

LCSD's new intelligent sports and recreation services booking and information system to officially launch tomorrow

The Leisure and Cultural Services Department (LCSD)'s new intelligent sports and recreation services booking and information system, SmartPLAY, will be officially launched at 7am tomorrow (November 9).

Booking of facilities

As usual, users can continue to make advance bookings of leisure facilities within seven days (i.e. booking for the current date to November 15 can be made on November 9) on a first-come, first-served basis after the implementation of the new system. They can make their bookings via the SmartPLAY's mobile app (My SmartPLAY) (from 7am) and website (www.smartplay.lcsd.gov.hk/home) (from 7am), Smart Self-service Stations (from 7.15am) or service counters (from 7.15am) at major leisure venues.

There are also new check-in arrangements for facility bookings. All hirers can proceed the self check-in procedures starting from 15 minutes before the booked session. They can place their Hong Kong Smart ID Cards on the card reader of a check-in device or a Smart Self-service Station at leisure venues for verification. Meanwhile, hirers without a Hong Kong identity card (for example children aged below 11 and visitors registered as temporary patrons) must proceed with the check-in procedures at the service counter.

Regarding the balloting/booking of turf soccer pitches, users can submit a balloting application for available turf pitches within 14 to 20 days via SmartPLAY's mobile app and dedicated website, or the Smart Self-service Stations at leisure venues (please refer to Annex I for details) after the implementation of SmartPLAY tomorrow. Each user can submit a total of three balloting choices on the same day in one application and the applications submitted can be altered before closing of the application period. Users can book the remaining sessions, if any, via SmartPLAY on a first-come, first-served basis within seven days. Since transitional arrangements of booking (for the transitional arrangements, please see the separate press release www.info.gov.hk/gia/general/202311/02/P2023110200221.htm) will be implemented during the transfer between the systems, online balloting for the sessions of turf soccer pitches from November 17 to 21 will be suspended. Users can book the available sessions within seven days from the current date from November 11 to 15 on a first-come, first-served basis (i.e. bookings for the current date to November 17 can be made on November 11).

Concerning the booking and check-in arrangements of turf soccer pitches, hirers currently must fill in the patron numbers of four other users when

submitting balloting applications for turf soccer pitches. The hirer and three of the users named in the application must check in and be present during the use of the booked session. To further combat suspected touting activities, the above-mentioned arrangements will be extended to the booking of turf soccer pitches on a first-come, first-served basis after the launch of SmartPLAY tomorrow.

Booking of recreation and sports programmes

The LCSD has arranged the publicity of recreation and sports programmes and enrolment for the month of December to be commenced in advance (www.info.gov.hk/gia/general/202309/28/P2023092800215.htm). After the launch of SmartPLAY tomorrow, users can book the remaining sessions in December, 2023, or before through the new system on a first-come, first-served basis. They can submit an online balloting application within the first seven days of each month for the programmes to be held by the District Leisure Services Offices (DLSOs) in 18 districts, water sports centres, the Tuen Mun Recreation and Sports Centre as well as the Green Campaign Section in the following month. As regards the arrangement of competitions to be held in February 2024 or later, users only need to submit one online balloting application from the eighth to the 14th days in every month to enrol in sports competitions to be held two months later. The balloting arrangement for competitions is similar to that of the training courses and recreation activities (please refer to Annex II for details).

In respect of balloting applications for all recreation and sports programmes, users can submit one online balloting application per month for various training courses and recreation activities, or sports competitions. Each online application can select up to 10 programmes or 10 competitions, and a maximum of three programmes/three competitions can be allocated. Any remaining unfilled places after balloting will be open for enrolment on a first-come, first-served basis to all applicants. Meanwhile, applications will only be accepted if the time of the training courses and recreation activities that a user has applied for on a first-come, first-served basis or submitted a balloting application for did not overlap with that of the programmes he/she has successfully enrolled in.

The LCSD reminds the public that starting from tomorrow, all people, including existing Leisure Link patrons, must register with the new system and complete an identity authentication process before using the new system to enrol in programmes and book leisure facilities. The LCSD has provided 375 new Smart Self-service Stations at around 240 leisure venues (including DLSOs in various districts). Members of the public who have yet to be registered can submit their registration, and complete identity authentication and account activation procedures at these Smart Self-service Stations starting from tomorrow (November 9). A dedicated website and a mobile app are also provided for user registration. If users complete their registration through "iAM Smart", they can have their SmartPLAY accounts instantly activated.

For more information on SmartPLAY, please call the SmartPLAY hotline at 3954 5150 or visit the website (www.smartplay.lcsd.gov.hk) after the implementation of SmartPLAY.