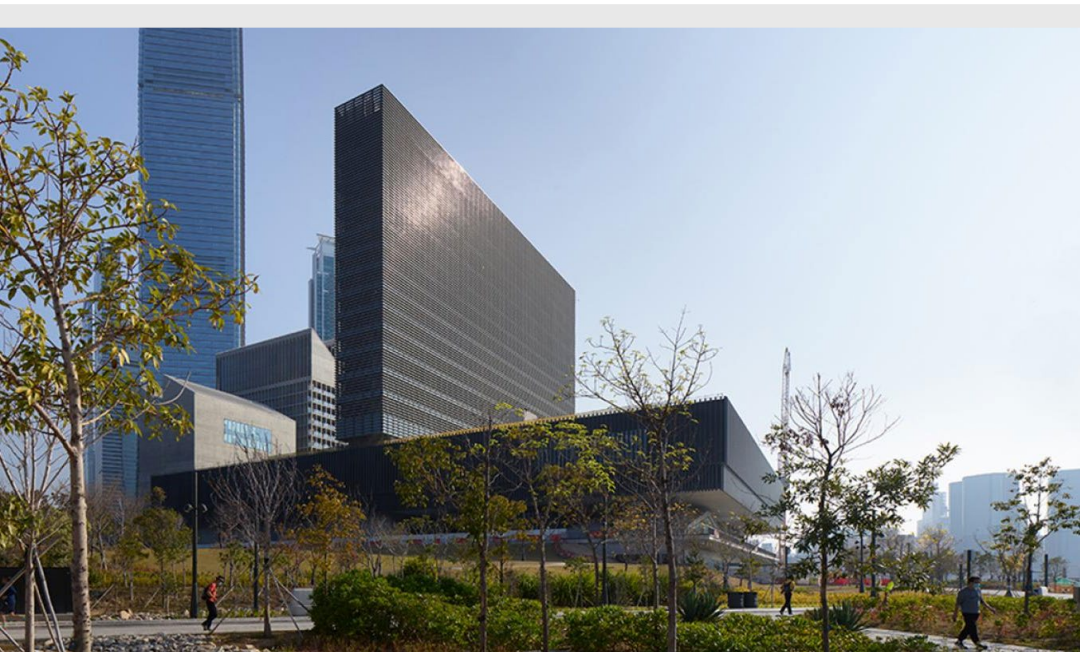


M+

Access Guide



At WestK we value diversity and inclusion. To ensure that everyone can enjoy our arts and cultural programmes, we are committed to making WestK accessible to all and continuously developing different solutions to improve access.

This Access Guide includes information on access provisions available at M+ for visitors' reference.

Last update: January 2025

Information on M+ website or social media shall prevail in case of any discrepancy.

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1.1 Overview of M+

M+

- Open to the public in November 2021
- Asia's first global museum of contemporary visual culture
- Discover some of the world's foremost collections of 20th- and 21st-century visual culture



Opening Hours

Tuesday to Thursday and weekends	10am – 6pm
Friday	10am – 10pm
Monday	Closed
Public holidays	Open on all public holidays unless otherwise announced
Special holidays	Please refer to M+ Website 【 Homepage > Plan Your Visit > Opening Hours 】 for details

Remarks:

1. Last admission time: 30 minutes before closing
2. Please refer to “3.2 [Moving Image Centre](#)” for opening hours of **M+ Cinema ticketing counters**

Remarks (continued):

- In case of inclement weather or service adjustments due to special circumstances, the opening hours may be adjusted. For general guidelines, please refer to M+ website [【Plan Your Visit > Opening Hours】](#). For the latest news, please refer to M+ website or social media pages

1.2 Location and Transportation

**Address: West Kowloon Cultural District,
38 Museum Drive, Kowloon**

- Located within WestK, M+ is easily accessible by various public transport modes
- Please refer to WestK website for more details on barrier-free transport options
[【Visit > Accessibility > Barrier-free Transport】](#)



1.2.1 Accessible Parking




All parking locations within WestK offer accessible parking spaces for eligible users on a **first-come, first-served** basis.

Please refer to the WestK website [【Visit > Parking】](#) for details of opening hours and hourly parking rate.

 Nearest: M+ Car Park	No. of Accessible Parking Spaces
Other Car Parks:	
1 West Gate Open Car Park	3
2 Hong Kong Palace Museum Car Park	3
3 Art Park Car Park	4



1.2.2 Vehicle Pick-up/Drop-off Area

-  **Nearest: M+**
- Located on the B1/F for rehab buses and coaches
 - Cultural Drive Entrance on B1/F is only a few steps away

-  **Other Vehicle Pick-up/Drop-off Area**
- Art Park



1.3 Tickets and Event Information

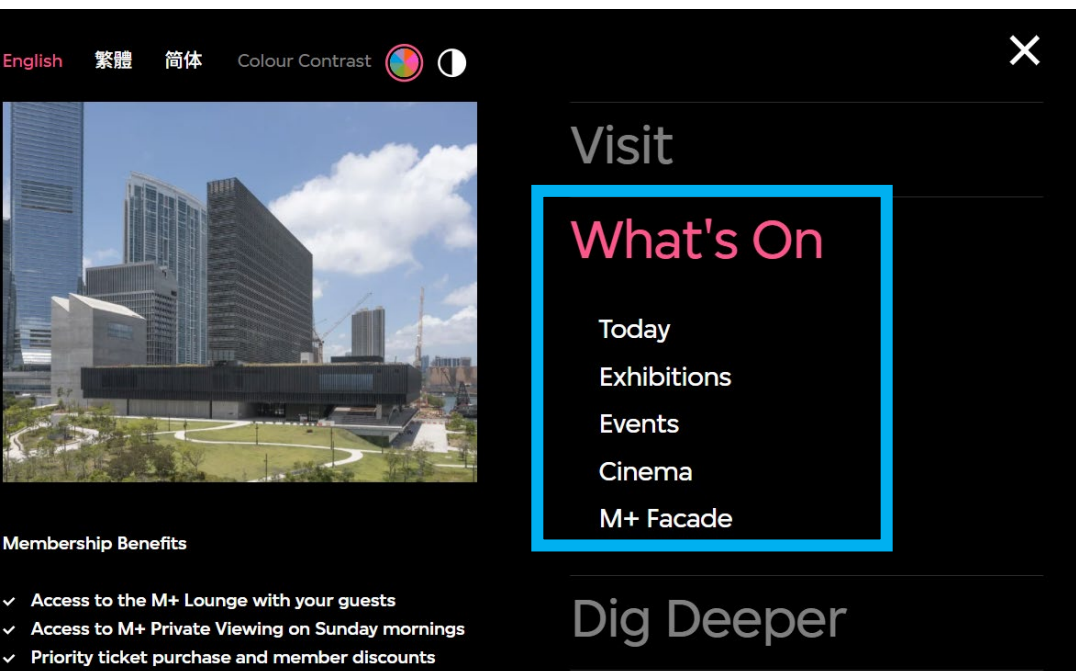
Please visit M+ website for the latest information:

【[Homepage](#)】

- More details on the ongoing exhibitions and events

【[Homepage > Menu > What's On](#)】

- For details on what is happening "Today", exhibitions, events, cinema, and the M+ Façade



English 繁體 简体 Colour Contrast

Visit

What's On

- Today
- Exhibitions
- Events
- Cinema
- M+ Façade

Membership Benefits

- ✓ Access to the M+ Lounge with your guests
- ✓ Access to M+ Private Viewing on Sunday mornings
- ✓ Priority ticket purchase and member discounts

Dig Deeper

- Events can be searched by "Type", "Language", "Audience", "Location" and "Pick a Date" on the "Events" webpage
- Some events provide on-request access services. Relevant details and instructions for booking can be found in the "Access Features" tab on the event page

【[Homepage > Menu > Visit > Gets Tickets](#)】

- To purchase "General Admission Ticket", "Special Exhibition Ticket" and tickets for screenings and other events

1.4 Personal Items and Storage

No bags (larger than 30cm x 42cm x 10cm), luggages, umbrellas, or other bulky items are allowed in galleries.

