Online Reservation Service User Guide

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1. Select the venue
Select Race Day

2. Select calendar date highlighted. Selected date will be highlighted in orange.

Race Course Facility

Pak Sing Restaurant

Right in the heart of the action, the Pak Sing Restaurant overlooks the world’s largest Diamond Vision TV screen, and also features private LCD TVs at selected tables. Amazing racecourse views through floor to ceiling glass windows are a major reason to choose Pak Sing Restaurant.

Pak Sing Restaurant has a huge 80” TV wall at the middle provides a wide view for live racing. A wide range of à la carte dishes and set menu prepared by our head chef will pamper your palate while you enjoy racing at its finest.

Location: 5/F, Grandstand II, Sha Tin Racecourse
Opening Hours:
- Day race: 11:00-10:00
- Night race: 18:30-23:00
Reservation Hotline: 1817 (24-hour booking service)
Price:

<table>
<thead>
<tr>
<th>Special Major Race</th>
<th>Major Race</th>
<th>Normal Race</th>
<th>Cross-Betting Races</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table for 2</td>
<td>450</td>
<td>350</td>
<td>250</td>
</tr>
</tbody>
</table>
3. Then select “start booking”

Race Course Facility

Pak Sing Restaurant

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Location
5/F, Grandstand II, Sha Tin Racecourse

Opening Hours
Day race: 11:00-18:00
Night race: 18:30-23:00

Reservation Hotline
1617
(24-hour booking service)

Price

<table>
<thead>
<tr>
<th></th>
<th>Special Major Race*</th>
<th>Major Race*</th>
<th>Normal Race</th>
<th>Cross-Betting Races</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table for 2 (Min. Charge)</td>
<td>$850</td>
<td>$750</td>
<td>$315</td>
<td>$275</td>
</tr>
<tr>
<td>Table for 4 (Min. Charge)</td>
<td>$1,700</td>
<td>$1,500</td>
<td>$630</td>
<td>$550</td>
</tr>
</tbody>
</table>

* Start Booking
Select Table(s)/ Seat(s)

4. A floor plan will be displayed. When mouse over each zone the price information and number of seat(s)/table(s) available will be displayed.
5. Available seat(s)/table(s) will be shown in blue when mouse-over, with table number and number of seats displayed as well.
6. After selecting the seat(s)/table(s) it will be turned into green. Then click “Next” to proceed.
7. For reservation of non-fixed seat venues, you can input the number of customer to proceed.
8. A Booking Review Page will be displayed.

9. You can directly click “Checkout”.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Table No.</th>
<th>Unit Price</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>House 1</td>
<td>192 (Table of 6)</td>
<td>$345</td>
<td>1</td>
<td>$345</td>
</tr>
</tbody>
</table>

Subtotal $345

Total (Booking Only) $345

Total $345
Reservation & Payment

10. In the Checkout page, the below information needs to be input:
   a. Salutation
   b. Name
   c. Mobile phone for receiving confirmation SMS
   d. Priority card number (optional, for point calculation)
   e. Credit Card Type (Visa / Master)
   f. Credit Card Number
   g. Expiry Date
   h. Card Security Code

11. After inputting the information, press “Confirm” to complete the reservation process.
12. After pressing the Confirm button, a confirmation display page will be displayed, and the reservation process has been completed.

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**Your booking has been confirmed**

Confirmation SMS will be sent to your mobile phone number shortly.

**Order Summary**

<table>
<thead>
<tr>
<th>Zone</th>
<th>Table No</th>
<th>Unit Price</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>House 1</td>
<td>192 (Table of 6)</td>
<td>$845</td>
<td>1</td>
<td>$845</td>
</tr>
</tbody>
</table>

**Total (Booking Only)**

HKD $845

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**Buyer Information**

Name: Mr. Lee

Mobile: 85269023

**Payment Information**

Card Type: VISA

Credit Card No: **(**001

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13. After a reservation transaction has been completed, a SMS message will be sent to the registered mobile phone number shortly.

Confirmation No: P822CFIAL7
Venue: Pak Sing
Restaurant  5/F, Grandstand II, Sha Tin
Racecourse
No of Pax: 6位/pax
27/11/14

If you would like to choose a fastest way to get admission label, please click the below link to download QR code. Use the Self-Services Kiosk scanner to read the QC code and get the admission label, Thank You.

https://cvrs.qcew.com/onlinebooking/P822CFIAL7.qr
14. Add Coupon function

When you click “Add Coupon”, a popup screen will appear. You can input the 8-digit code (e.g. NAFESJQ6) appear on your paper or electronic coupon.
15. For valid coupon, the value will be used to offset the booking amount. In this case a $630 reservation will be offset by $100, and the remaining amount of $530 will be paid via Checkout.

For invalid coupon (either already used or expired), alert message will appear.
16. Book More: The system supports shopping cart concept that you can reserve seat(s)/table(s) in one reservation transaction.

