

‘CHIIKAWA DAYS’ Exhibition Frequently Asked Questions

[Last updated on 28 July 2025]

About purchasing tickets

Where can I buy tickets?

Answer: ‘CHIIKAWA DAYS’ is organised by AllRightsReserved. The official and exclusive ticketing platform is Klook.

How many tickets can I purchase?

Answer: Currently, all ticket sales have ended. A maximum of two general admission or premium set tickets can be purchased per person.

What do I need to prepare to purchase tickets?

Answer: All ticket registrants must enter a name that matches the name on their identification documents. Upon entry, ticket holders may be asked to present their identification document for verification. If a ticket holder refuses to do so, the organiser reserves the right to ask the ticket holder to leave without any compensation and the ticket will be deemed void.

After purchasing a ticket, can I cancel, change or refund it?

Answer: Exhibition reservations are made for the date and time slot selected at the time of purchase. Once the reservation time slot is confirmed, it cannot be cancelled, changed or refunded.

Can I transfer tickets, admission wristbands and/or not-for-sale collectibles to someone else, or have them collected on my behalf?

Answer: Reselling, transferring, exchanging, holding, or lending tickets and admission vouchers (including timed redemption tickets, etc.) is strictly prohibited. If the ticket holder is not present at the venue, the ticket will be automatically invalidated and entry will not be permitted.

About ticket types

How much are the tickets?

Answer:

[Premium set] HK\$420

[General admission ticket] HK\$180 | Adult (aged 12 or above)

HK\$150 | Child (aged 4 – 11)

[Free admission] | Aged 3 or below

Children aged 12 or below must be accompanied by a ticket-holding adult aged 18 or above.

What is the difference between the premium set and the general admission ticket?

Answer: Both tickets include one general admission ticket and one entry to the Ticket Holders' Store. Each ticket only allows one entry and re-entry is not allowed.

Not-for-sale collectibles will be distributed at random and not up for selection.

[Premium set] comes with a set of nine 'CHIIKAWA DAYS' character-name-card-charms and a RFID-enabled glowing 'hunting stick' that will be distributed at random and not up for selection.

**Follow the instructions at the 'CHIIKAWA's Everyday Life' Indoor Exhibition to trigger the interactive experience with RFID technology.*

[General admission ticket] comes with one 'CHIIKAWA DAYS' character-name-tag-charm that will be distributed at random and not up for selection.

**Unable to trigger interactive experience in the indoor exhibition hall.*

About purchasing tickets on Klook's platform

When buying tickets, should I select the desired time first and then the ticket type?

Answer:

1. Select the entry date and time first (e.g. 1 August)
2. Select the ticket type (e.g. [General admission ticket - Adult or Child] / [Premium set])
3. Choose the number of tickets to purchase (e.g. two)

Tickets for each session are limited and are sold on a first-come-first-served basis.

About exhibition entrance notice

What are the business hours?

Answer:

Monday to Friday 10:20am–10:00pm

Saturday and Sunday 10:00am–10:00pm

When is the last admission time?

Answer:

‘CHIIKAWA’s Everyday Life’ Indoor Exhibition – 8:40pm

‘The Giant Food Forest Sculpture Park’ Outdoor Exhibition – 9:45pm

‘The Ultimate Battle! Iconic Scene Outfits Showcase’ Outdoor Party – 9:30pm

What time slots can I choose with Klook?

Answer: There are three entry time slots every hour (e.g. 11:00am/11:20am/11:40am)

Is there an age limit for admission?

Answer: There is no age limit for entry; however, children aged 12 or below must be accompanied by a ticket-holding adult aged 18 or above.

After purchasing the tickets, can I cancel, change or refund the money?

Answer: Exhibition reservations are made for the date and time slot selected at the time of purchase. Once the reservation time slot is confirmed, it cannot be cancelled, changed, or refunded.

How do I enter the exhibition?

Answer: After successfully purchasing the ticket on Klook, you will get a QR code in the ticket voucher within the Klook application. Please present the QR code to the exhibition staff via the Klook application (screenshots of QR codes are not accepted) at the entrance. Exhibition staff may request to check your identification documents for verification.

If I have purchased a 12:00pm session, when should I arrive?

