

2025 Pacific Place Christmas Workshops – Frequently Asked Questions

1. What are the Christmas Workshops? What does the ticket include?

The Christmas Workshops offer participants a chance to craft their own Christmas gifts. There are three types of workshops available, please refer to the website (<https://christmas2025.pacificplace.com.hk/en/workshop>) for details. Each ticket includes workshop materials for one person.

2. Can I participate the workshop with my friends or family?

Yes, each participant can register for a maximum of two tickets for the same session, subject to ticket availability. Please note that no walk-in guests will be allowed.

3. How many workshops can I attend over the promotion period? How do I receive the ticket?

Each **above** membership account can register for and attend only **ONE** workshop, of any type, throughout the entire promotion period. Upon successful registration, you will receive a confirmation email and SMS with a unique QR code for check-in.

4. How long does each workshop last? When should I arrive?

Each workshop lasts for one hour. Please arrive 10 minutes before the designated start time of your session. **Participants who arrive more than 10 minutes after the session start time will not be permitted entry.**

5. What will happen if I arrive late? Can I still enter, or will there be a replacement session arranged for me?

You must arrive at the designated start time of your session. No admission will be allowed if you are more than 10 minutes late. For example, if your session is from 2pm – 3pm, you will not be allowed to enter after 2:10pm. Unfortunately, no replacement session or refund will be offered in this case.

6. Can children attend the workshop alone?

Children under the age of 12 must be accompanied by an adult (aged 18 or above) during the entire activity. Please note that no seat or material pack will be provided for the accompanying adult.

7. Can I reschedule my booked session?

Participants can change their workshop session before 11:59pm on the day prior to the original confirmed booking date by using the provided admission ticket link in the confirmation email. The booked date and time can be changed **ONCE** only, and **ALL** participants under the same booking are required to reschedule together, subject to availability. Please note that you cannot change the workshop type.

8. Can I cancel my booked session?

Cancellations are allowed, but they cannot be undone. All tickets under the same booking will be cancelled. Rebooking is not allowed. We are unable to refund any cancelled bookings as well.

9. Can I switch my workshop from one type to another?

Unfortunately, you cannot switch your workshop to another type.

10. How can I become an above member?

Please sign up for **above** membership through the Pacific Place app or Pacific Place WeChat mini program with your email address and phone number. An activation email will be sent to your email address once you have registered. You can activate your **above** membership account by clicking the link in the email.

For any enquiries, please contact christmas@pacificplace.com.hk.

2025 太古廣場聖誕工作坊 – 常見問題

1. 聖誕工作坊是甚麼，門票包含甚麼？

參加者可以在聖誕工作坊製作專屬於自己的聖誕禮物。工作坊有 3 種類型可供選擇，詳情請瀏覽 (<https://christmas2025.pacificplace.com.hk/tc/workshop>)。每張門票包含一位參加者的工作坊材料包。

2. 我可以和朋友或家人一起參加工作坊嗎？

您可以和朋友或家人一起參加。每位參加者在網站預訂時最多可以為同一場次登記 2 張門票（視乎門票供應情況而定）。請注意，現場不接受未提前於網站登記的客人。

3. 我可以參加多少次工作坊？我會如何收到門票？

每個 **above** 會員帳戶在聖誕活動期間只能登記並參加 1 種類型的工作坊，且僅可參加 **1 次**。登記成功後，確認電子郵件和短信將發送至您登記的電子郵件地址和手機號碼。確認電子郵件內含有用於工作坊唯一入場憑證的二維碼。

4. 工作坊的時間多長？我應該甚麼時候到達？

所有工作坊的時長皆為 1 小時，請在您的預訂場次指定開始時間 10 分鐘前到達。**如果您於所預訂場次的開場時間遲到超過 10 分鐘，將不被允許參加工作坊。**

5. 如果我遲到了，還可以入場嗎？會有候補工作坊的安排嗎？

您必須在所預訂場次的指定開始時間到達。如果遲到超過 10 分鐘，將不被允許入場。例如，如果您的場次是下午 2 時至 3 時，您在 2 時 10 分之後將無法入場。在遲到的情況下，我們無法為您安排候補工作坊或退款，敬請諒解。

6. 小孩可以單獨參加工作坊嗎？

12 歲以下的小童必須由一名成人（18 歲或以上）陪同參加。請注意，該成人須全程陪同小童參加活動，而該成人並不會獲得材料包和不被安排座位。

7. 我可以更改已預訂的場次嗎？

您可以在原本預訂場次日期的前一天晚上 11 時 59 分之前，通過門票中提供的連結更改您的預訂。您只可更改您預訂的場次 **1 次**，同一預訂下的**所有**參加者必須一同更改，且更改預訂需視乎場次供應情況而定。請注意您將不能更改工作坊的類型。

8. 我可以取消已預訂的場次嗎？

您可以取消預訂的場次，但請注意，同一預訂下的所有門票都會被取消，取消不能撤回，且您不能重新預訂。我們亦無法退還您所取消的預訂門票之款項。

9. 我可以更改我的工作坊類型嗎？

您不可以更改您所預訂的工作坊類型。

10. 我如何加入成為 **above** 會員？

請您通過應用太古廣場流動應用程式或使用太古廣場微信小程序，以您的電子郵件地址和電話號碼註冊成為 **above** 會員。註冊後，激活會員帳戶的電子郵件將發送至您所註冊的電子郵件地址。您可以通過點擊電子郵件中的連結來激活 **above** 會員帳戶。成功激活後，您則正式加入了 **above** 會員計劃。

如有任何問題，請聯繫 christmas@pacificplace.com.hk。