Locker rooms and a cloakroom are available for storing personal belongings:

- Charge: HK\$5 – HK\$10 per hour (subject to locker size)
- The registration and payment procedures can be completed at the cloakroom on B1/F or the Information Counter on G/F
- Designated lockers at accessible height and locations are prioritized for wheelchair users



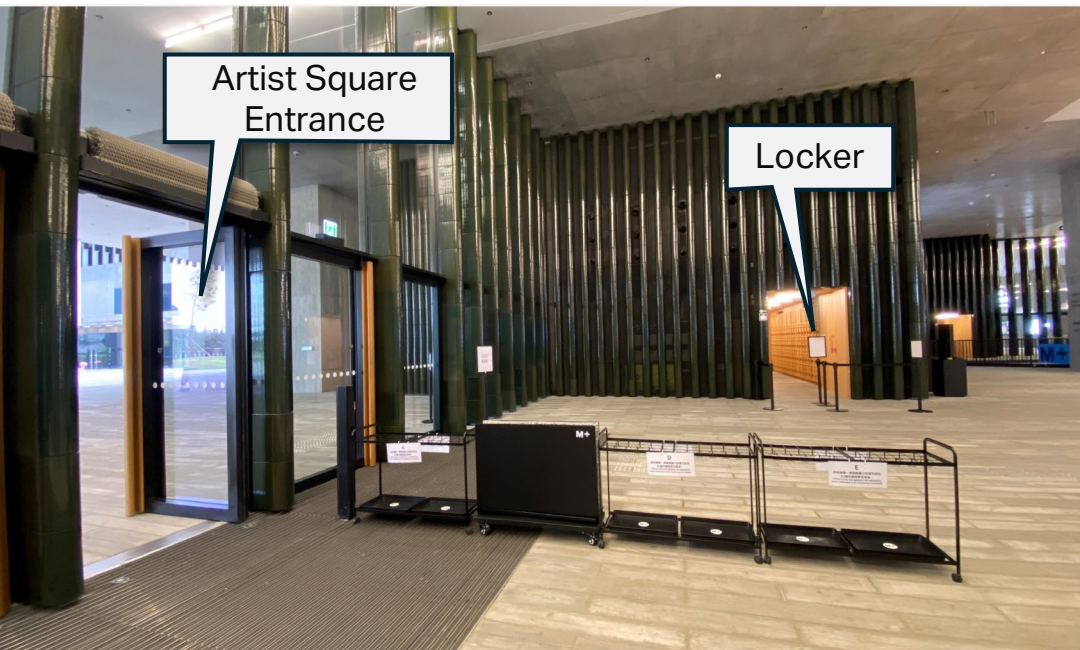
Lockers

- Near the Cultural Drive Entrance on B1/F (opposite the cloakroom)
- At the Artist Square Entrance on G/F (turn left after entrance)



Cloakroom

- Near the Cultural Drive Entrance on B1/F

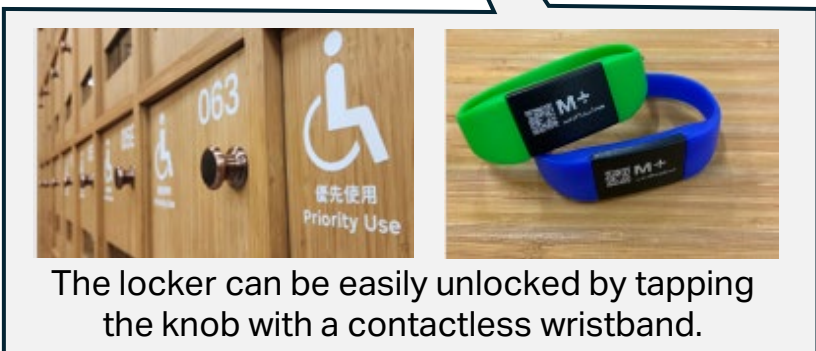


G/F Lockers is located next to the Artist Square Entrance

1. Plan Your Visit



B1/F Cloakroom and lockers of different sizes at different heights



2. Arriving at the Venue

2.1 Accessible Entrances

- All entrances on G/F and B1 /F are accessible
- Automatic doors are available for visitors to use at the entrances

G/F

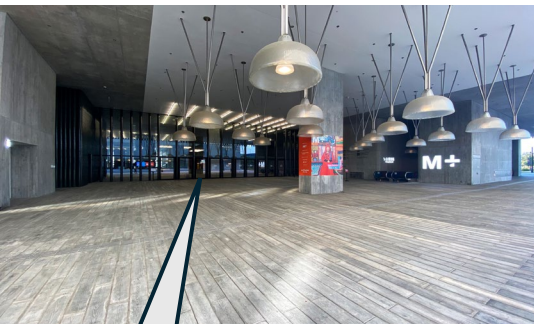
- Artist Square Entrance
- Art Park Entrance

B1/F

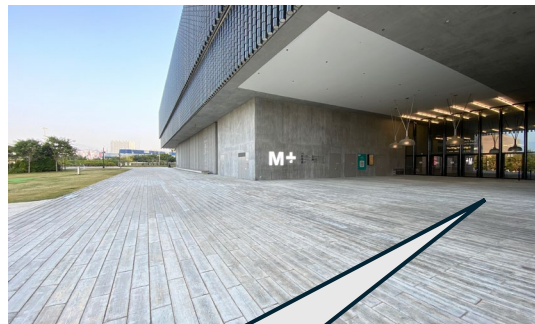
- Cultural Drive Entrance
- Waterfront Promenade Entrance



Automatic door control



G/F Artist Square Entrance



G/F Art Park Entrance



B1/F Cultural Drive Entrance



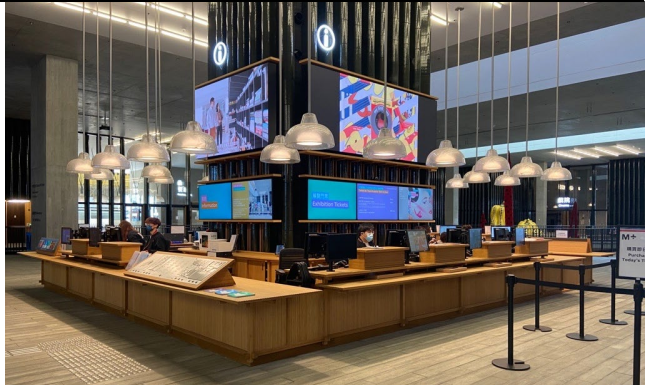
B1/F Waterfront Promenade Entrance

2.2 Service Counters

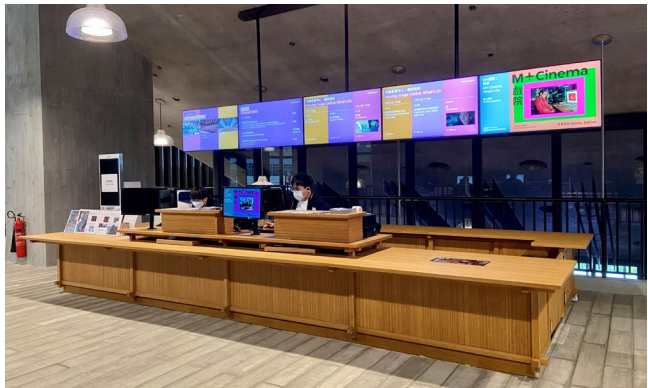
- The following counters provide various services at M+
- All service counters are fitted with induction loop system

Location

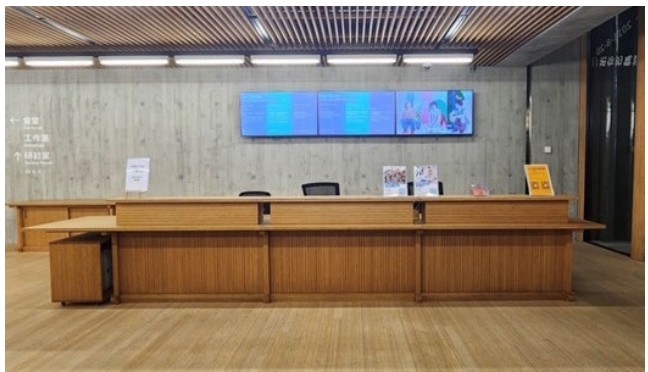
G/F



Information Counter
(Artist Square Entrance)



