



A. General Questions

Are all the runners entitled to compete for the awards / prizes which set for all races / categories?

Only participants of the Mickey 10K Run – Race Category are entitled to compete for the prize.

Where are the Start and Finish lines?

The Start and Finish lines are at Hong Kong Disneyland Coach Park.

Would there be special transportation arrangement on the Race Day morning?

The special bus is arranged for the 10K run on September 11 ONLY as the starting time is 7:00am & 7:15am. The fee of the special bus is HK\$38 per person (same fee for Adult and Child).

Special Bus Service

Tseung Kwan O – PTI at Tseung Kwan O MTR Station	05:00am
Tai Po – On Chee Road (near Jade Plaza)	05:15am
Tuen Mun –West Rail Station Bus Terminus(covered)	05:15am
Shatin – Pak Hok Ting Street (near New Town Plaza Cinema)	05:15am
Wan Chai – Gloucester Road (Luk Kwok Hotel)	05:15am
Kwun Tong Road (Millennium City Phrase 1)	05:15am
Mong Kok – Reclamation Street (near bus stop of route 971 at Soy St.)	05:30am
Tsuen Wan – Tsuen Wan MTR Station (near Sai Lau Kok Road)	05:30am

Why is there no special bus service on September 10?

The earliest race on September 10 – Duffy 5K Fun Run – starts at 7:45a.m. The Disneyland Resort MTR line and R8 bus will start operating at 6:15 a.m. and 6:00 a.m. respectively, allowing sufficient transportation time for the participants to arrive.

What if I start in the wrong race?

Participants should start in the designated race. No results, event medal or certificates will be issued to participants who started in the wrong race/time.

What if I cannot participate after I have registered?

The price includes a 1-Day General Admission Ticket for Hong Kong Disneyland, event tee and event running bib. No refund or transfer is allowed.



Where would I find the Disney's Friends during the event?

You can experience different Disney elements along the route, while Mickey, Minnie, Donald and Goofy in their sportswear may appear at the event center. Once you enter to the park, you can see other Disney Friends as well.

What are included in the enrollment fee?

The enrollment fee of 10K/5K/3K includes ONE pc of 1-Day General Admission Ticket for Hong Kong Disneyland, ONE event t-shirt, ONE event Running Bib, and ONE event medal for participants who complete the race. A portion of the route is set inside the park, and participants may be able to see different Disney friends.

Can I take photos with all the Disney Characters?

As time is limited (10K-2.5hrs/5K-2hrs/3K-1.5hrs), and different Characters will be appearing along the route within the Park, participants may have to make decisions accordingly when choosing to take photos with different Disney Characters.

If participants are allowed to take photos during the race, how would the organizers ensure the safety of the route?

Officials will be deployed along the route to direct the runners. Additional officials will be deployed at certain prime locations in which runners may be interested to take photos, to ensure the safety of the runners and a smooth flow along the route.

Is the Race covered by any insurance?

Public Liability Insurance is covered by the Organizer. Participants are advised to take up their own personal or other insurance policies separately, if necessary. The Organizer suggests to the participants to do a body check before entering for the race and also to consider the race distances to be entered before making any registrations. If you are concerned about your health, please consult a doctor before taking part in the race.

When can Spectator Ticket holders enter the Park? Any designated areas?

Spectators can enter the park at 730am on 10 or 11 September 2016, and cheer to the runners in designated "cheering zone" inside the park. If the Guest without the spectator ticket, they can cheer to the runners outside the park.



Can holders of “Spectator Tickets” stay within the Park after the event?

Spectators are free to leave/re-enter the Park any time during the operating hours. If the Spectator plans to leave and re-enter the Park, please have your hand stamped as you exit. To re-enter the Park during, Spectator must present his/her hand stamp.

Can the spectator upgrade the ticket to 2-Day Ticket or Magic Access?

Upgrade to 2-Day Ticket

- Guests with unused and unexpired 1-Day Tickets may upgrade such tickets to 2-Day Tickets.
- Upgrade can be done at the ticket booths or Guest Relations locations at the Main Entrance of the Hong Kong Disneyland Park (“Park”), Hong Kong Disneyland Hotel or Disney’s Hollywood Hotel or the Hong Kong Disneyland Ticket Express at MTR Hong Kong Station.
- Used or expired 1-Day Tickets, and 1-Day Tickets specified as non-upgradable on the tickets or in their issue terms and conditions may not be upgraded.

Upgrade to Magic Access

- Subject to the applicable terms and conditions of Magic Access, tickets may be upgraded to Magic Access Membership Card by paying the applicable price difference. The applicable price difference depends on the ticket purchase price and the type of Magic Access Membership Card to be chosen.
- Tickets may not be upgraded to Magic Access Membership Card after the ticket validity date. Used tickets may not be upgraded to Magic Access Membership Card after the date of Park visit.

