for free within 1 year or cancel with 20% admin charge.

Covid-19 Change date(s) arrangement noted:

- If guest to postpone the date(s) of use under reason, the revised date(s) should be made within 12 months from the original date, pre-book shall be requested, overdue will be abandoned.
- If the revised date(s) fall on a different price zone, i.e. peak season to value season, there will be no refund on the price difference.
- If the revised date(s) from value season to peak season, the balance needs to be settled by guests.

Covid-19 Cancellation arrangement:

- 20% admin fee, guests must be notified by email at least 7 days on or before the check-in date, otherwise, no refund will be entertained.

Cancellation/ Change date request must be notified by email. The calculation date will be based on our receive working day.

Check-in/ Check out time & Deposit:

Guest room	HK\$300 per room
Safari tent / Caravan	HK\$500 per tent
Party venue	HK\$500 (for group 30 people or below party) or 30% party venue cost of 30 above group party.
CHECK-IN TIME	5:00pm
CHECK-OUT TIME	12:00noon

- Guests are required to pay a deposit HK\$300 – 500 upon registration. The deposit will be refunded after deducting all additional purchase or penalty.
- Our booking services is from 10am- 6pm
- Our reception counter closes at 7:00 pm. Please make prior arrangements for late arrival
- Check-out before 10am has to be confirmed in advance.
- All watersport rental will start at 10:00am until sunset. You are welcome guest(s) to come earlier to enjoy the watersports.

Restricted Items:

The following items are not permitted in the Centre : candles, incense, fireworks, bonfire, open flame and weapons.

Hair dryers, hotplate or high electric number electrical appliances, are not allow using in safari tents/Caravan/LCS camp area, it will cause short-circuit problems.

If there are power / short circuit problems cause by weather, accidents or human factors at LCS center /camping area, no refund can be made.



Damage & Cleaning Deposit:

The Clients are liable for damages to the Centre caused by an act or an omission of Clients, the Clients' attending guests, staff, agents, contractors or invitees. These include, but not limited to missing or damaged furniture, fixture, watersport gears, camping facilities, equipment, decorations, lawn, plants, trees, or fencing. These also include any replacement, removal and/or custodial cleaning fees as well as any cost for repairs and materials. The Clients have to deposit a Damage & Cleaning Deposit to the Centre upon taking possession of the party venue or checking-in in an amount as below stipulated in **CASH** to cover up any of the costs that may be raised as herein mentioned. The amount will be refunded to the Clients after any deduction deemed necessary by the Centre at the checking-out time of the Clients.

Pet Stay

We can flexible on the pet arrangements, as long as they are well-behaved, quiet and can be properly leashed and muzzled at times, as we have to consider our other guests as well.

- Dogs can sleep safari tent outer shelter/ Room floor/ Caravan floor (kindly be understood that dogs are not allowed on the beds and/or furniture).
- Dogs are allowed inside Safari Tents (Guests need to bring your pets mattress).
- If you are bringing with your dogs, they should be leashed and not dig holes at our grassland.
- Guests should be responsible to pick up after them urinate, and do not allow them to urinate within our premises.
- An additional for pet-staying-charge of HK\$100 per dog per night will be required.

Photography Consent Release

The Centre regularly reproduces photographs of people for teaching, demonstration and publicity purposes in its publications, marketing material and on its web site. On various occasions, the Clients may be photographed at the Centre. The Clients are invited to release their interests in their photographs taken at the Centre, the waterfront of the Centre or at any outing activities arranged by the Centre for the said purpose to LCS. Any refusal of consent is required to be given to the Centre at booking@longcoast.hk in advance of their arrival at the Centre. The Centre will not be liable to the Clients for any interest in the publication or use of those photos if the said consent is not refused.

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