### Booking Review Page

**Venue: Sha Tin Racecourse Pak Sing Restaurant**  
**Date: 2014-11-30**  
**Sha Tin Day Race**

<table>
<thead>
<tr>
<th>Zone</th>
<th>Table No.</th>
<th>Unit Price</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>House 1</td>
<td>180 (Table of 4)</td>
<td>$630</td>
<td>1</td>
<td>$630</td>
</tr>
</tbody>
</table>

Subtotal $630

**Venue: Sha Tin Racecourse Champion Circle**  
**Date: 2014-11-30**  
**Sha Tin Day Race**

<table>
<thead>
<tr>
<th>Zone</th>
<th>Seat No.</th>
<th>Unit Price</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1b</td>
<td>H1050A</td>
<td>$50</td>
<td>1</td>
<td>$50</td>
</tr>
<tr>
<td>1o</td>
<td>H1050B</td>
<td>$50</td>
<td>1</td>
<td>$50</td>
</tr>
</tbody>
</table>

Subtotal $100

**Total (Booking Only)** $730

**Total** $730
Add or Delete Function

17. Add or Delete Function: you can choose “Edit” to change the seat(s)/table(s) in a reservation before Checkout, or delete the whole record.
1. Why can I only make reservations on Champion Circle, Pak Sing and Leading Edge on this website?
   Answer: We are now undergoing a revamp of the existing online reservation website from 2015 Jan to Feb. During this period, venues will be progressively migrated from the current to the new one reservation website. To maintain service level, venues not yet migrated will still be available for reservation via existing reservation website.

2. Can more than one coupon be used in the same reservation transaction?
   Answer: Yes, you can use more than one coupon in the same reservation transaction. Please note if the coupon amount total is large than your coupon total value, the unused coupon value will be forfeited. If you have any question, please call our Customer Care Hotline 1817.

3. I have both paper and electronic coupons issued by HKJC. How can I differentiate which one can be used?
   Answer: Both paper and electronic cash coupons with an 8-digit string under the QR code can be used. For detailed usage condition, please refer to the detailed Terms and Conditions stated on the coupons.

4. Can the coupon be used again after inputting on the internet?
   Answer: No, used coupons on internet cannot be used again. For detailed usage condition, please refer to the detailed Terms and Conditions stated on the coupons.

5. I made a reservation without making payment, and then the system shows a message “Your booking session is expired. All of your reserved seat(s)/table(s) is/are released.”. How long will this session last?
   Answer: The booking session lasts for 30 minutes.

6. What are business hours of the Online Reservation Service?
   Answer: Online reservation service opens 24 hours a day and 7 days a week.

7. Is there any cut-off time for reservation?
   Answer: The online reservation service will be cut-off at 10 am on a Day Race and 4 pm for a Night Race.

8. How long can I make advance booking?
   Answer: Customer may reserve up to 28 days for Champion Circle, Leading Edge, Media Hall, Moon Koon, Stable Bend Terrace, Jun Hui Ting, Pak Sing Restaurant and The Gallery. If you have any question, please call our Customer Care Hotline 1817.

9. Can I cancel or re-schedule my reservation?
   Answer: All reservations would be confirmed after payment and cannot be cancelled or amended.

10. Where can I get assistance?
    Answer: For any enquiry or suggestion, please feel free to contact our Customer Care Hotline at 1817.

11. Is there any parking information?
    Answer: For parking information, please contact our Customer Care Hotline 1817.
Enter Online Reservation Website

Enter the Club's website: http://entertainment.hkjc.com/ and select “ONLINE RESERVATION”.
Select a Venue

- The screen will display a list of venues separated by Shatin and Happy Valley Racecourse.

- Simply click your favourite venue to proceed.

- The screen will introduce the venue facilities and pricing.

- To continue the reservation process, please select event date and number of guests (if applicable), and then click “SEND”.

![Select your favourite venue](image1)

![Event Date](image2)

![SEND](image3)
The screen will prompt for login. Please enter your Web User Name / Betting Account Number and Web Password and click “Login”.

If you are a first-time user, please click "Register as Web User".
New Registration

Y The screen will display a registration form after clicking “Register as Web User”. Please follow the instruction to complete the registration.

For details registration procedures, please read the registration demonstration at our HKJC Website:

Y If you would like to use the same Web User Name and Web Password to access Online Betting Service (eWin), please select “I have a Betting Account” Box at step 1 and follow the instruction to complete the registration.

For details registration procedures, please read the registration demonstration at our HKJC Website:

Change Registration Details and Password

Y Please refer to “Maintenance Demo” at our HKJC Website:
Seat Selection

- **Reservation for Champion Circle, Leading Edge, Media Hall, Pak Sing and The Gallery**

  - After successful login, the screen will display the floor plan. You may navigate different zones to view relevant information such as zone name, price and seats available.

