



Lifelong Learning Office — e-Booking for Counter Service  
Frequently Asked Questions (FAQs):

1. When can I make an appointment booking for counter service?  
The e-Booking service for counter service is available in 24 hours, if you wish to make a new booking for its service, please fill out the online e-Booking application form. Lifelong Learning Office will handle your appointment promptly and respond to its request within office operation hours. Subject to the availability of quota, e-Booking service platform can make advance booking up to two weeks (Saturday and Sunday and school holidays excluded).
2. What if the appointment booking quota on the date I prefer has already been filled?  
If the booking quota on your preferred day has been filled, you can make a booking on another day. The e-Booking platform will be updated once a week for registration to the general public.
3. What should I do if I want to change my appointment booking?  
You can change the booking schedule before the booking has been confirmed by our Office and it is subject to the availability of quota. After the booking has been confirmed by our Office, the booking cannot be changed.
4. What should I do if I cannot attend the scheduled appointment booking at the Lifelong Learning Office for counter service?  
If you are unable to attend scheduled appointment booking at the Lifelong Learning Office, you can change or cancel the booking at least one day before the scheduled date so that the reserved schedule can be released for use by other applicants. If you need cancel the appointment booking, please contact us through Hotline and E-mail for details.
5. How can I know whether my booking is successful?  
After the applicants filled out and submitted the e-booking application form, Lifelong Learning Office will check with the information promptly. A confirmation E-mail will be sent to you for all successful bookings. An E-mail to acknowledge the reserve application and notify the status will be sent to applicants' registered email account once the application is submitted. If applicant does not receive the confirmation E-mail by our Office, please check junk mails box (Spam) at your personal email or contact our office members via Hotline and E-mail.
6. Why some of the dates are unable to display and choose on the online platform while I filling out my e-Booking application?  
If the date is not able to select or display, it is recognised that the booking quota of the date is fully booked.



7. Does e-Booking service platform support operating system (OS) platform on electronic devices?

This online e-Booking service platform not only supports systems on desktop computers/laptops, it also supports OS platforms — iOS and Android OS, as well as available in tablet devices.

8. What is the consequence if I cannot attend the scheduled booking?

In order to make effective use of resources and provide service to applicant, the registered applicant of confirmed booking of counter service being absent two times will be subject to refusal of its application. Please ensure your booking prudently and arrive punctually once your booking had been made. In case of any dispute, Lifelong Learning Office reserves all rights to make the final decision.

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