

Notes to Campers

Booking System for the Use of Twisk Campsite in Tai Lam Country Park Agriculture, Fisheries and Conservation Department

Notes to Applicants

1. The online booking system provided by the Agriculture, Fisheries and Conservation Department (AFCD) (www.camping.gov.hk), which operates round the clock throughout the year, enables the public to book camping facilities under the AFCD's purview in a convenient way.
2. An applicant who has made a booking and received a confirmation email must complete the check-in procedure at the Twisk Campsite Service Counter (TCSC) before entering the Twisk Campsite. He/she must collect a Camper Card (please refer to paragraphs 2 to 4 of Section B of this Notes) before using the designated camping platform and the associated cooking unit.
3. Twisk Campsite is available for use by Camper Card holders and their accompanying persons only. Any person camping in Twisk Campsite without a valid Camper Card or who fails to be identified by a valid Camper Card holder as an accompanying person will be required to leave the campsite.
4. For the purposes of this Notes, "the applicant" refers to a person who has his/her name registered for the booking of a camping unit, while "campers" refers to the applicant and his/her accompanying person(s).
5. An applicant making booking should note the following:
 - i. he/she must confirm that he/she meets the conditions and requirements specified in the online booking system before submitting the application;
 - ii. bookings are not transferrable;
 - iii. the name used for making a booking shall match the identity document presented during check-in;

- iv. he/she must be at least 18 years old at the time of check-in as well as the holder of a Hong Kong Identity (HKID) Card or a valid travel document; and
- v. he/she must be present in the campsite throughout the camping period.

The applicant may contact the TCSC when he/she encounters difficulties in making online bookings.

- 6. The days available for online bookings are updated at 9:00 a.m. every day. Advance booking of camping unit is available within the coming 29 calendar days (e.g. advance booking for camping unit can be made on 1 January for check-in on 30 January). The cut-off time for online booking is 6:00 p.m. on the day before check-in. For example, for a camping unit to be checked in on 1 February, the cut-off time for online booking is 6:00 p.m. on 31 January.
- 7. Those who fail to submit applications before the cut-off time can make same day walk-in bookings in person at the TCSC from **2:00 p.m. to 8:00 p.m.**
- 8. Twisk Campsite hosts a total of 37 camping units, among which 4 are twin units. A single camping unit can accommodate up to 4 persons, while a twin unit can accommodate up to 8 persons. The aforesaid maximum number of persons allowed is subject to adjustments in the light of the latest health care guidelines implemented by the Government, as displayed in the booking website.
- 9. Each applicant may book a camping unit for 1 or 2 nights per application and can hold a single booking at a time. For incomplete information booking or double booking, the TCSC reserves the right to cancel a booking/ refuse the applicant from entering the campsite without giving prior notice to the applicant.
- 10. Each camping unit can only be booked by one applicant, and each applicant can only book one camping unit.

11. Booking is available on a first-come, first-served basis. The booking quota for non-Hong Kong residents is 30% of the total number of camping units. The above restriction is not applicable to walk-in bookings. Applicants, regardless of their residential status, may make a walk-in booking in person at the TCSC and check in at the specified time on the same day.
12. To complete the booking procedure, applicants must agree to comply with this Notes. Applicants and their accompanying persons must comply with this Notes during their stay. Anyone who violates this Notes or the reasonable requests as required by the staff of the TCSC may be asked to leave the campsite.
13. Upon completion of the booking procedure, successful online applicants will receive a booking confirmation email.
14. If applicants wish to cancel their bookings, they should have their bookings cancelled via the online booking system or in person at the TCSC. If applicants wish to make any changes to the information (e.g. camping date, camping unit, name of applicant, etc.) after receiving the confirmation email, they should cancel the confirmed booking and re-submit an application. Once a booking is cancelled, the quota will be released back to the booking system in the next online bookings update.
15. The check-in time is between 2:00 p.m. and 8:00 p.m. on the check-in date; and the check-out time is before 11:00 a.m. on the check-out date.
16. An applicant may be suspended from making a booking for the campsite for 90 days in the following circumstances
 - i. late cancellation: failure to cancel his/her booking by 6:00 p.m. on the day before the scheduled check-in date;
 - ii. no-show: failure to check in by 8:00 p.m. on the scheduled check-in date;
 - iii. unauthorised transfer of booking;

- iv. failure to meet the minimum age requirement;
 - v. failure to return the camper card and leave the Campsite on the designated check-out time on the check-out date; and
 - vi. contravention of this Notes or the reasonable requests as required by the staff of the TCSC.
17. Any person contravening the Country Parks and Special Areas Regulations (Cap. 208A) may be prosecuted and the applicant may be suspended from booking the campsite for 180 days.
18. An applicant who is suspended from booking the campsite will be notified, which states the suspension period from the date of the notification or a specified date. In case of any disputes, the applicant may file an appeal by sending an email to camping@afcd.gov.hk or calling 1823 within 7 days from the date of the notification.
19. The suspension is not applicable to late cancellation or no-show due to inclement weather (please also refer to Section C of this Notes).

