

金光飛航常見問題

Cotai Water Jet FAQs

關於船票 (Ticket)

1. 已購買之船票可以更改時間嗎？

- 市區航線。如閣下手持之船票是透過金光飛航網站、金光飛航手機應用程式或是在金光飛航或珠江客運直屬售票處購買之正價船票（使用金沙咭積分購買之船票除外），可於原航班時間啟航前兩小時或之前，到任何一間上述售票處辦理改票手續，並繳付每張船票港幣/澳門幣 20 元手續費。
- 機場航線。如閣下手持之船票是透過金光飛航網站、金光飛航手機應用程式、澳門氹仔客運碼頭及澳門外港客運碼頭售票處購買之正價船票（使用金沙咭積分購買之船票除外），可於原航班時間啟航前不少於兩小時，帶備相關之飛機航班資料到任何一間上述售票處辦理改票手續，並繳付每張船票港幣/澳門幣 50 元手續費。

凡經旅行社或銷售商購買的船票，均需聯絡購票之旅行社或經銷商了解有關資訊。

如因承運人更改及/或取消船期，乘客可按照金光飛航《乘客運載條例》條款 2.3 辦理退票或改票。

Can I change the departure time of my ferry ticket?

- City Route - For passengers with full-fare tickets (except SRC membership tickets purchased using points redemption) purchased at Cotai Water Jet or Chu Kong Passenger Transport direct ticketing offices or via Cotai Water Jet website or Cotai Water Jet Smartphone Apps, ticket amendment can be made at least two hours before original ferry departure time at above mentioned ticketing offices. Service charge of HKD/MOP \$20 per ticket applies.
- Airport route - For passengers with full-fare tickets (except SRC membership tickets purchased using points redemption) purchased at Macau Taipai Ferry Terminal or Macau Outer Harbour Ferry Terminal Cotai Water Jet ticketing offices or via Cotai Water Jet website or Cotai Water Jet Smartphone Apps, ticket amendment can be made at least two hours before original ferry departure time by presenting relevant flight ticket(s) at above

mentioned ticketing offices. Service charge of HKD/MOP\$50 per ticket applies. Relevant flight ticket(s) information are required.

For tickets purchased via travel agents or retail outlets, passengers are required to contact your travel agents or retail outlets for information.

In the event sailing time is altered and/or cancelled by the Carrier, passengers may proceed with ticket refund or amendment in accordance with Clause 2.3 of the Cotai Water Jet TERMS & CONDITIONS OF CARRIAGE OF PASSENGERS.

2. 可以通過電話或電子郵件的方式更改時間嗎？

答：基於保安理由，我們並未能提供電話或電郵改票服務。

Can I change the departure time of my ferry ticket by phone or e-mail?

Due to security reasons, we are unable to amend your ferry ticket neither by phone or email.

3. 可以通過電話或電子郵件的方式購買船票嗎？

金光飛航暫未提供電話及電子郵件購票服務。乘客可通過金光飛航網站、金光飛航手機應用程式、金光飛航或珠江客運直屬售票處購買船票。

Can I book the ferry tickets by phone or e-mail?

Phone booking or e-mail booking services are currently not available. Passengers can directly purchase ferry ticket at Cotai Water Jet or Chu Kong Passenger Transport direct ticketing offices, via Cotai Water Jet website or Cotai Water Jet Smartphone Apps.

4. 金光飛航和珠江客運直屬售票處接受哪種付款方式？

香港金光飛航和珠江客運售票處均接受現金、八達通、易辦事及信用卡付款(VISA、萬事達卡、中國銀聯、美國運通和 JCB)。

澳門金光飛航售票處接受現金、澳門通及信用卡付款 (VISA、萬事達卡、中國銀聯)。

What payment methods do you accept at Cotai Water Jet and Chu Kong Passenger Transport direct ticketing offices?