M+ Cinema
(please refer to 3.2 [Moving Image Centre](#)
for opening hours)



Learning Hub
(open only when there are events)

Location

11/F



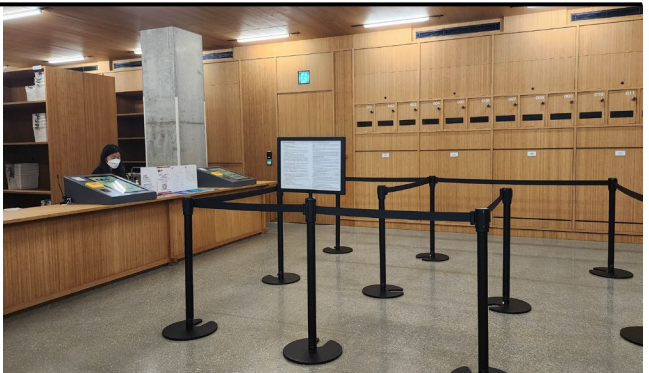
M+ Lounge
(for members only)

5/F



Research Centre
(reservation required)

B1/F



Cloakroom
(next to Cultural Drive Entrance)

2.3 Items for Borrowing

Visitors can borrow the following items from respective service counters on a **first-come, first-served** basis to use within M+ for free:

G/F Information Counter

- Headphones (3.5mm jack)
- Earmuffs (for infants, children or adults)
- Magnifying glasses
- Umbrellas
- Portable chargers
- Portable tactile floor plans



B1/F Cloakroom, G/F Information Counter

- Courtesy wheelchairs
- Baby strollers (single or double)
- Folding crane seats



2. Arriving at the Venue

2/F Atrium

- **Folding chairs for adults or children can be borrowed for use within M+** for free on a self-service basis at the Atrium on 2/F



Collection point of the folding chairs at the Atrium on 2/F



Folding chairs for adults or children

2.4 Assistance Dogs' Relieving Area



- Guide dogs and other assistance dogs are welcome at M+
- Outdoor relieving area for assistance dogs can be accessed through G/F and B1/F
- Please contact onsite staff before leaving the ticketed exhibitions for re-admission








G/F outdoor area



B1/F outdoor area

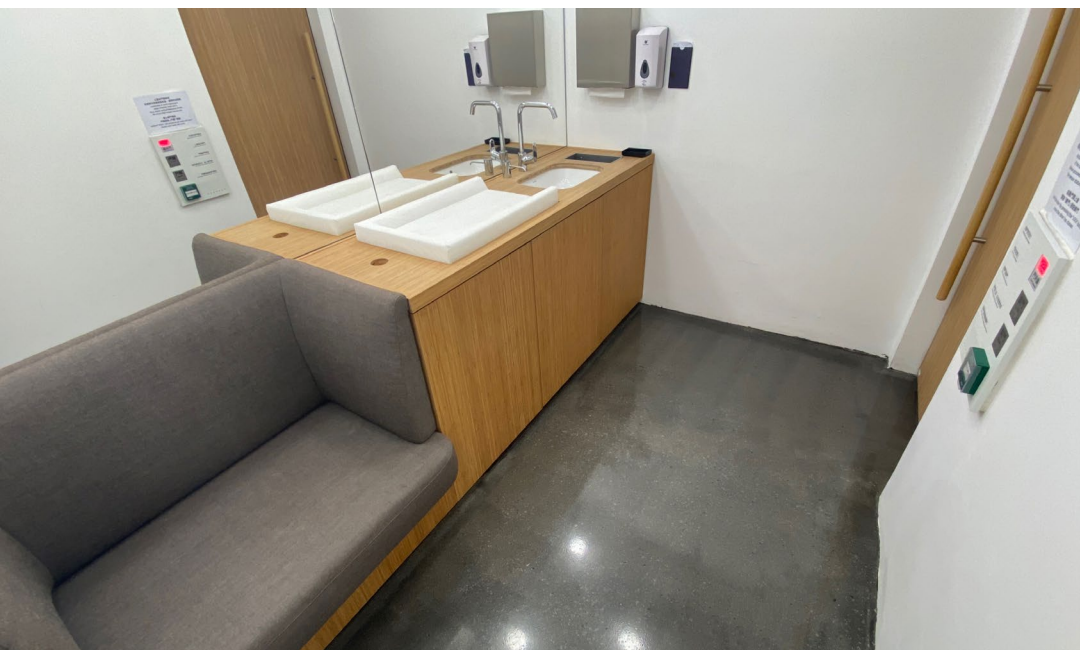
2.5 Overview of Access Facilities

Icon	Facilities	Location
	2.5.1 Baby Care Facilities	B2/F to 2/F
	2.5.2 Accessible Toilet	All floors
	2.5.3 Accessible Lift	All floors
	2.5.4 Assistive Listening System	Available for guided tour/workshop participants
	2.5.5 Induction Loop System	All service counters
	2.5.6 Braille and Tactile Floor Plan	All public floors
	2.5.7 Tactile Guide Paths	

2.5.1 Baby Care Facilities



- There are a total of 5 private baby care rooms suitable for breastfeeding in the Museum
- In addition to baby care rooms, all accessible toilets are fitted with baby changing beds



Floor	Locations of Baby Care Rooms
2/F	Next to the lift lobby
G/F	Inside Learning Hub, and next to the M+ Shop
B1/F	Near the promenade event space
B2/F	Next to the lift lobby



Baby changing bed inside the accessible toilet

2.5.2 Accessible Toilet



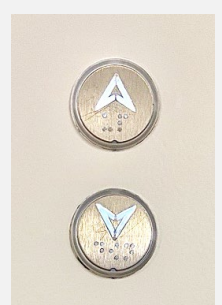
- Accessible toilet with automatic sliding door is available on every floor
- Easy-to-use button with occupancy indicator, and audio indicator informing door status (opening, closing or locked) are available at all accessible toilets



2.5.3 Accessible Lift



- All lifts in M+ are accessible
- Lift buttons are with braille, and are set at an appropriate height for wheelchair users
- All lifts are fitted with audio signals to inform users of floor levels



Lift buttons with braille

2. Arriving at the Venue

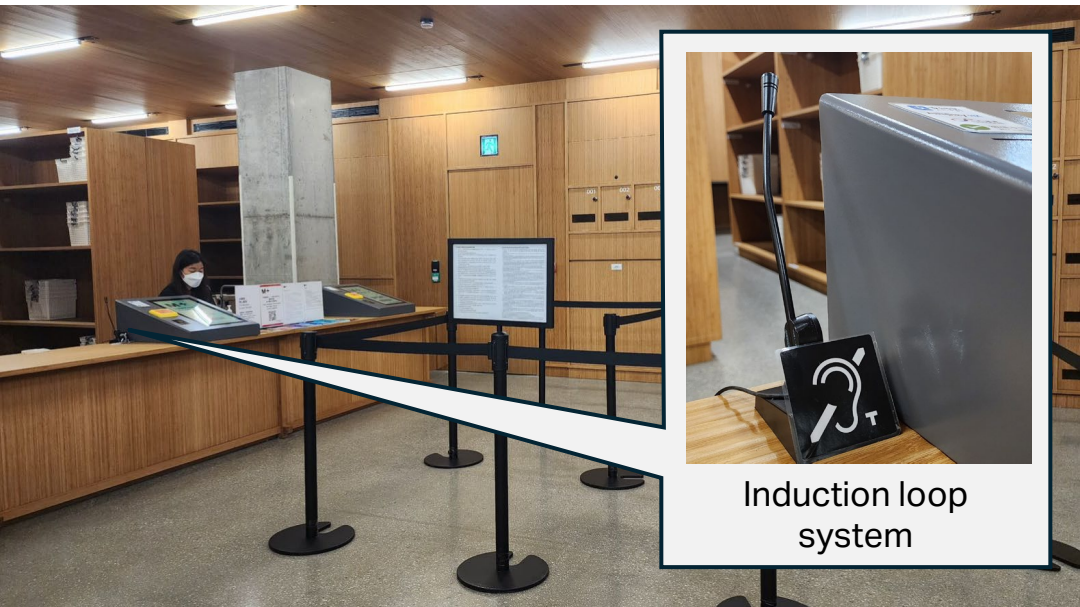
2.5.4 Assistive Listening System

- Receivers with headphones are available for participants of guided tours or workshops to borrow