Answer: Please arrive at the check-in counter of the ‘CHIIKAWA’s Everyday Life’ Indoor Exhibition (G/F, MUSE EDITION, K11 MUSEA) 10 minutes prior to your selected timeslot. E.g. If you have booked a 12:00pm session, the admission wristband and not-for-sale collectibles can be redeemed from 11:50am to 12:00pm. Redemption is not allowed after the scheduled session has started (after 12:00pm).

Can I make inquiries by phone?

Answer: The organiser does not accept inquiries by phone. Please contact the organiser by email at info@chiikawadays.com.

Can I get a refund, exchange my ticket or change my visit date if the weather is bad?

Answer: The exhibition may be temporarily closed due to on-site construction work, maintenance or severe weather conditions. When wind speed or gusts reach level 6 or above, or when Typhoon Signal No. 3 is hoisted, 'The Giant Food Forest Sculpture Park' Outdoor Exhibition and 'The Ultimate Battle! Iconic Scene Outfits Showcase' Outdoor Party will be opened partially to ensure safety, health, security, order, legal compliance, or as deemed necessary by the organiser.

If the ticket holder has already redeemed the QR code tickets or admission wristbands, neither the organiser nor the ticketing platform will reissue or replace tickets, or compensate in any way, or bear any responsibility.

How long can I visit the venue?

Answer:

The visiting time limit for the exhibition (three ticketed zones) is 80 minutes.

Each ticket holder is limited to entering each exhibition once and shopping once at the Ticket Holders' Store. No return is permitted after checkout.

**Please comply with the visiting time limit. If the visiting time is exceeded, the organiser has the right to ask visitors to leave without any compensation.*

Are there any accessible facilities or services?

Answer: We are committed to providing a safe and comfortable experience for all visitors.

Due to the structure and safety considerations of the facilities, staff will provide assistance to wheelchair users as appropriate.

About not-for-sale collectibles

How many types of character-name-tag-card-charm are included in [General admission tickets]?

Answer: One of the eight types will be randomly distributed, excluding the Pajama Party type.

Can I specify the type of RFID-enabled glowing ‘hunting stick’ included in [Premium set]?

Answer: No, all not-for-sale collectibles are distributed at random and not up for selection.

How can I interact with the RFID-enabled glowing ‘hunting stick’ at the venue?

Answer: In ‘CHIIKAWA’s Everyday Life’ Indoor Exhibition, you can use the ‘hunting stick’ to trigger the interactive experience through RFID technology.

**[General admission ticket] ticket holders cannot enjoy the interactive experience in the indoor exhibition hall.*

Do the RFID-enabled glowing ‘hunting sticks’ come with batteries?

Answer: The product comes with free batteries. Battery-related issues are not considered product quality concerns.

About Ticket Holders’ Store

Opening Date: 1 – 24 August

How to enter the store:

1. The shop will be open throughout the exhibition period and there is no need to collect additional timed redemption tickets.
2. Visitors must present the QR code on their tickets to collect the admission wristband when entering the exhibition and may only enter the Ticket Holders’ Store once with the wristband after visiting ‘CHIIKAWA’s Everyday Life’ Indoor Exhibition.
3. You may only enter the Ticket Holders’ Store once with the wristband after visiting all ticketed zones or after visiting ‘CHIIKAWA’s Everyday Life’ Indoor Exhibition.
4. Note: all ticketed zones can only be entered once.
5. The admission wristband is an important certificate for entering the shop. Please keep it properly and it is strictly prohibited from transferal. Exhibition staff may require you to present your ticket and identification document for verification.
6. All admission wristbands not for use on the selected date and time will not be accepted.

**All products will be for sale at the Ticket Holders’ Store. The ‘YUM CHA’ collection keychains will be available at the ‘Ticket Holders’ Store’. All products are available in*

limited quantities on a first-come-first-served basis. There is no guarantee that you will be able to purchase your desired products when visiting the store.

About Public Store

Opening Date: From 4 August onwards (open irregularly)

How to enter the store:

1. For non-ticket holders, please reserve your timed redemption ticket online.
2. The Public Store is located at MUSE EDITION and is different from the Ticket Holders' Store.
3. Please visit AllRightsReserved's official channels for products for sale at the Public Store and the Ticket Holders' Store.

**All souvenirs are in limited quantities and will be available on a first-come-first-served basis. There is no guarantee that you will be able to purchase your desired products when visiting the store.*