We accept cash, Octopus, EPS and credit card (VISA, MasterCard, China Union Pay, American Express and JCB) for payment at Hong Kong ticketing offices.

We accept cash, Macau Pass and credit card (VISA, MasterCard, China Union Pay) for payment at Macau ticketing offices.

5. 有否小童、長者、澳門居民船票優惠？

小童 (12 歲以下)、長者 (60 歲或以上) 及澳門居民 (澳門特別行政區永久/非永久居民身份證持有人) 每程可享澳門幣或港幣 15 元折扣優惠 (該優惠並不適用於機場航線及貴賓房)。

Are there any special ticket fares available for children, senior citizens and Macau citizens?

Children (below 12), seniors (60 or above) and Macau citizens may enjoy a discount of HKD/MOP\$15 per ticket (discount is not applicable for airport route and VIP cabin).

6. 小童是否需要購買船票？

小童年滿一歲必須購買船票。

Do I need to purchase ferry tickets for my children?

Children aged one year or older must travel with a valid ticket.

關於網上購票 (On-line Booking)

1. 網上購票接受什麼付款方法？

所有通過網上購票服務預購的船票，必須使用信用卡付款。現時，我們接受旅客使用 Visa、萬事達卡、中國銀聯和 JCB 進行付款。

What payment methods do you accept for tickets purchased on line?

All online bookings will require payment by credit card. Currently we only accept Visa, MasterCard, China Union Pay and JCB.

2. 我可否用虛擬信用卡在網上購票？

客人必須提供在購票時使用之信用卡方可取票（電子換票券）或入閘登船（電子船票），所以此網上購票系統不接受虛擬信用卡。

Can I use virtual card to purchase ticket online?

Virtual card is not accepted for online booking in this website since you are required to present your credit card to collect the ordered ferry tickets (E-Voucher) or boarding directly (E-Ticket).

3. 我正在使用網上購票，但部分網頁未能正常顯示，是什麼問題？

如網上購票頁面未能正常開啟，而閣下正使用 Window 的 IE 10 瀏覽器或其他網頁瀏覽工具，可檢查『相容性設置』：

- 打開瀏覽器的『工具』；
- 點擊『相容性檢視設定』；
- 點擊啟用『在相容性檢視下顯示所有網站』；
- 重新刷新頁面。

如設置後仍未能正常顯示網頁，我們建議閣下前往金光飛航或珠江客運直屬售票處購票：

<http://hk.cotaiwaterjet.com/ticket-offices-hk.html>

While I was trying to make an online booking, one of the pages wouldn't display. What went wrong?

In some cases our online booking system is not running smoothly when using Internet Explorer 10 and some IE browser versions. Guests are advised to check with the compatibility view settings to enjoy the full site experience. You can:

- Go to Tools on Internet Explorer;
- Click on 'Compatibility View Settings';
- Turn on the 'Display all websites in Compatibility View';
- Refresh the page.

In the event that it is still not working, you are advised to purchase ferry tickets at one of our ticketing offices listed at <http://www.cotaiwaterjet.com/ticket-offices.html>

4. 通過那種方式才可購買到電子船票?

於金光飛航網站登記成為會員，並以會員身份登錄金光飛航網上購票系統方可購買電子船票。
金光飛航手機應用程式不接受電子船票之訂購。

會員登錄	非會員登錄
<p>電子船票</p> <p>電子郵箱: <input type="text"/></p> <p>登錄密碼: <input type="text"/></p> <p><input type="button" value="註冊"/> <input type="button" value="登錄"/></p>	<p>電子換票券</p> <p><input type="button" value="非會員登錄"/></p>

How can I book an E-Ticket?

Firstly, you need to register as a member via Cotai Water Jet Website. Log in as a member then make a booking via Cotai Water Jet online booking system. Please note, E-Ticket is not applicable to booking via Cotai Water Jet Smartphone Apps.