B. Use of Campsite

1. Applicants and accompanying persons shall observe this Notes and the reasonable requests as required by the staff of the TCSC.
2. Upon check-in at the TCSC, applicants shall present the confirmation email and the identity document (e.g. HKID Card/travel document) used in the booking to the staff for identity verification. Entry to the campsite will be refused if the applicant is unable to provide the relevant identity document or the name used in the booking does not match that on the identity document provided at check-in.
3. Applicants shall clearly display their Camper Cards at the camping platform within the whole period of their stay on the campsite and present the identity document used in the

booking at the request of the TCSC staff for identity verification. Applicants shall return the Camper Cards to the TCSC or the Camper Card Drop Box upon check-out.

4. Camping gear rental service is available at the TCSC. Applicants who wish to rent such gear shall pay a deposit, sign the Twisk Campsite Camping Gear Rental Service Agreement (Rental Service Agreement) and observe the conditions with regard to its usage. Upon return of the gear to the TCSC by the applicants, the deposit will be reimbursed to them once the staff have confirmed that the gear concerned is in good order and condition.
5. Camping units should only be used by campers for camping purposes, such as setting up a tent or a shelter and/or arranging bedding. Campers are prohibited from setting up tents outside the designated camping platform or lighting a fire outside the associated cooking unit. In addition, campers should not get drunk, gamble, burn wax, climb trees or bring bicycles into the campsite. Offenders may be prosecuted.
6. No commercial activities is allowed within the campsite. If a person is found engaging in commercial activities within the campsite or breaching this Notes, etc., he/she will be disqualified from using the campsite immediately and the person concerned must stop the commercial activities and leave the campsite at once. Offenders may be prosecuted.
7. Campers shall take away their personal belongings and rubbish after camping. Any personal belongings found at camping units and surroundings after check-out will be disposed of. The AFCD is not responsible for any loss/damage so incurred. Leaving any rubbish behind within the campsite may constitute an offence under the Country Parks and Special Areas Regulations (Cap. 208A). Offenders are liable to prosecution.
8. To be a considerate camper, please keep noise down between 11:00 p.m. and 8:00 a.m.

9. If campers do not comply with any provisions contained in this Notes or the Rental Service Agreement, he/she will be disqualified from using the camping unit and the campsite.
10. The TCSC reserves the right to reject/cancel a booking without giving prior notice to the applicant and to refuse any person from entering and/or using the camping facilities on health or any other grounds.
11. Campers shall indemnify and keep indemnified the AFCD against all actions, claims, and demands by any person who suffers or sustains any death, injury, damage to or loss of property arising out of or as a result of their use of the campsite facilities.

C. Inclement weather and closure of campsite

1. Campers should pay attention to the latest weather forecast issued by the Hong Kong Observatory (HKO). If the Red/Black Rainstorm Warning Signal or Tropical Cyclone Warning Signal No. 3 or above is issued by the HKO, the campsite will be closed for the rest of the day. All campers must leave the campsite as soon as possible.
2. If the Amber Rainstorm or Thunderstorm Warning Signal (lightning strokes in New Territories West are recorded) is issued by the HKO, campers should take shelter in a safe place until the Warning Signal(s) concerned is/are cancelled.
3. In case of closure of the campsite due to inclement weather, the campsite will be reopened on the next calendar day under safe conditions.
4. In case the campsite is closed due to inclement weather, all bookings on that day will be cancelled automatically and campers will be required to make a new booking.
5. The campsite may be fully or partially closed at the AFCD's discretion for safety or operational reasons.
6. For the sake of safety, campers shall leave the campsite as soon as possible in the event of any of the above situations.

7. The Twisk Campsite is closed every Wednesday (apart from public holiday) for maintenance and cleaning. All campers are required to check out and leave the Campsite by 11:00 a.m. on Wednesday. Check-in will resume at 2:00 p.m. on Thursday. Maintenance and cleaning will be cancelled if the Wednesday falls on a public holiday and the Twisk Campsite will open as usual. Applicants may refer to the online booking system for further information.

AFCD reserves the right to make changes to the notes and provide the final explanation at any time and for any reason. In the event of a dispute, AFCD has the final and binding determination.

D. Enquiry

Twisk Campsite Service Counter
Tai Lam Country Park
Agriculture, Fisheries and Conservation Department
Telephone: 2402 1874
Email: camping@afcd.gov.hk

Office hours:
Monday to Sunday (including public holiday)

10:00 a.m. to 12:30 p.m. and 1:30 p.m. to 8:00 p.m.
(Closed from 12:30 p.m. to 1:30 p.m.)

Effective Date: 12 August 2024