2.5.5 Induction Loop System

- Available at all service counters
- Receivers with neckloop are available for participants of guided tours or workshops to borrow



Induction loop system



Receiver with headphones:
suitable for everyone



Receiver with neckloop:
suitable for people using
hearing aids with T-coil

2.5.6 Braille and Tactile Floor Plan

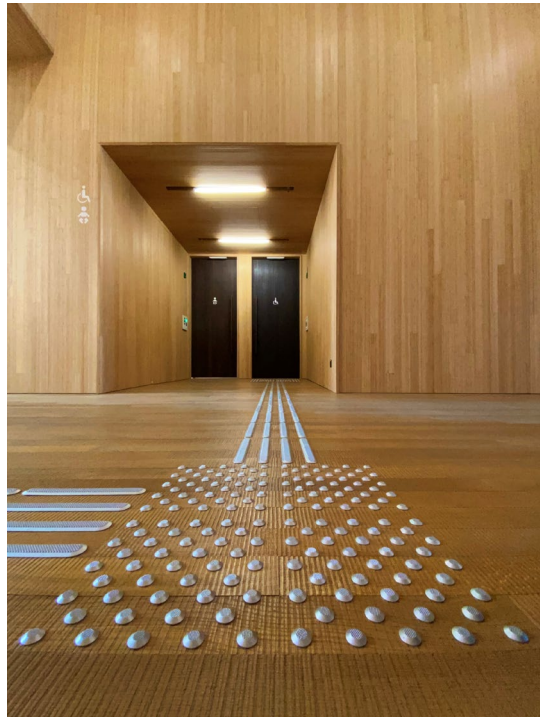
- Available on all public floors of M+ to provide information on the floor layout



Floor	Locations of Braille and Tactile Floor Plan
11/F	M+ Lounge reception
8/F	Lift lobby of the office floor
5/F	Lift lobby of the Research Centre
3/F	Lift lobby of the Roof Garden
2/F	On the left of the lift lobby
G/F	Information Counter
B1/F	Waterfront Promenade Entrance, Cultural Drive Entrance, and on the left of the lift lobby
B2/F	On the right of the lift lobby

2.5.7 Tactile Guide Paths

- Available throughout M+, connecting the following facilities:
 - Main entrances
 - Service counters
 - Lift lobby on each floor
 - Braille and tactile floor plan of each floor
 - Escalators
 - Accessible toilets



Tactile guide paths leading to the accessible toilet

2.6 Emergency Evacuation

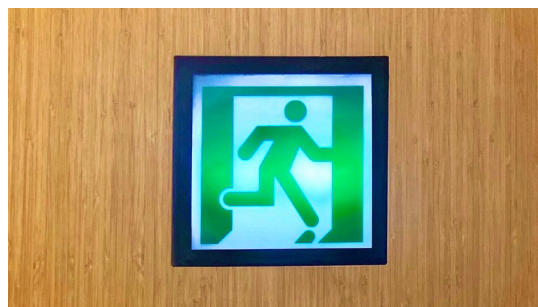
The following facilities in M+ provide information or support for emergency evacuation:

Visual Alarms

- Available at all public and private areas

Temporary Refuge Spaces (TRS)

- Stepless evacuation routes to outdoor spaces are available on B1/F and G/F
- TRS are available on other floors for wheelchair users



3.1 Learning Hub

- Located on G/F, near the Art Park Entrance
- Inclusive of spaces for holding workshops, seminars, performances, etc.
- Female/male toilets, accessible toilets and baby-care facilities are available in the Learning Hub



Learning Hub is next to the Art Park Entrance



3.2 Moving Image Centre

The Moving Image Centre consists of the M+ Cinema, Mediatheque, and Grand Stair

1 M+ Cinema

- Total of 3 screening houses
- Accessible zone is located at the last row of the auditorium in all 3 houses
- For directions, please refer to Section 3.2.1 ([applicable during M+ opening hours](#)) and 3.2.2 ([applicable after M+ closing](#)).

Opening hours of the M+ Cinema

Monday to Thursday	Closed
Friday	7pm to 10pm
Weekends	2pm to 10pm

Opening hours of M+ Cinema Ticketing counter *

Monday to Thursday	Closed
Friday	6pm to 9pm
Weekends	12nn to 9pm

* In addition to the M+ Cinema ticketing counter, tickets for screenings can also be purchased through the service counters on G/F and M+ website

2 Mediatheque

- For watching videos and films (all screenings are in the original language, with subtitles available in English, Traditional and Simplified Chinese)
- Drop-in visits are welcome. Visitors can make reservations on the M+ website in advance
【[Homepage](#) > [Menu](#) > [Visit](#) > [Plan Your Visit](#) > [Moving Image Centre](#) > [Mediatheque](#)】
- For directions, please refer to Section 3.2.1 [To Access Mediatheque](#)



An accessible viewing booth with movable seats in the Mediatheque for wheelchair users and companions to enjoy videos and films together

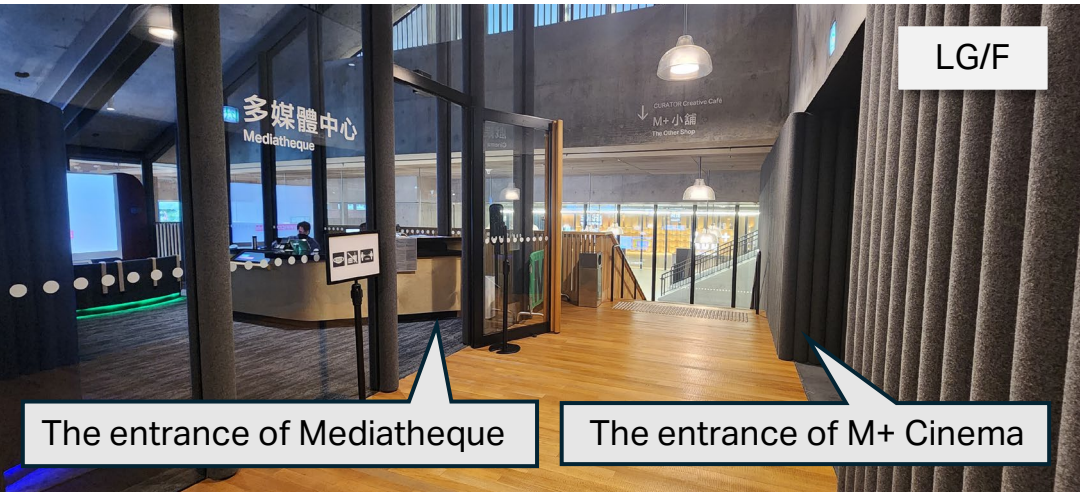
3 Grand Stair

- Accessible zone is located at the last row of the auditorium on 2/F
- For directions, please refer to Section 3.2.3 [To Access Grand Stair](#)

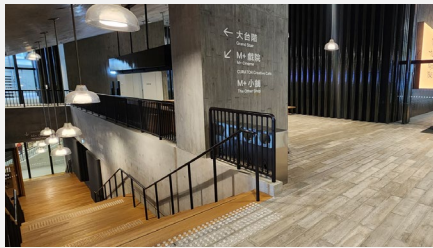
3. Specific Facilities

3.2.1 To Access 1 M+ Cinema and 2 Mediatheque

- The entrances to the M+ Cinema and Mediatheque on LG/F can be accessed from B1/F or G/F