Member	Non-Member
<p>E-Ticket</p> <p>E-mail: <input type="text"/></p> <p>Password: <input type="text"/></p> <p><input type="button" value="Sign up"/> <input type="button" value="Login"/></p>	<p>E-Voucher</p> <p><input type="button" value="Non-member"/></p>

5. 電子船票 (E-Ticket) 和 電子換票券 (E-Voucher) 有甚麼分別?

	電子船票 (E-Ticket)	電子換票券 (E-Voucher)
適用航線	市區航線	市區航線及機場航線
註冊成為會員	需要	不需要
訂購平臺	金光飛航網站	金光飛航網站及手機應用程式
領取船票及登船	乘客務必攜帶已列印之電子船票、登記之身份證明文件和購票所用的信用卡於航班啓航時間前 30 分鐘入閘。	除了乘坐機場航線外，乘坐市區航線之乘客需於航班啓航時間前不少於 45 分鐘領取已預訂的船票。取票時，客人必須自行攜帶交易確認信、登記之身份證明文件和購票所用的信用卡前往售票處取票。不得委托他人代為領取。
交易要求	訂票人必須為其中一位船票使用人。	/

What are the differences of E-Ticket and E-Voucher?

	E-Ticket	E-Voucher
Route	City Route services only	City Route and Airport Route services
Member Registration	Yes	Not required
Booking Platform	Cotai Water Jet Website	Cotai Water Jet website and Cotai Water Jet Smartphone Apps
Ticket redemption and Boarding	Passengers are required to print out the e-ticket and proceed to our Gate directly for boarding 30 minutes prior to scheduled ferry departure time. Our staff will verify your ID & registered credit card during check-in.	Passengers are required to redeem their ferry ticket(s) by presenting their confirmed E-Voucher, registered credit card and registered ID/Passport 45 minutes prior to scheduled ferry departure time at our ticketing offices before boarding.
Transaction Requirement	Booker must be one of the ticket users in each transaction.	/

6. 甚麼是取票驗證碼？

取票驗證碼是由訂票人自行設置的四位數字密碼。旅客必須記住取票驗證碼並於售票處領取船票時輸入該取票驗證碼。

選擇開航日期	選擇航班	輸入個人資料	操作成功
姓名*	<input type="text"/>	*必填項目：和已註冊的身份信息或護照信息相同。 **必填項目：所有的訂票信息將發送至您的電郵。 **必填項目：請自行設置四位數字的密碼作為您取票時之驗證碼	
電子郵件**	<input type="text"/>		
取票驗證碼***	<input type="text"/>		
電話	<input type="text"/>		

What is verification code?

Verification code is a 4 digits numeric pin created by customer. Customer will need to provide the Verification code for ticket redemption at ticketing office.

Select Your Dates	Select Your Ferry	Personal Information	Success
Name*	<input type="text"/>	*Required fields: Same as registered ID or Passpor **Required field: All the reservation information will be sent to your Email. **Required field: Please set up a 4 digits PIN and use this PIN for ticket redemption.	
Email**	<input type="text"/>		
Verification Code***	<input type="text"/>		
Cellphone	<input type="text"/>		

7. 每一宗網上交易的購票上限是多少？

- 透過金光飛航網站訂購船票，每宗交易上限為船票 10 張。
- 透過金光飛航手機應用程式訂購船票，每宗交易上限為 5 張單程或 5 套來回船票。

What is the limitation for each online booking transaction?

- For booking via Cotai Water Jet website, the maximum number of each transaction is 10 tickets;
- For booking via Cotai Water Jet Smartphone Apps, the maximum number of each transaction is 5 single trip tickets or 5 round trip tickets.

8. 為何網上購票付款後顯示“付款成功，但購票資料保存失敗。請您與本公司聯繫辦理退款手續”？

這種狀況大部分是由於網絡連線問題而導致，故此筆交易將視為失敗。在這種情況下，銀行將不會收取任何費用，客人需重新進行交易。請客人通過電話(+852-2359 9990 或 +853-2885 0595) 或電郵 (customer@cotaiwaterjet.com) 聯絡我們的客戶服務代表，提供交易失敗之交易編號以便及時跟進。

Why does your system show “Encounter technical problem! Please contact administrator.” after I paid?