  - Please click the preferred zone to proceed.

  - The screen will display relevant floor plan. Simply click your preferred seat(s) and “CONFIRM” to proceed.

  - Or click “BACK” to re-select the zone.
Reservation for Jun Hui Ting, Moon Koon and Stable Bend Terrace

Please select Event Date and Number of guests, and then click “SEND” to proceed. The system will help you to search for available table.

Reservation and Payment

The screen will display the “Make a Reservation” page. This page will show your booking details and registered personal information.

Please verify the details and enter required credit card information.

A confirmation message will be sent to your registered email address on acceptance of booking. If you would also like to receive the confirmation by SMS, please check the box “SMS for Reservation Confirmation”.

Please click “CONFIRM” to continue or “BACK” for re-selecting the seat/table.
**Confirm a Reservation**

- The screen will display reservation details for confirmation. Please check the details carefully, and then click “PROCEED PAYMENT” to confirm reservation and proceed with credit card payment.

- To correct any information, click “MODIFY”.

- The screen will display “Transaction is in progress......”

- If any unexpected situation happens during processing the payment, please contact our Customer Care Hotline 1817 for assistance.

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**CONFIRM RESERVATION**

If you are sure that the details are correct, please proceed to confirm the reservation. Ensure to check the prices thoroughly before proceeding.

<table>
<thead>
<tr>
<th>Restaurant Location</th>
<th>Leading Edge 4F (Hall), Happy Valley</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td>2010-06-01</td>
</tr>
<tr>
<td>Room/Course</td>
<td>Shatin</td>
</tr>
<tr>
<td>No. of Seats</td>
<td>2</td>
</tr>
<tr>
<td>Table/Seat No.</td>
<td>125A, 125B</td>
</tr>
<tr>
<td>Total Price</td>
<td>HK$20.00</td>
</tr>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Chan Tai Man</td>
</tr>
<tr>
<td>Contact Person I</td>
<td>Chan Tai Man</td>
</tr>
<tr>
<td>Contact Phone I</td>
<td>91234567</td>
</tr>
<tr>
<td>SMS for Reservation Confirmation</td>
<td>No</td>
</tr>
<tr>
<td>Email for Reservation Confirmation</td>
<td><a href="mailto:CTla@yaoo.com.hk">CTla@yaoo.com.hk</a></td>
</tr>
<tr>
<td>Card Type</td>
<td>Visa</td>
</tr>
<tr>
<td>Card Number</td>
<td>40055000000000001</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>05/13</td>
</tr>
<tr>
<td>Credit Card Holder Name</td>
<td>Chan</td>
</tr>
</tbody>
</table>

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**Transaction is in progress......**

For any enquiry, please contact our service hotline at 1817.
Complete a Reservation

Y The screen will show the reservation details with Confirmation Number. You may click “PRINT THIS PAGE” to print the confirmation note for record.

Y Confirmation email / SMS will be sent to your registered email address / mobile phone number shortly. Please present the confirmation number at respective venue for admission on the race day.

Y You may click “YOUR RESERVATION” to review the reservation record.

Y Please close all browsers or click “Sign Out” to exit when booking.
Review Reservations

“YOUR RESERVATION” for checking reservation records is also available when clicking “GO RACING” in any page.

The “Reservation Details” screen shows Transaction Date, Race Meeting Date, Restaurant (Location), No. of Seats, Table/Seat Number, Confirmation Number and Status. If your reservation status is “Status Unknown”, please contact Customer Care Hotline 1817 for assistance.
Useful Tips

a. **Online Booking Service**

Advance booking for Champion Circle, Leading Edge, Media Hall, Moon Koon, Stable Bend Terrace, Jun Hui Ting, Pak Sing Restaurant and The Gallery: up to 28 days

Online booking service is available 24 hours a day and 7 days a week. Reservation for current race meeting will be closed at 10 am on a Day Race and 4 pm on a Night Race.

b. **Enquiry & Support**

Should you have any enquiry or suggestion, please feel free to contact us at:

1817  Customer Care Hotline (24 hours)

Frequently Asked Questions

1. **What are business hours of the Online Reservation Service?**
   Online reservation service opens 24 hours a day and 7 days a week.

2. **Can I share my User Name with my friends?**
   We strongly suggest you to keep User Name for personal use only. This gives you the best personal privacy and protection.

3. **Is there any cut-off time for reservation?**
   The online reservation service will be cut-off at 10 am on a Day Race and 4 pm for a Night Race.

4. **How long can I make advance booking?**
   Customer may reserve up to 28 days for Champion Circle, Leading Edge, Media Hall, Moon Koon, Stable Bend Terrace, Jun Hui Ting, Pak Sing Restaurant and The Gallery.

5. **Can I cancel or re-schedule my reservation?**
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