Via G/F

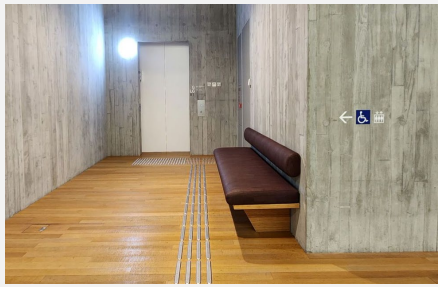
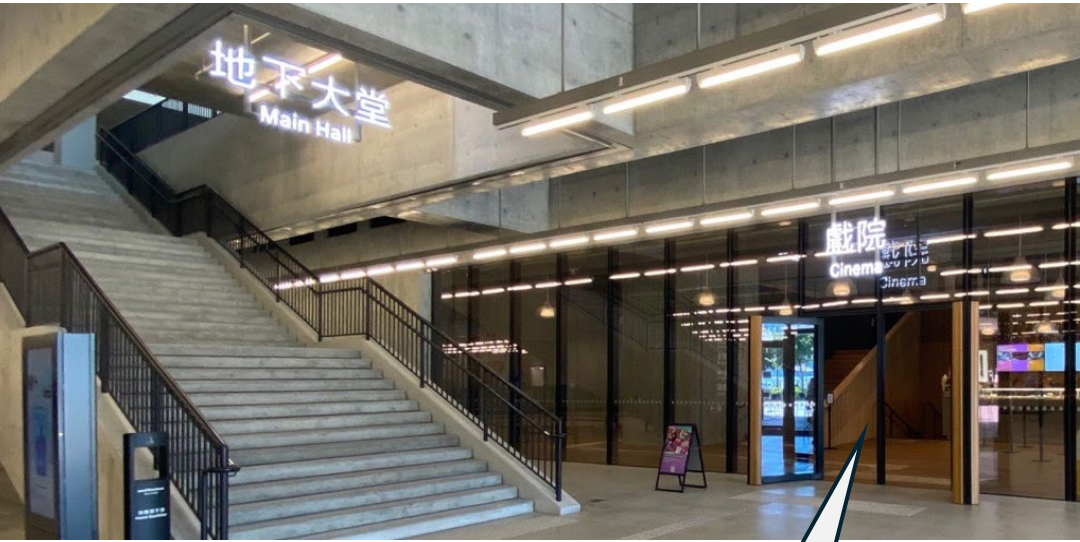


You will see the M+ Cinema ticket counter upon entering this door. The lift will be on your right, while the stairs to LG/F will be on your left.

3. Specific Facilities

Via B1/F

(Near the Waterfront Promenade Entrance on B1/F)



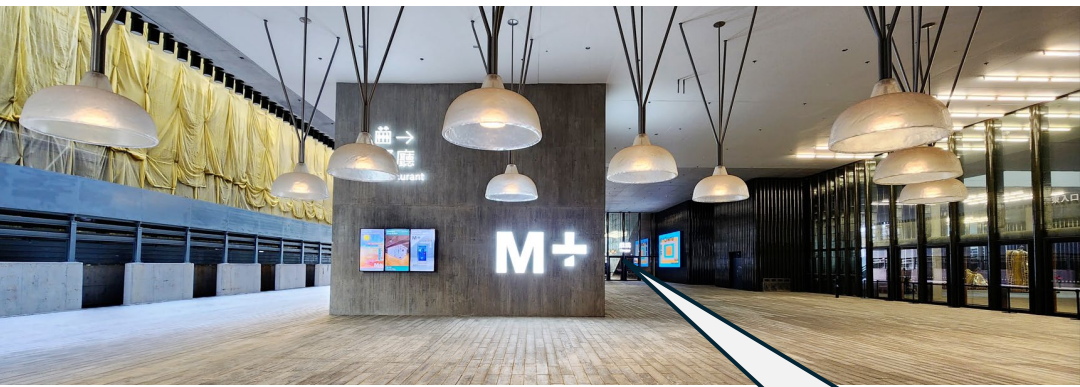
The stairs and a lift to LG/F or G/F will be on your left upon entering this door.

3.2.2 To Access 1 M+ Cinema (after the opening hours of M+)

- When M+ is closed, the M+ Cinema can be accessed via the path next to the M+ Shop or the entrance near the Waterfront Promenade on B1/F (please refer to the [previous page](#) for reference)



Visitors can go to the entrance of M+ Cinema via the path towards the Waterfront Promenade next to the M+ Shop



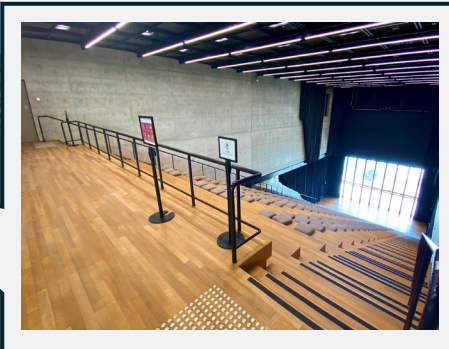
After entering the door, you will see the ticket counter, as well as the stairs and lift to the M+ Cinema

3.2.3 To Access 3 Grand Stair

- The seating spans from G/F to 2/F, visitors can access to the Grand Stair through G/F or 2/F to take a rest, attend talks and screening events, etc.
- The first row on the G/F and the last row on the 2/F of the auditorium could be access without any steps. Wheelchair users are recommended to attend events through the accessible zone on 2/F

Via the Atrium on 2/F:

After getting out of the lift, go straight to the end, then turn right to reach the back-row seats



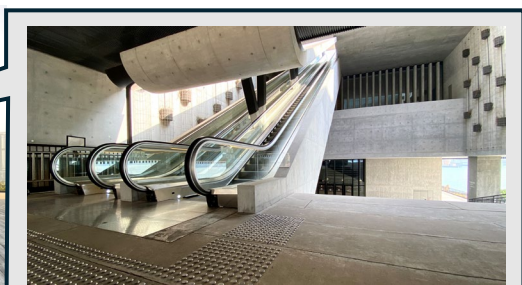
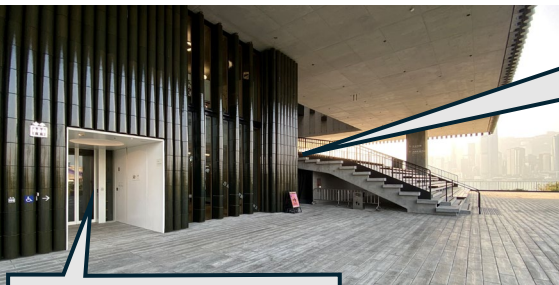
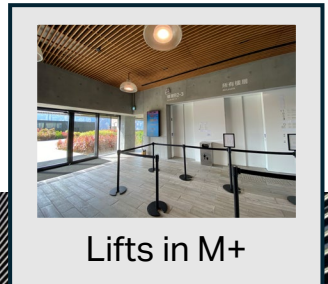
Via the entrance of M+ Cinema on G/F:

Enter the door with the "Cinema" sign, go straight ahead to the end, then turn left to reach the front-row seats



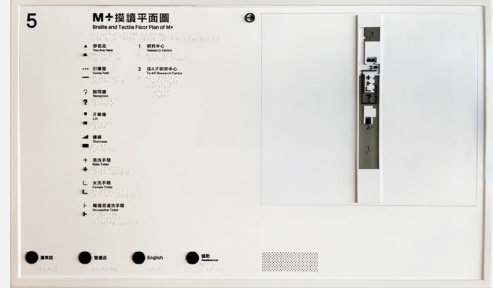
3.3 Roof Garden

- Located on 3/F with female/male toilets and accessible toilets
- Visitors can access the Roof Garden from M+ or the Art Park
 - **From M+:** via the lifts inside M+
 - **From Art Park:** via the lift or escalator next to the Art Park Entrance of M+