Our system does experience intermittent network connection problems. Under this circumstance, transactions would not be processed, and payment will not be charged by the credit card centre. Customers would therefore need to make a new transaction. In the event of transaction failure, customers are advised to contact our customer service representative by phone (+852-2359 9990 or +853-2885 0595) or email (customer@cotaiwaterjet.com) and provide your transaction number for us to follow up.

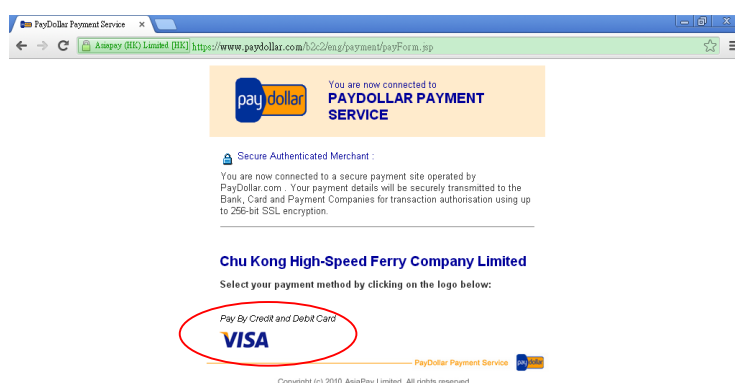
9. 當我確認航班資料並點擊進入下一步後，為何網頁會停留在傳款易支付服務的頁面？

閣下可在「傳款易」支付服務的頁面下方選擇確認支付所使用之信用卡種類後，便會前往下一頁面。



After I confirmed my sailing schedule and clicked next step, why did the system stay on the PAYDOLLAR PAYMENT SERVICE page instead of proceeding to the next page?

Please select your payment method by clicking on the logo shown on the page to go to the next page.



10. 為何網上登記作會員後收不到激活帳號的電郵？

閣下可查看郵箱中的過濾收件夾/垃圾郵件箱是否收到激活帳號的電郵。若仍未收到電郵，請客人通過電話(+852-2359 9990 或 +853-2885 0595)或電郵(customer@cotaiwaterjet.com) 聯絡我們的客戶服務代表以便及時跟進。

Why haven't I received account activation email after registration?

This may happen if your email is set to filter Junk mails. Please check your Spam Filter or Junk Mail Folder just in case the activation email got delivered to these folders instead of your inbox. If you still do not receive it, customers are advised to contact our customer service representative by phone (+852-2359 9990 or +853-2885 0595) or email (customer@cotaiwaterjet.com) for us to follow up.

11. 為何網上交易完成後收不到確認電郵？

閣下可查看郵箱中的過濾收件夾/垃圾郵件箱是否收到確認電郵。若仍未收到訂票確認電郵，請客人通過電話(+852-2359 9990 或 +853-2885 0595)或電郵(customer@cotaiwaterjet.com) 聯絡我們的客戶服務代表，提供交易編號以便及時跟進。

Why haven't I received any confirmation email after booking online?

This may happen if your email is set to filter Junk mails. Please check your Spam Filter or Junk

Mail Folder just in case the confirmation email got delivered to these folders instead of your inbox. If you still do not receive it, customers are advised to contact our customer service representative by phone (+852-2359 9990 or +853-2885 0595) or email (customer@cotaiwaterjet.com) and provide your transaction number for us to follow up.

12. 網上訂購電子換票券(E-Voucher)後可否委託他人幫忙提票？

根據信用卡中心要求，客人必須自行攜帶交易確認單和支付訂票所用信用卡以及登記所用有效的身份證明文件前往售票處取票。不得委託他人代為領取。

Can I authorize someone else to collect the online booking E-Voucher on my behalf?

