

Digital Guest Badge (QR Code) – Frequently Asked Questions

電子來賓入場證章 (二維碼) 常見問題

Q1: What is “digital guest badge”?

什麼是「電子來賓入場證章」？

A1: The traditional paper guest badge for Members' guests accessing the Members' Enclosure is now replaced by a digital QR code.

會員來賓進入馬場會員專區所使用的傳統紙本證章，現已改為電子二維碼(QR code)。

Q2: Can I still use paper guest badges?

我仍然可以使用紙本來賓入場證章嗎？

A2: Paper guest badge was obsolete after the race meeting on 26 October 2025. Admission of Members' guests is transformed into digital format with QR code entry.

傳統紙本來賓入場證章使用至 2025 年 10 月 26 日賽馬日。此後，會員來賓須憑電子二維碼進入馬場會員專區。

Q3. Can I apply digital guest badges for multiple racedays in a single request?

我可否於同一申請中申請多個賽馬日的電子來賓入場證章嗎？

A3: No. Each application must be for one raceday.

不可以，每次申請只可為同一賽馬日。

Q4. Can I apply for on-course and cross-betting digital guest badges in one single request?

我可否於同一申請中申請場內及雙邊投注電子來賓入場證章？

A4: No. Each application can only be made for one badge type.

不可以，每次申請只可為同一證章類別。

Q5. Can I apply for the digital guest badges or have my guests to register while outside of Hong Kong?

當我或我的來賓不在香港境內時，可否申請電子來賓入場證章或進行登記手續？

A5: No. Application and registration is restricted outside of Hong Kong. Please apply and complete registration when you and/or your guests are in Hong Kong.

香港境外暫不支援此項服務，請於香港時申請及完成登記手續。

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Q6. Where can I apply for digital guest badges?

我可以在那裡申請電子來賓入場證章？

A6: Members may apply at below service touchpoints:

- Members' Mobile App (24 hours)
- Members Services Hotline: Voting Members 1816 / Owners 1815 / Members 1814 (9:00 am – 6:00 pm, Mondays to Sundays)
- Members Services Centre (9:00 am – 6:00 pm, Mondays to Saturdays except public holidays)
- Clubhouses Concierges (operating hours of respective Clubhouse)
- Booking Counters at the Racecourses (from gate opening until the last race on racedays)
- Badge Office at the Racecourses (from gate opening until the last race on racedays)

會員可於以下服務櫃位辦理申請手續：

- 會員手機應用程式 (24 小時)
- 會員服務熱線：遴選會員 1816 / 馬主 1815 / 會員 1814 (星期一至日，上午 9 時至下午 6 時)
- 會員服務中心 (星期一至六，上午 9 時至下午 6 時，公眾假期除外)
- 會所禮賓部 (各會所營業時間)
- 馬場廂房訂座櫃位 (賽馬日開閘起至最後一場)
- 馬場證章辦事處 (賽馬日開閘起至最後一場)

Q7. My children aged 18-21 who are supplementary cardholders with Racecourse signing rights (81 cardholders), are they eligible to apply for digital guest badges?

我的子女是 18 至 21 歲，具馬場簽賬權益的附屬卡持卡人，他們可以申請電子來賓入場證章嗎？

A7: Members' children aged 18-21 can apply for digital guest badges through Clubhouses' Concierge, Members Services Hotline, Members Services Centre, Raceday Booking Counters and Badge Offices at the Racecourses starting two weeks prior to each race meeting. For those who have made table reservations, guest badges can be applied immediately following confirmation of the table reservation.

會員 18 至 21 歲的子女如持有馬場簽帳權益可於賽馬日前兩週起，親臨會所禮賓部、會員服務熱線、會員服務中心、馬場廂房訂座櫃位或馬場證章辦事處申請電子來賓入場證章；另預訂餐桌的會員可於確認後即時申請。

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Q8. How can I apply for digital guest badges without a smartphone?

我沒有智能手機，如何申請電子來賓入場證章？

A8: Members without smartphones may seek assistance from the service points above mentioned to apply on their behalf. Staff will send the registration link directly to Members' guests. Members are advised to ensure that their guests have access to smartphones or email to complete the registration.

若沒有智能手機，會員可聯絡上述服務櫃位代為辦理申請手續。職員可將登記連結直接發送給會員來賓，會員請確保來賓可透過智能手機或電郵完成登記。

Q9. How do I apply for digital guest badges if I have reserved private box at one of the raceday venues?