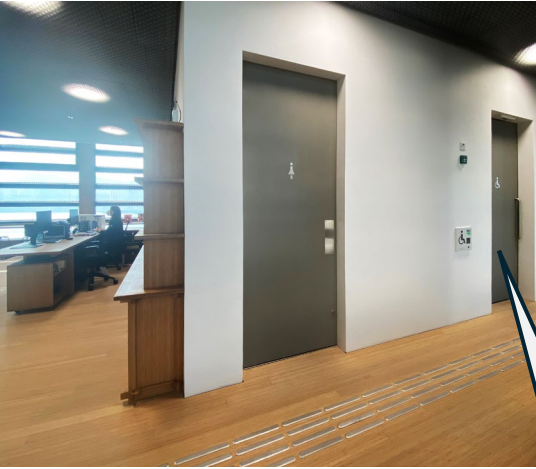


3.4 Research Centre

- Located on 5/F for visitors with reservations
- Fitted with a braille and tactile floor plan and an accessible toilet



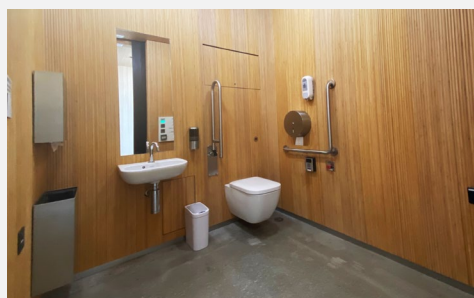
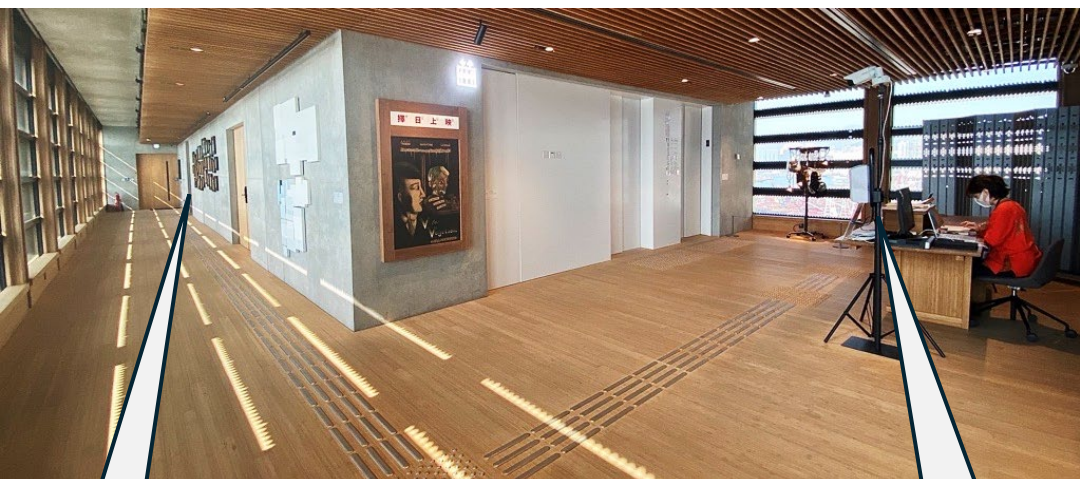
The braille and tactile floor plan at the 5/F lift lobby



The accessible toilet in the Research Centre

3.5 M+ Lounge

- Located on 11/F, for M+ members only
- Fitted with a braille and tactile floor plan and an accessible toilet



The accessible toilet in M+ Lounge



The braille and tactile floor plan on 11/F

4.1 Access Arrangement and Information

4.1.1 Access Tours and Workshops

- Access tours and workshops are available upon request. Special schools, registered charitable organisations, and NGOs related to rehabilitation services or persons with disabilities are welcome to apply
- To facilitate visitors' preparation of the visit, M+ collaborated with people with disabilities to create an **easy-to-read information** entitled "**Pre-visit Guide for Access Tours and Workshops**" to introduce M+, visual culture and accessible activities
- Please refer to M+ website 【[Homepage > Menu > Visit > Accessibility > General > Access Tours and Workshops](#)】 for more details of the application and pre-visit guide for access tours and workshops



learn@mplus.org.hk



Access tours will be arranged and designed based on the specific needs of the participants

4.1.2 Discover Collections and Exhibits

M+ offers free audio guides and audio descriptions:

- Use your personal digital devices to access the **M+ Audio Guide website** 【[Homepage](#) > [Menu](#) > [Visit](#) > [Groups and Tours](#) > [Self-guided Tours](#)】



Selection of language on the homepage



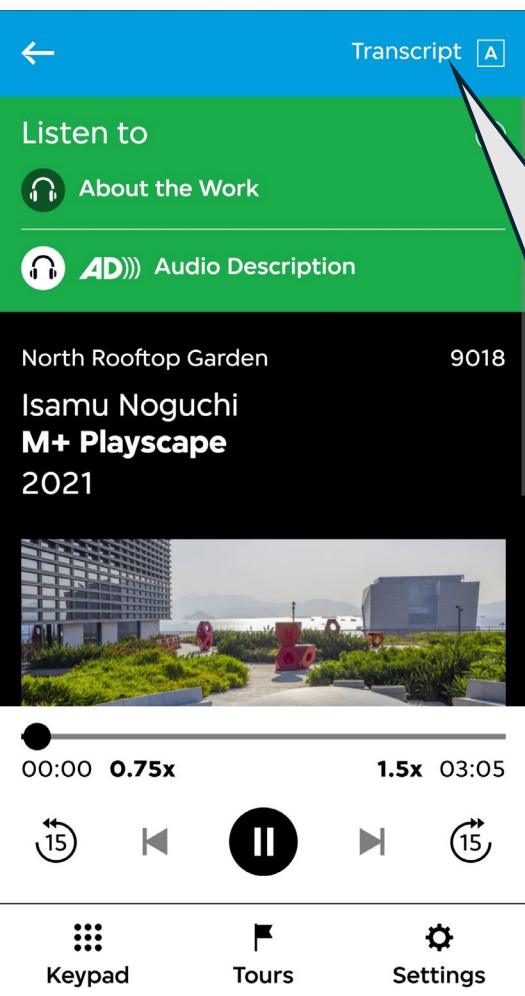
Use headphones for a better audio experience


- Audio recordings in 3 languages (English, Cantonese and Mandarin) and relevant transcripts of the interviews/audio descriptions are available (in English, Traditional and Simplified Chinese)
- Chinese and English alternative texts are available for images
- Compatible with screen readers on digital devices

Headphones (3.5mm jack) can be borrowed at the **G/F Information Counter**





4. Other Useful Information



← Transcript 

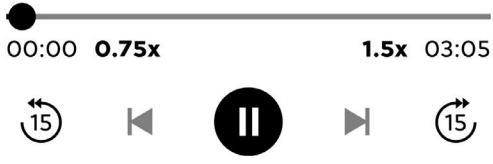
Listen to

 About the Work






 Audio Description




North Rooftop Garden 9018

Isamu Noguchi
M+ Playscape
2021

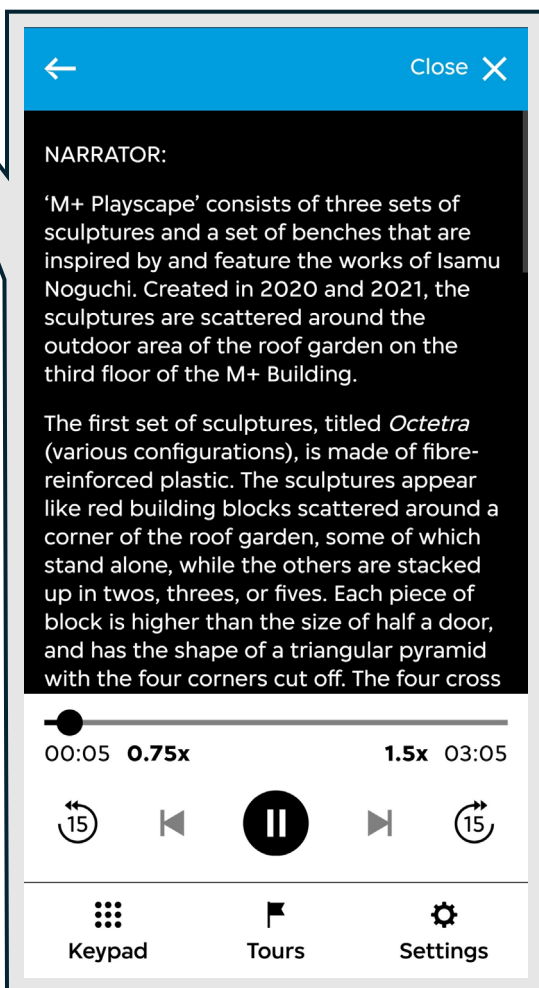



00:00 0.75x 1.5x 03:05

Keypad Tours Settings

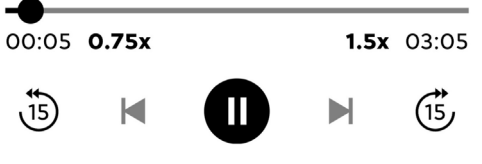


← Close 






NARRATOR:




‘M+ Playscape’ consists of three sets of sculptures and a set of benches that are inspired by and feature the works of Isamu Noguchi. Created in 2020 and 2021, the sculptures are scattered around the outdoor area of the roof garden on the third floor of the M+ Building.