We are guided by instructions from the credit card centre that stipulates, customers are required to personally present the confirmed E-Voucher, registered credit card and registered ID/Passport for collecting ticket(s). Authorization to a third party for ticket collection is not acceptable.

13. 如何訂購機場線的嬰兒票？

機場線嬰兒票只在機場線售票櫃檯出售。

How to book an infant ticket of Airport Route?

Infant ticket only sells at airport route ticketing offices.

關於碼頭服務 (Terminal Service)

1. 可否乘搭比船票上之開航時間較早之航班？

金光飛航設立候補登船服務以便利乘客。若乘客手持當天有效船票，並希望乘搭比船票上之開航時間較早之航班，我們將視乎當時航班座位情況安排乘客候補登船。（不適用於機場線）

Can I take earlier ferry service ahead of the sailing time on my ticket?

Cotai Water Jet provides standby arrangement for passengers holding on-day valid ferry tickets and would like to take earlier ferry service ahead of the sailing time on tickets. Earlier sailings are subject to seat availability and not guaranteed. (Inapplicable to Airport Route)

2. 若我抵達碼頭時已遲到，是否仍可手持原有的船票登船？

乘客需留意各碼頭的截止入閘時間，如果乘客晚於入閘截止時間到達閘口，則乘客所持船票將被取消，並且乘客將不獲得任何退款或補償。詳細請參閱金光飛航運載條例 2.1。

If I'm too late to catch my scheduled ferry, can I still use the original ticket to take next sailing?

Passengers are advised to pay attention to the check-in deadline of different terminals. Passengers arriving at the check-in gate after the check in deadline is not allowed to go through the check-in gate and the ticket for this voyage will be cancelled without being refunded or reimbursed. Please refer to Clause 2.1 of the Cotai Water Jet TERMS & CONDITIONS OF CARRIAGE OF PASSENGERS for details.

3. 碼頭是否設有輪椅服務？

金光飛航於各碼頭均設有輪椅服務。有需要的乘客可在抵達碼頭後向碼頭職員查詢。

Do you provide wheelchair service?

Wheelchair service is available at all terminals. Passengers who are in need of wheelchair service may ask for the assistance of our terminal staff upon arrival at terminal.

4. 可否攜帶寵物登船？

根據金光飛航《乘客及行李運載條款》2.10 所規定，乘客不能帶任何生或死的動物包括禽鳥、魚、貝殼類水產，家養寵物及其他各類動物但不包括第 2.14 條所指的引導犬到船上。

Can I bring my pet onboard?

According to Terms and Conditions of Carriage of Passengers and Luggage Clause 2.10, passengers are not allowed to take any live or dead animals including poultry, fish, shellfish, household pets or other animals but excluding guide dogs as set out in Clause 2.14

關於機場航線 (Airport Route Service)

1. 乘客在什麼情況下可以選擇金光飛航機場航線服務？

海天客運碼頭位於香港國際機場禁區內，金光飛航機場航線專為中轉旅客而設，不適用於由香港出發或前往香港作入境停留的旅客。

Who can use Cotai Water Jet airport route ferry service?

SkyPier is a restricted area within the Hong Kong International Airport (HKIA). Cotai Water Jet airport route ferry service is for transit passengers at HKIA only. It is not applicable to passengers originating in Hong Kong or officially considered to have entered Hong Kong in accordance to immigration guidelines.

2. 若我需要在香港國際機場乘搭飛機前往外地，我可否乘搭金光飛航機場航線由澳門前往香港國際機場轉機？

旅客可選乘金光飛航由澳門氹仔臨時客運碼頭或澳門外港客運碼頭前往香港國際機場。

在澳門乘坐金光飛航到香港國際機場轉機的旅客，須選用在海天客運碼頭提供有關服務的航空公司，聯運航空公司名單可查閱：<http://www.hongkongairport.com/chi/transport/transport-connection-with-mainland-china/ferry-transfer/participating-airlines-list.html>

If I need to take a flight from Hong Kong International Airport, can I use Cotai Water Jet airport route ferry service from Macau to Hong Kong International Airport for transit to my onward flight?

