

New arrangements for use of LCSD's fitness room

Following the launch of the new intelligent sports and recreation services booking and information system, SmartPLAY, in November 2023, the Leisure and Cultural Services Department (LCSD) will implement new arrangements to enhance the convenience of SmartPLAY users when booking the fitness room facilities with effect from September 1.

Purchase of fitness room monthly tickets

SmartPLAY offers multiple channels for users to purchase fitness room monthly tickets anytime and anywhere, which include the website (www.smartplay.lcsd.gov.hk/home), a mobile app (My SmartPLAY) and Smart Self-service Stations.

Booking and check-in arrangements for fitness room users

According to the current practice, fitness room monthly ticket holders (MTHs) can proceed to the fitness room to register for the use of the facilities on a first-come, first-served basis. If the quota has already been filled, MTHs have to queue up at the venue. To enable users in planning their usage time and fitness training schedule in advance, as well as saving queuing time, new arrangements will be implemented starting from November 1, and MTHs are required to pre-book a fitness room session through SmartPLAY within seven days before using the fitness room facilities. There is no limit to the number of sessions that can be booked in a day. Unlike the booking arrangements for other recreation and sports facilities (www.info.gov.hk/gia/general/202311/02/P2023110200221.htm), booking for fitness room facilities starts at 8am for the sessions on the seventh day, regardless of whether the ticket holder is using a monthly or an hourly ticket. For example, a session on November 7 can be booked on a first-come, first-served basis on November 1 from 8am onwards. Under the new arrangements, from September 1 onwards, the pre-sale period of fitness room monthly tickets will be changed from 90 days to 30 days, while the validity period of the tickets will remain unchanged.

Fitness room users who have booked fitness room sessions can use the original copy of their Hong Kong identity cards to check in for the facilities at the self-service check-in devices located outside the fitness room within 15 minutes before the start of the booked session, and check in for the consecutive booked sessions in one go.

Cancellation arrangements for fitness room users

Fitness room monthly or hourly ticket holders who have booked a

session/sessions should cancel their booked session(s) as soon as possible if they are unable to show up for registration or fully utilise their booked period. Users are required to cancel their booked session(s) through the SmartPLAY system one day before the start of the booked session(s).

The LCSD reminds fitness room users that they must be present during the booked session(s). The venue staff will inspect whether the monthly or hourly fitness room ticket holders are present at the time of the booked sessions and are using the facilities. Users are required to present their identity documents again upon request by the venue staff. If it is found that the hirer is not using the facilities at the venue during the booked session, a record of the hirer "not being present during the use of the booked session" will be filed, and the case will be handled according to the requirements stipulated in the Conditions of Use of Recreation and Sports Facilities issued by the LCSD. A hirer of a fitness room who fails to check in for the booked session(s) and/or is not present during the use of the booked session(s) on two occasions within 60 consecutive days will have his/her booking rights for fitness rooms and other sports facilities (including advance booking, on-the-spot booking and free use of facilities) suspended for 90 days. The suspension will take effect two days after the second occasion when he/she fails to check in for the booked session(s) and/or is not present during the use of the booked session(s). There will be no refund of any part of the monthly ticket fees paid by the MTHs.

For more information on the use of fitness rooms and conditions of use for recreation and sports facilities, please visit the LCSD website (www.lcsd.gov.hk/en/fitness/index.html and www.lcsd.gov.hk/en/condition/index.html).