The first set of sculptures, titled *Octetra* (various configurations), is made of fibre-reinforced plastic. The sculptures appear like red building blocks scattered around a corner of the roof garden, some of which stand alone, while the others are stacked up in twos, threes, or fives. Each piece of block is higher than the size of half a door, and has the shape of a triangular pyramid with the four corners cut off. The four cross



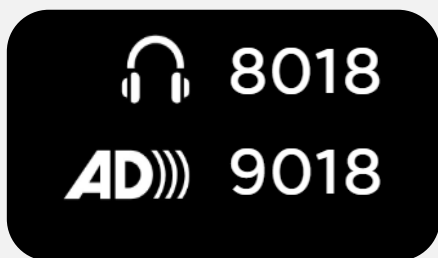
00:05 0.75x 1.5x 03:05

Keypad Tours Settings

Choose “About the Work” or “Audio Description” for playing the audio tracks. Relevant transcript will be displayed by tapping “Transcript” on top right corner.

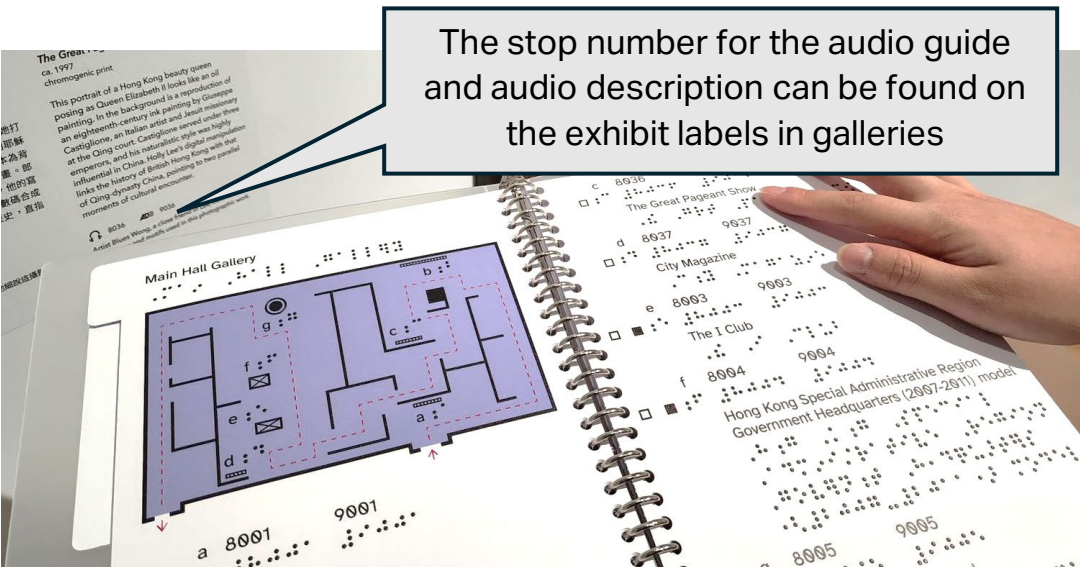


Pay attention to the stop number on the labels in the galleries:
The stop numbers of the “audio description” series start with “9”

4. Other Useful Information

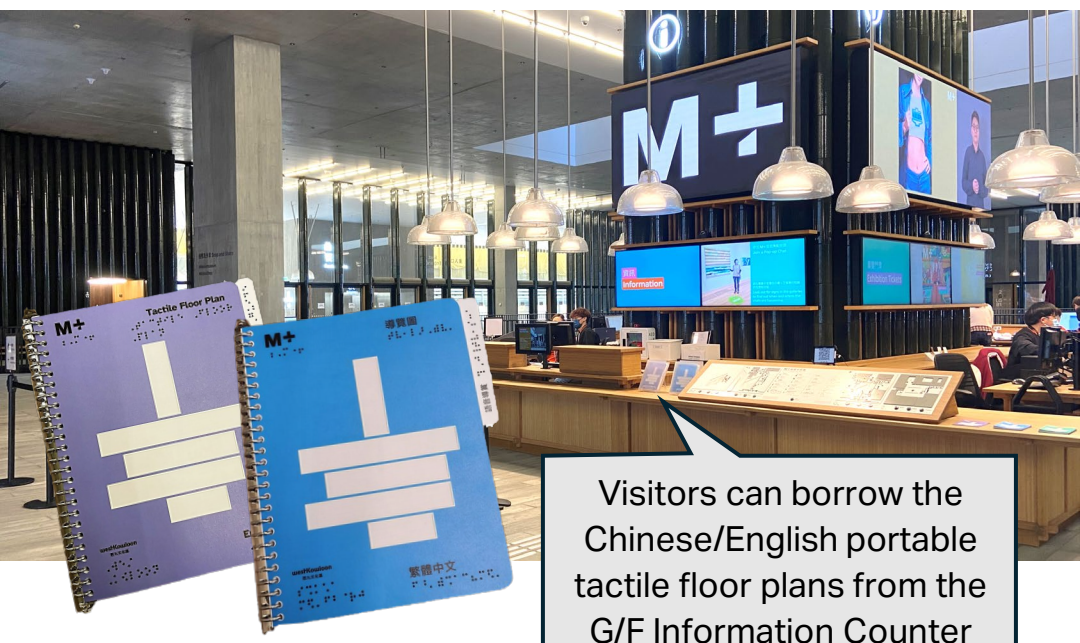
4.1.3 Explore the collections and exhibits with audio description

- Portable tactile floor plans can be borrowed from the G/F Information Counter
- Visitors can learn about the locations and layout of galleries, and the locations of exhibits with audio description through the portable tactile floor plan



The stop number for the audio guide and audio description can be found on the exhibit labels in galleries

Visitors can find out more about the collections and exhibits with audio description, as well as the stop number by following the recommended routes in the tactile floor plan through sight or touch.