Cotai Water Jet can be used to Hong Kong International Airport from the Macau Taipa Ferry Terminal as well as the Macau Outer Harbour Ferry Terminal. Please refer to our sailing schedule tab for the sailing times.

Prior to choosing the ferry service from Macau to Hong Kong International Airport (HKIA) for transit to your onward flight, please ensure the airline you are going to travel with is on the Participating Airlines List which is available at: <http://www.hongkongairport.com/eng/transport/transport-connection-with-mainland-china/ferry-transfer/participating-airlines-list.html>

3. 乘搭金光飛航機場航線由澳門碼頭前往香港國際機場，乘客需要於航班起飛前提前多長時間抵達澳門碼頭辦理登船手續？

金光飛航每日均有航班由澳門氹仔客運碼頭或澳門外港客運碼頭前往香港國際機場。選用海天服務由澳門碼頭前往香港國際機場轉機的乘客，請參考以下時間要求做行程安排：

- 在客船啟航前不少於 60 分鐘前（需要辦理行李托運手續）或 30 分鐘前（毋需辦理行李托運手續）抵達澳門始發港碼頭辦理登船手續。
- 預計客船航程時間： 65 分鐘（由 2015 年 12 月 28 日起）

If I take Cotai Water Jet from Macau to Hong Kong International Airport, at what time should I arrive at Macau ferry terminals for check-in before my flight schedule?

Cotai Water Jet has daily services from Macau Taipa Ferry Terminal and Macau Outer Harbour Ferry Terminal to Hong Kong International Airport.

Sea to air passengers are advised to plan your schedule with reference to below requirements:

- Arriving at Macau ferry terminals for check-in at least 60 minutes (with check-in baggage) or 30 minutes (without check-in baggage) prior to scheduled ferry departure time.
- Estimated journey time on ferry: 65 minutes (With effect from 28 December 2015)

4. 如果我乘搭金光飛航的機場航線從澳門出發，我應提前多長時間抵達香港國際機場辦理轉機手續？

香港國際機場設有最短中轉時間要求，旅客須在航機的預定離港時間前抵達海天客運碼頭，辦理中轉、登記及保安檢查等相關手續。有關最短中轉時間之資料，可查閱：

<http://hk.cotaiwaterjet.com/airport-ferry-services-hk.html>

What time should I arrive at Hong Kong International Airport Check-In Counter for my onward flight when travelling by Ferry from Macau?

In accordance to Hong Kong Airport stipulation of the minimum connecting time, passenger must arrive on time before scheduled flight departure time for transfer, check-in and security screening etc. For minimum connection time required, please refer to

<http://www.cotaiwaterjet.com/airport-ferry-services.html>

5. 如果我乘搭金光飛航的機場航線從香港國際機場前往澳門，我應提前多長時間抵達金光飛航位於香港國際機場內的櫃檯辦理轉船手續？

如旅客於航空公司有託運行李，則必須於航班的預定出發時間前最少 60 分鐘抵達金光飛航位於香港國際機場客運大樓抵港層五樓 E2 轉機處票務櫃檯辦理換取/購買有效船票、登記信息、行李託運等手續。

如旅客沒有託運行李，則需於 30 分鐘前抵達金光飛航位於香港國際機場客運大樓抵港層五樓 E2 轉機處票務櫃檯辦理換取/購買有效船票、登記信息等手續。

What time should I arrive at Cotai Water Jet Ticketing Counter (E2 area) Hong Kong International Airport for my onward ferry to Macau?

Air to Sea with Checked in luggage – 60 minutes prior to ferry departure time

Air to Sea with hand carry luggage – 30 minutes prior to ferry departure time