

Harry Potter™: The Exhibition

FREQUENTLY ASKED QUESTIONS

Ticket Information

1. How do I find locations of the Exhibition and purchase tickets?
You can see current locations and purchase tickets by visiting [our locations and ticketing page](#).
2. At what age do children have to buy a ticket?
All guests ages 3 and up require a ticket for entry. Children ages 2 and under are free to visit, and do not need a ticket. Children under the age of 12 must be accompanied by an adult at all time. Due to restrictions within the venue, strollers are not permitted inside the exhibition.
3. Which tickets are available at which prices?
Please visit our ticketing page (<https://www.cotaiticketing.com/shows/harrypotterexhibition.html>) for information regarding our general admission, VIP, and Flex ticket offers.
4. How can I get help with my ticket purchase?
For assistance with your ticket purchase, please refer to this help centre: +853 2882 8818. For other questions regarding your visit, you can reach our team here. enquiries@cotaiticketing.com

Know Before You Go

5. What age is Harry Potter™: The Exhibition suitable for?
Guests of all ages can experience Harry Potter: The Exhibition, however, some immersive elements may be scary for young audiences.
6. What hours is the exhibition open?
The exhibition is open daily from 11:00am -7:00pm; last admittance at 6:15pm.
7. How long will my visit take?
The exhibition is self-guided, and we expect guests to spend 60-90 minutes exploring.
8. What if I'm running late to my time session?
Our sessions are sold in 30-minute increments, you will have the full 30-minute window to arrive for your session. If you are later than 30min, we will be able to accommodate you in the following session as long as space allows.
9. Can I leave and come back?
Tickets for the exhibition provide one-time entry. Once guests are inside the exhibition, they may not re-enter. Should a guest need to step out of the exhibition for an emergency, please notify the nearest staff member.
10. What is the bag policy?
Oversized bags and backpacks may be asked to be checked at the hotel concierge during periods of high visitation. Service charge applies.
11. Is there a photo policy?
Small hand-held cameras and phones are welcome, but please note that we do not allow professional camera equipment such as external lighting and tripod.inside the exhibition. We encourage guests to take plenty of photos during their visit - feel free to tag us on social media @harrypotter_exhibition, #HarryPotterExhibition and #HarryPotterExhibitionMacao!
12. Can I bring my stroller and luggage inside the exhibition?

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Please note that due to space limitations, strollers and luggage are not permitted.

13. Can I bring food and drinks inside the exhibition?
Food and drinks are not permitted inside the venue.
14. Is your exhibition accessible for guests with disabilities?
Yes! Each location is accessible to guests with limited mobility. For guests with hearing disabilities, closed captioning subtitles are available on most of the galleries' media screens.
15. How does this exhibit impact guests with sensory sensitivities?
Guests with sensory sensitivity should be aware that the exhibition features ambient music, sound bites from the films, non-strobe flashing lights, motion triggered sound and video, and other media moments throughout.
16. Can I dress up to visit the exhibition?
- Yes! We encourage visitors to celebrate the Wizarding World by dressing up. Wands are also permitted inside the exhibition. Please share your photos with us using @harrypotter_exhibition, #HarryPotterExhibition and #HarryPotterExhibitionMacao!

How To Get Here

17. How is The Londoner Macao accessible by public transport?
Visitors have multiple options for arrival by public transport:

When arriving from Zhuhai - Hengqin Port/Gongbei Border Gate/Guangzhou/Zhongshan/Dongguan/Shenzhen:

Once in Macao, take the complimentary The Londoner Macao shuttle buses from the Gongbei Border Gate or from the Hengqin Port to The Londoner Macao. For the most up-to-date shuttle bus service schedules including complimentary shuttles from Macao ferry terminals and airport, click to see the [complimentary shuttle schedule](#)*.

From Hong Kong:

Cotai Water Jet is the premium high-speed ferry service connecting Hong Kong and Macao. Upon arrival in Macao, complimentary shuttle rides will take you to the doorsteps of The Londoner Macao.

Express Line operation has also resumed between Hong Kong Jordan to Macao with 10 round-trips daily. Click to see the [Bus Schedule](#). For inquiries and ticket purchases, please welcome to our Shuttles Bus Pick Up Point or contact the Venetian CotaiTravel at +853 8118 2933 for more information.

18. Is there parking available at the venue?
Guests who are driving to Macau can enjoy FREE PARKING at the East Car Park of the HZMB Macao Frontier Post. Click [here](#) for more details.
Self-parking : First hour: MOP25 ; Per 24 hours: MOP300
Valet Services are also available 24 hours a day, 365 days a year at Sands Resorts Macao. For Valet Services, please proceed to the hotel main entry for drop off and pick up. Charges apply as follows : MOP50 per hour thereafter to a maximum MOP600 per 24-hour period.

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19. Have additional questions regarding transportation?

Please visit [The Londoner Macao's official website](#) for important information when traveling to Macao.