如果我預訂了賽馬日私人廂房，該如何申請電子來賓入場證章？

A9: Members can request digital guest badges through the Catering & Events Team upon confirmation of the private box reservation.

會員可於確認預訂私人廂房時，經宴會統籌部協助申請電子來賓入場證章。

Q10. When can I start to apply for digital guest badges?

可於何時申請電子來賓入場證章？

A10: Eligible Members will be able to apply for digital guest badges two weeks prior to each raceday. For those who have made table reservations, guest badges can be applied immediately following confirmation of the table reservation.

合資格會員可於賽馬日兩週前開始申請電子來賓入場證章；另預訂餐桌的會員可於確認後即時申請。

Q11. How can my guests collect the digital guest badges?

我的來賓可如何取得電子來賓入場證章？

A11: After submitting the application, Members will receive a registration link, Members shall share the link with their guests. Once receiving the link, guests just need to fill in their full name to download the QR code (guests may also fill in email address for a copy of the QR code). For convenience, please save it into mobile device before arriving at the racecourse.

提交申請後，會員將收到登記連結，請分享給賓客。賓客收到連結後，只需填寫全名，即可獲取入場二維碼（另可填寫電郵地址收取副本）；為方便進場時使用，請提示賓客於抵達馬場前儲存專屬二維碼於手機相簿中。

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Q12: Can I collect the digital guest badges for my guests?

我可以代我的來賓取得電子來賓入場證章?

A12: After submitting the application, Members will receive a registration link, Members just need to simply fill in guests' full name to download the QR codes. Members shall then share the QR codes to the guests and remind them to save it into mobile device before arriving at the racecourse.

提交申請後，會員將收到登記連結，只需填寫賓客全名，即可獲取入場二維碼。為方便進場時使用，會員請將二維碼分享給賓客並提示他們在抵達馬場前將二維碼儲存於手機相簿中。

Q13: Why is it required to have guest's name on the digital guest badge?

為什麼電子來賓證章需要填寫來賓姓名?

A13: Including guest's name on the digital guest badge (QR code) allows Members to easily verify their guests' redemption status. Additionally, it enhances security and reinforces exclusivity within the Members' Enclosures.

所有電子來賓證章二維碼均列有來賓姓名，有助會員查核賓客的兌換及出席情況。此外，更可加強會員席的保安與專屬性。

Q14. Can I share the same QR code to more than one guest?

我可否將同一電子來賓入場證章二維碼供多名來賓使用嗎?

A14: No. Each guest must have his/her own unique guest badge QR code for entry. Sharing is not permitted.

不可以。每個二維碼都是專屬的，不能共用。會員請為每位來賓申請獨立的來賓入場證章以進入馬場會員專區。

Q15. What shall I do if my guest's information needs to be amended after submission?

若提交來賓資料後需要修改，我該如何辦理?

A15: If guest's information needs to be updated after submission, Members need to cancel the original digital guest badge and reapply again.

若提交後，來賓資料需要更新，會員須取消原有電子來賓入場證章並重新申請。

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Q16. What shall I do if my guest did not receive the QR code?

若來賓沒有收到電子來賓入場證章 (二維碼) , 我該如何辦理 ?

A16: Members shall reapply for the digital guest badges. Before doing so, please ensure that guest is located in Hong Kong to complete the registration.

會員可再次申請電子來賓入場證章。申請前，請確定來賓身處香港辦理登記手續。

Q17. Can unused digital guest badge be used for next raceday?

未用過的電子來賓入場證章可否於下次賽事日使用 ?

A17: No. Unused digital guest badge (QR code) will be expired, cannot be used further.

不可以。已過期未使用的電子來賓入場證章(二維碼) 已失效，不能使用。

Q18. How can I cancel digital guest badges?

如何取消電子來賓入場證章 ?

A18: Members can submit cancellation via Members' Mobile App or approach other service touchpoints for cancellation service. No cancellation can be made after cancellation cut-off time.

會員可透過會員手機應用程式，或前往其他服務櫃位辦理取消手續。取消截止時間過後，將無法辦理取消手續。

Q19. What is the cancellation cut-off time of digital guest badge requests?

取消電子來賓入場證章的截止時間是何時 ?

A19: Cancellation cut-off time is as follows:

- Day races : 1:00 pm
- Twilight races : 4:00 pm
- Night races : 7:00 pm

電子來賓入場證章的取消截止時間為：

- 日賽 : 下午 1 時
- 黃昏賽 : 下午 4 時
- 夜賽 : 晚上 7 時