Can the runners enter into the park after the race?

Participants must present the park ticket for entry into the park during the park operating hours.

What are the starting times for the races?

Races on September 10 start at 7:45am.

Races on September 11 start at 7:00am.



Will there be a runner's pack for participants? When can participants pick up the pack?

Would the event T-shirts fit both adults and children?

Each participant would receive a runner's pack*, including a Park admission ticket, "Hong Kong Disneyland 10K Weekend Presented by AIA Vitality" event T-shirt, a Disney-themed running bib, a runner's guide and more.

*Not available for participants of 100m and 200m Kids Races, and participants using the Platinum / Gold Magic Access member early bird price

Participants who successfully registered should collect their runner's packs in designated collection points on September 3 or 4.

Event t-shirt comes in 6 sizes, which participants can select when registering online.

Will the event be cancelled under inclement weather?

The Event will be cancelled if tropical cyclone warning signal no.3 or above, and/or red or black rainstorm signal is hoisted by the Hong Kong Observatory at 3:00am on the date of the Event. Please pay special attention to the weather report the night before the Event as it will indicate whether tropical cyclone warning signals, or red or black rainstorm signals are likely to be hoisted in around the next 16-hour period. Please also follow the updates on the Event official website regarding the status of the Event from 3:00am onwards. The Organizers reserve the right to cancel the Event without compensation or refund of entry fees in case of inclement weather as determined by the Organisers in its sole judgment, even though such signals are not hoisted.



B. Registration

How can I register for the event “Hong Kong Disneyland 10K Weekend Presented by AIA Vitality”?

To provide instant confirmation of payment and registration for the participants, all registrations will be handled online at the Hong Kong Disneyland website from 10:00am on the designated registration dates

Is the registration website mobile-friendly?

Only desktop version is available for the registration website.

Are there age limits for “Hong Kong Disneyland 10K Weekend Presented by AIA Vitality”?

Kids Races (100m and 200m) is suitable for children aged 5 or below; Mickey and Minnie 3K Family Run is suitable for Adults aged 12 or above and Children aged 3 to 11; Duffy 5k Run is suitable for those aged 14 or above and Mickey 10k Run is suitable for those aged 16 or above.

If the participant has not yet reached the upper age limit for a particular race on race day, could he/she participate?

If a participant has not yet reached the upper age limit for a particular race on race day, he/she can participate. For example, if a child is not yet 6 on race day, he/she could participate in the Kids race (100m and 200m) as the age limit for this race is aged 5 or below.

What should I do if I have applied but do not receive any confirmation?

A confirmation message will be shown once your registration is successfully completed. A confirmation email will be sent to you after the registration as well. If you experience system errors or do not receive any of the above, please call the HKAAA Hotline: (852) 2177 0149 to inquire.

If the booking for Mickey & Minnie 3K Family Run is full, are there alternative ways I can register for my friends/family members?

As a safety precaution and in order to create the best experience for participants, quota limits are placed in every race event, on a first-come-first-serve basis.



C. Magic Access members' benefits

What are the benefits Magic Access members can be entitled to?

Magic Access Platinum and Gold members can enjoy early bird offer and Silver members can enjoy early registration.

When registering for early bird price, must the name registered be the same as the name displayed on the Magic Access Platinum and Gold Membership Card?

Yes, participants must be Magic Access Platinum & Gold Members for enjoying early bird price, and the name should be the same as the name printed on the Membership Card.

If I want to enjoy the Magic Access members' benefits, can I register for more than one participant when logged in?

In order to enjoy the Magic Access early bird price, only one Magic Access Member can be registered per log in; please log in again when registering for 3K family run.

Can I change my T-shirt size and email address after registering?

If you would like to change your T-shirt size and email address, please contact HKAAA Hotline at 2177 0149.



D. Clothing and related guidelines

Any clothing guidelines for the event day?

Please put on proper sportswear and running shoes. Remember to display the bib (with the timing chip) on your chest in a clearly visible manner at all times during the race to enable race officials to identify your race number.

Can participants dress up as Disney Character?

Yes, you may but please be adhere to the following Rules & Regulations.

- Costumes must be family-friendly and may not be obstructive, offensive, objectionable or violent
- Guests may not wear masks of any kind
- Guests who dress like Characters may not pose for pictures or sign autographs for other Guests
- Costumes may not drag on the ground
- Costumes may not contain sharp objects, pointed objects or materials that may accidentally strike another Guest
- Costumes may not contain any weapons which resemble or could easily be mistaken for an actual weapon
- Guests who do not adhere to these guidelines may be refused entry into, and/or removed from, a race or any race related unless his or her costume can be modified to meet the above standard
- Number bib must be clearly displayed in front of the chest