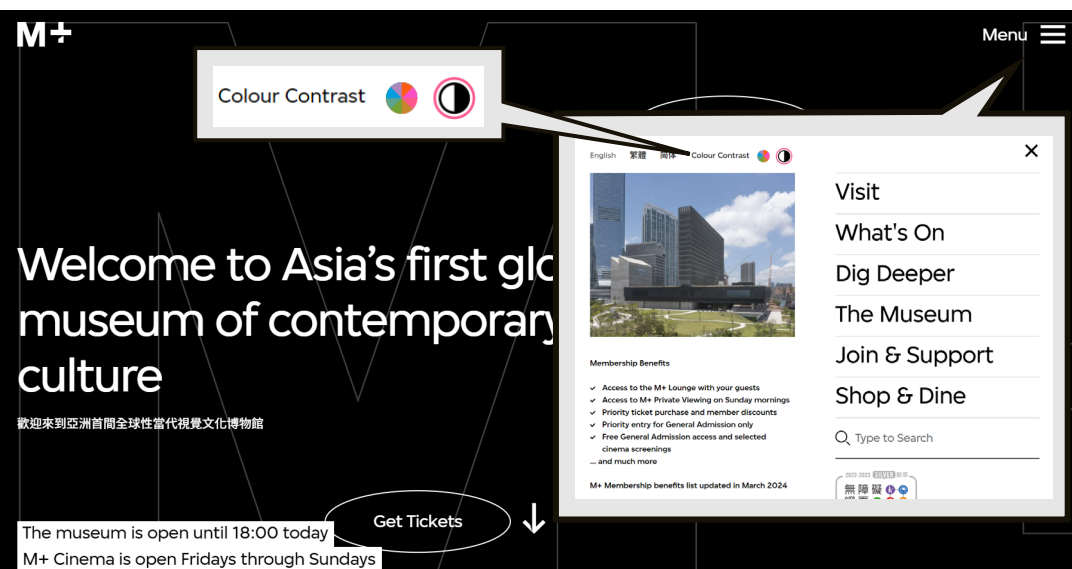
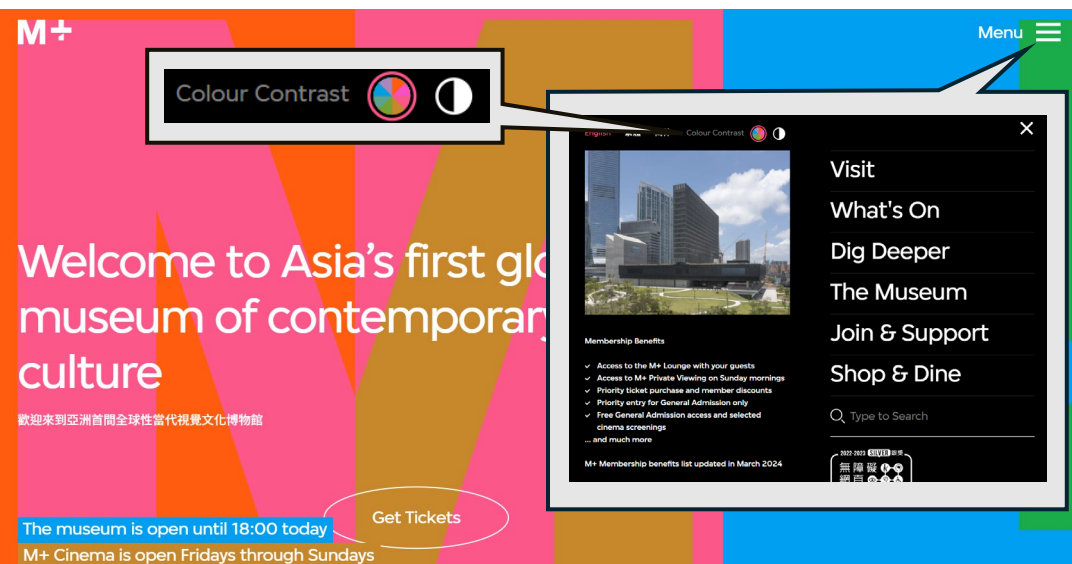


Visitors can borrow the Chinese/English portable tactile floor plans from the G/F Information Counter

4. Other Useful Information

4.1.4 Website

- Designed with reference to WCAG 2.1 Level AA standard
- “High Contrast Mode” is available (web surfers can switch between “colour” or “black and white” mode through the “Colour Contrast” toggle at the menu)
- Compatible with screen readers and keyboard navigation
- All PDF files published on the website are accessible and compatible with screen reader
- Chinese and English alternative texts are provided for images on the website with constant updates



4.1.5 Video

- Available on M+ website [[Homepage > Menu > Dig Deeper > M+ Magazine](#)] or [M+ YouTube channel](#)
- Closed captions, transcripts and relevant translations in Chinese and English are available for most of the online videos
- Some interviews are available in Hong Kong Sign Language and International Sign



Closed captions and relevant language options

Inside M+

SUHANYA RAFFEL: Welcome to M+. We're in Hong Kong, and we're about to open Hong Kong's first global museum of visual culture, and you are about to see a sneak preview of what we have in our galleries and the great facilities and resources available to all of you.

View the "video transcript"

4.2 Free Wi-Fi Networks

Two free Wi-Fi networks are available for visitors to use in M+:

1. Name: Wi-Fi.HK_via_WestK

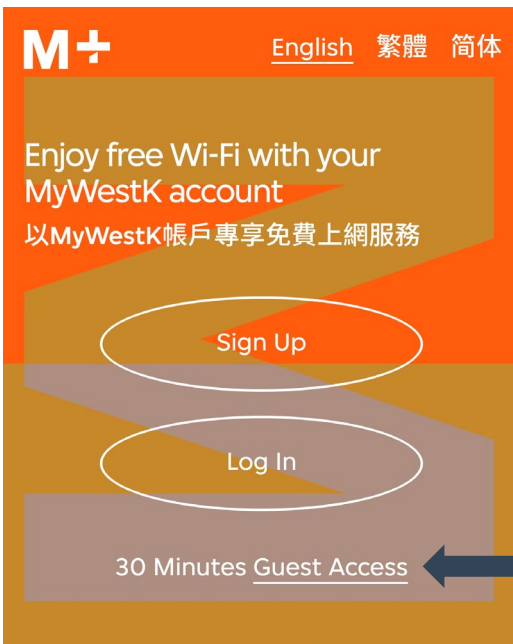
No registration is required (Time limit: 30 minutes)

Wi-Fi.HK_via_WestK

By clicking Connect, I agree to the [Terms and Conditions](#) and acknowledge that I have read the [Privacy Policy](#).

Start the 30-min Guest Wi-Fi

2. Name: WestK



a Registration and login to MyWestK is required (Time limit: 24 hours)

b No registration is required (Time limit: 30 minutes)

4.3 Dine and Shop

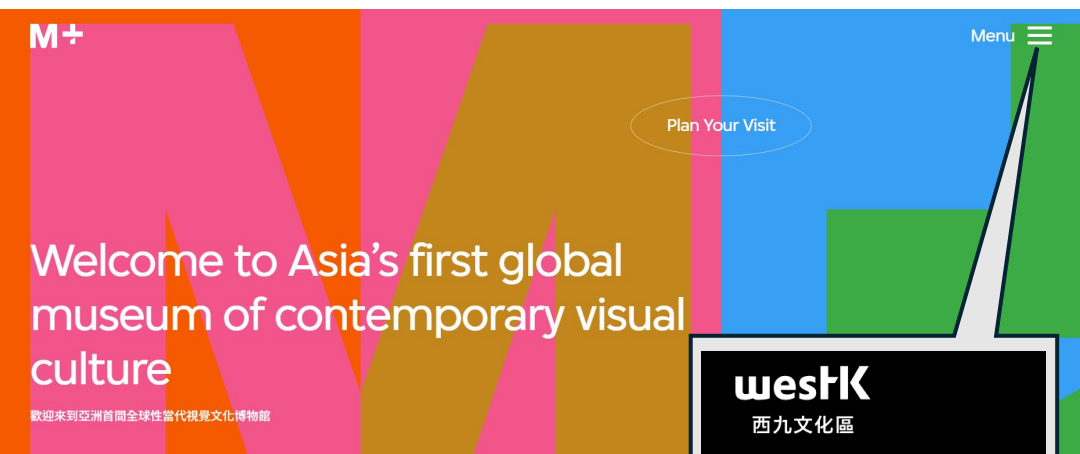
- Museum shops are located on B1/F and G/F
- An online store is available on M+ website
【[Homepage > Menu > Shop & Dine > M+ Shop](#)】
- For dining options at M+ and nearby venues, please visit the WestK website 【[Dine & Shop > Restaurants & Cafes](#)】

4.4 Arrangements Under Inclement Weather or Other Special Circumstances


- For general guidelines and ticketing arrangements, please refer to the M+ website 【[Homepage > Plan your visit > Opening Hours > Inclement Weather Arrangements](#)】
- Please note that the latest arrangements for inclement weather will be announced through website during the day of inclement weather


4.5 Enquiries or Suggestions

- Please find the contact details for enquiries on the M+ website 【[Homepage > Menu \(Contact Us at the bottom\)](#)】



For general enquiries or suggestions

 (852) 2200 0217

 General enquiry form on WestK website
【[Contact Us](#)】 section

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